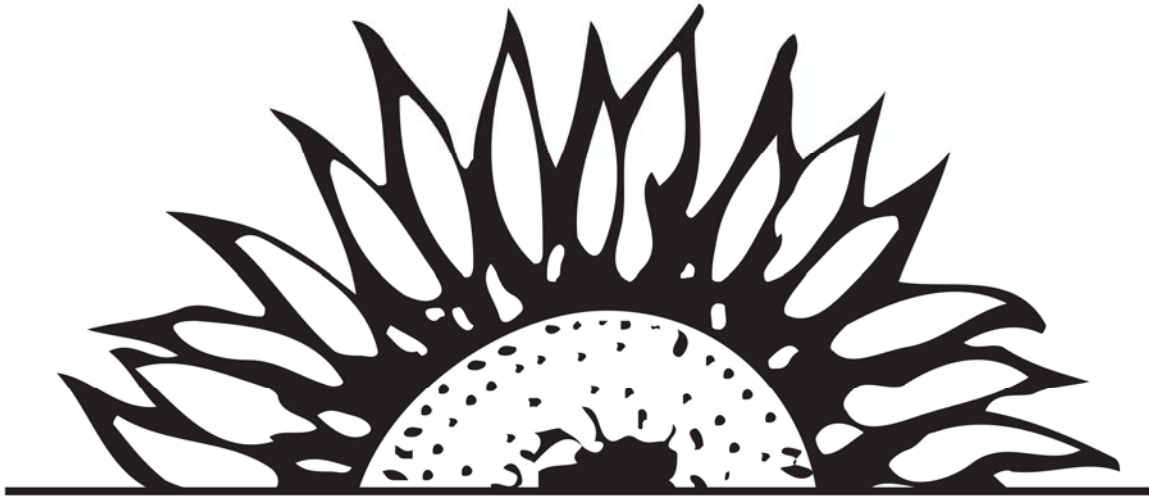




CCOF
Certification Services, LLC
www.ccof.org



CERTIFICATION SERVICES

Program Manual

CCOF CERTIFICATION SERVICES, LLC

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This manual is provided to all operations seeking CCOF CS certification to present information regarding the certification process. This Manual is also available in Spanish. It contains a detailed description of CCOF CS's certification program and policies in addition to the rights and responsibilities of CCOF CS certification clients. Please review this manual carefully.

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SECTION ONE: WELCOME TO CCOF!

OVERVIEW OF CCOF

As one of the first organic certification agencies, CCOF was instrumental in advocating for federal organic legislation; our organic certification standards were used as a foundation for the USDA National Organic Program, finally making “certified organic” a federally regulated claim.

Today, CCOF advances organic agriculture for a healthy world. We advocate on behalf of our members for organic policies, support the growth of organic through education and grants, and provide organic certification that is personal and accessible.

CCOF is a nonprofit organization governed by the people who grow and make our food. Founded in California more than 40 years ago, today our roots span the breadth of North America and our presence is internationally recognized. We are supported by an organic family of farmers, ranchers, processors, retailers, consumers, and policymakers. Together, we work to realize a future where organic *is* the norm.

ORGANIZATION STRUCTURE

A nonprofit with the mission to support organic agriculture through education, research, advocacy and product certification, CCOF is comprised of the following three distinct legal entities:

- CCOF Certification Services, LLC
- CCOF, Inc.
- CCOF Foundation

For more information about the CCOF organization history, structure or activities, visit www.ccof.org

CCOF Certification Services, LLC (CCOF CS)

CCOF CS is a 501(c)5 nonprofit organization dedicated to providing certification services for organic crops, livestock and products. CCOF CS works hard to maintain a thorough and service-oriented organic certification program. All CCOF CS clients benefit from our commitment to service and years of experience.

CCOF developed our organic certification program through the 1970’s and ‘80’s, and then later achieved accreditation under the USDA National Organic Program (NOP) when it was implemented in 2002. As the demand for organic products has grown worldwide, CCOF CS has added additional certification services, including export equivalence verification for Japan, the EU, Canada, and Korea, and certification to the Canadian Organic Regime standards. CCOF is approved by the Mexican government to certify to the Mexican organic standards.

CCOF, Inc.

CCOF, Inc. is a membership organization that provides cost-effective infrastructure for certification, advocacy, and Foundation programs, including human resources, marketing, and technology to advance CCOF’s mission. CCOF, Inc. is a 501(c)(5) nonprofit organization and is the sole member of CCOF Certification Services, LLC. The CCOF, Inc. oversight body is a Board of Directors consisting of members and supporting members elected by the membership per the organization’s bylaws. Executive management is provided by the CEO.

CONSENT TO ELECTRONIC TRANSMISSION:

IN ORDER TO SEND AND RECEIVE OFFICIAL COMMUNICATIONS TO AND FROM CCOF, INC. VIA EMAIL OR FAX, OR TO PARTICIPATE IN MEETINGS OR VOTES CONDUCTED BY ELECTRONIC MEANS, YOU MUST PROVIDE CONSENT BY SIGNING THE CCOF CERTIFICATION APPLICATION/AGREEMENT AND YOU MUST PROVIDE A VALID EMAIL ADDRESS AND/OR FAX NUMBER. YOU ARE NOT REQUIRED TO AGREE TO COMMUNICATION VIA ELECTRONIC TRANSMISSION (FAX OR EMAIL). YOU MAY REQUEST THAT MEETING NOTICES, BALLOTS, AND OTHER MATTERS OF OFFICIAL BUSINESS BE SENT TO YOU VIA REGULAR POSTAL MAIL. YOU HAVE THE RIGHT TO WITHDRAW YOUR WRITTEN CONSENT AT ANY TIME BY PROVIDING CCOF, INC. WITH WRITTEN NOTICE THAT YOU ARE WITHDRAWING YOUR CONSENT RELATIVE TO THE USE OF ELECTRONIC TRANSMISSION. NO FEE WILL BE CHARGED FOR WITHDRAWING YOUR CONSENT.

CCOF Foundation

The CCOF Foundation is a nonprofit 501(c)(3) organization that expands on our education and outreach activities. Governed by the Foundation Board of Trustees, the Foundation’s mission is to protect the environment and enhance human health by promoting the production and consumption of organic food. The CCOF Foundation aims to support organic farmers’ efforts to conserve biodiversity, accelerate the transition from conventional agriculture to organic, and educate consumers about the benefits of organic food and farming.

CONTACT INFORMATION

The CCOF primary office is located at:

2155 Delaware Ave, Suite 150, Santa Cruz, CA 95060
Phone: (831) 423-2263, Fax: (831) 423-4528

The office is open from 8:00 am to 5:00 pm, Monday through Friday. You are welcome to stop by anytime during office hours, however, we strongly recommend that you call ahead to make an appointment to ensure that the staff member you are looking for is available to



meet with you. Some staff members work off site and may not be available unless you make an appointment.

When the CCOF office is closed you may leave a message or send an email to ccof@ccof.org. Staff review messages each business day and return calls and emails as soon as possible. CCOF personnel work in several different locations throughout the United States. By contacting the CCOF office, you are directed to the appropriate personnel.

CERTIFICATION SERVICES OFFERED

CCOF CS offers assessment for compliance and/or equivalence with multiple organic certification standards. Some certification standards are established and enforced via government regulations, such as the USA, Canada, and the EU, while other organic standards are established by industry working groups or private organizations. Depending on the standards, different types of products (i.e. food, fiber, or cosmetic/personal care) are required and/or eligible for compliance assessment. CCOF CS currently provides certification services only within North America.

CCOF CS provides certification services under the following standards and product scopes:

USDA National Organic Program (NOP) 7 CFR Part 205 Compliance

Operations in the US and Mexico: Crop, Wild Crop, Livestock, Handling/Processing, Retail & Restaurant

Canadian Organic Regime (COR) CAN/CGSB 32.310 Compliance

Operations in Canada: Crop, Wild Crop, Livestock, Handling/Processing

Mexico Compliance Program

Enrollment required for operations in Mexico. Operations outside of Mexico wishing to sell organic product in Mexico may also enroll. Scopes: Crop, Wild Crop, Handling/Processing

CCOF International Standard: European Organic Program (EEC 834/07) Equivalence

Operations outside the United States shipping to the EU or Switzerland: Crop, Handling/Processing

CCOF Global Market Access

Export verification under USDA National Organic Program equivalence arrangements with: Canada, EU, Japan, Korea, Switzerland.

Export verification under the CFIA Canada Organic Regime equivalence arrangements with: U.S., Japan, EU, Switzerland

CCOF Certified Transitional

Operations in the US and Mexico: Crop and Wild Crop

CCOF GLOBALG.A.P. Certification

Field level food safety certification to the GFSI benchmarked GlobalG.A.P. certification standards.

The policies and procedures described in this manual are applicable to all of the CCOF CS certification programs, unless otherwise noted in this Manual or in the Program Manual specific to the program. The rules, requirements and regulations for each standard referenced above can be accessed through www.ccof.org.

MYCCOF – ONLINE CERTIFICATION MANAGEMENT

All CCOF certified operations are given access to the free online certification management tool, MyCCOF. With a MyCCOF account, operations can:

- Download current certificates
- Monitor inspections and view inspection reports
- Track and respond to compliance requests
- Search and request materials be added to the Organic System Plan (OSP)
- Review the approved OSP
- Manage payments and pay bills
- Manage authorized contacts
- View correspondence with CCOF
- Manage multiple certified operations
- Track CCOF-certified suppliers and access their certification status in real-time

MyCCOF was built to offer an innovative and easy approach to managing organic certification. For additional details and access to the tool, visit www.ccof.org/myccof

ACCREDITATION OF CCOF CS

In order to offer the certification services described above, CCOF CS maintains the following accreditations:

United States Department of Agriculture (USDA)

Agriculture Marketing Service (AMS) for offering organic certification to the USDA National Organic Program standard.

Committee on Accreditation for Evaluation of Quality (CAEQ)

for the scope of compliance with the International Standardization of Organization ISO/IEC 17065, covering organic certification of equivalence/compliance with the EEC Regulations 834/2007, and the COR standards. CCOF is approved under ISO/IEC 17065 for the scope of the Mexican organic standards.

American National Standards Institute (ANSI) for the scope of compliance with the International Standardization of Organization ISO/IEC 17065 for offering food safety certification in accordance to the GLOBAL G.A.P. program.



These accreditations involve a rigorous examination of CCOF CS's quality systems and certification procedures, inspection of office files and procedures, assessment of personnel qualifications and observation of on-site inspections of certified farmers and processors. Annual audits, including on-site visits of the CCOF CS office and certified operations, are part of maintaining ongoing accreditation.

The CCOF CS certification programs operate in compliance with all applicable local, state, federal, and international organic regulations and standards.

SECTION TWO: THE CERTIFICATION PROCESS

THE CERTIFICATION PROCESS

The following graphic can help you understand the basic certification process.

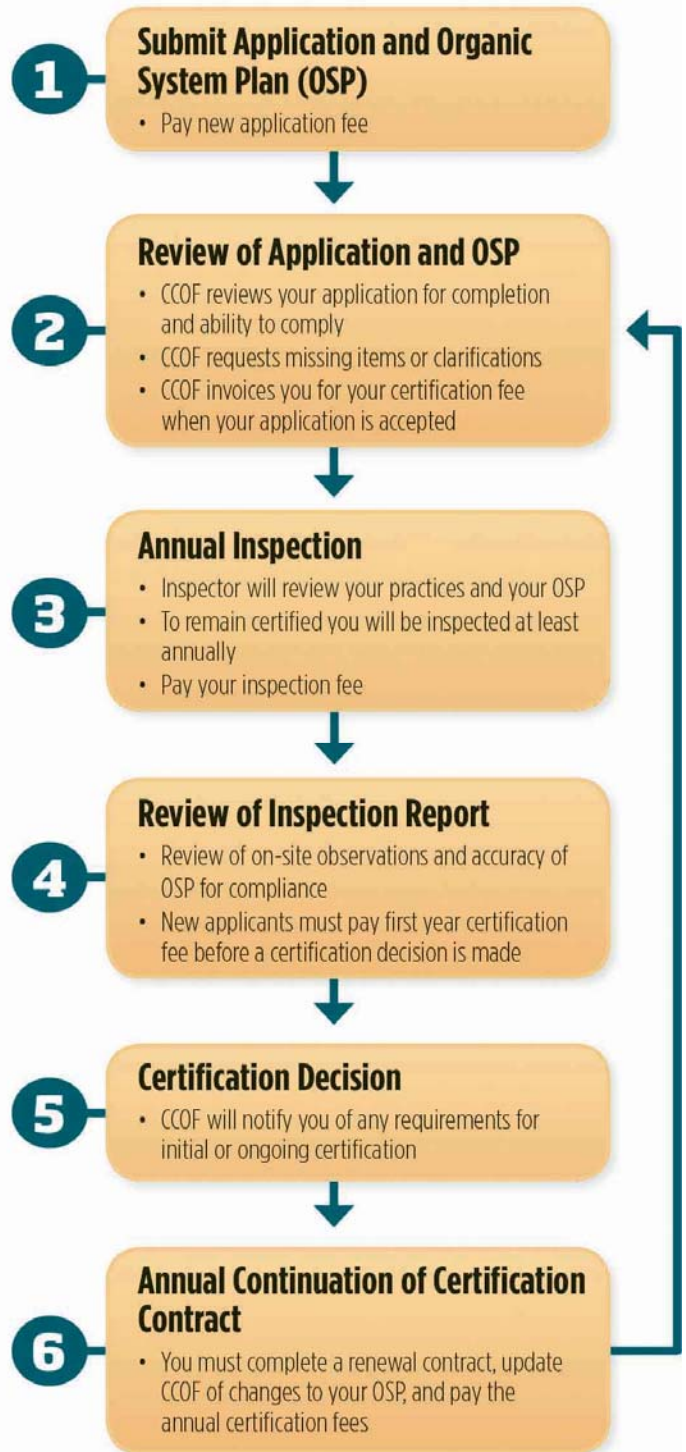
Certification is an annual cycle which includes an on-site inspection in order to verify the accuracy of the Organic System Plan and organic activities. Anyone seeking to receive or maintain organic certification must comply with the applicable organic regulations and standards. CCOF CS works with you to help you understand the standards and ensure your practices meet the applicable organic regulations.

APPLYING FOR CERTIFICATION

An application packet may be obtained by contacting CCOF and requesting one be sent to you via mail or email, or you can download it directly from www.ccof.org. The application packet consists of:

- CCOF Certification Program Manual (this document)
- Applicable organic standards (NOP, COR, Mexico Compliance Program, CCOF International Standard, etc.)
- Application form and Certification Contract and Agreement
- OSP template for the appropriate scope/standard
- Instructions & information to help complete the application

Due to the importance and complexity of the application review, inspection, and compliance review process, CCOF CS recommends that certification applications are submitted 12 weeks prior to organic harvest, projected sales, or other deadlines. Operations seeking certification in less than 12 weeks should consider the CCOF CS Expedited Program described in Section Two below.



Submitting an Application

Before you submit the application to CCOF CS, you should assess the eligibility of your operation by reviewing the applicable organic standard(s) and Organic System Plan(s) documents to compare your practices to the certification requirements.

When you decide to apply for certification, send the required application fee (see Section Three) and the completed Application form and Organic System Plan (OSP) including all required attachments, to CCOF CS.



Please fill out the OSP(s) completely, and provide as much detail as possible. This helps the certification process move forward in a timely manner. Be sure to keep a copy of all of the forms you submit to CCOF CS!

If your operation is currently certified by a different certifier and you wish to transfer to CCOF CS certification, complete the CCOF CS Certification Transfer Form (available at www.ccof.org), including all associated documents, and the application fee may be waived.

Please note that by state law any organic operation located in California (including operations exempt from certification due to less than \$5,000 organic sales) must register with the California Department of Food and Agriculture (CDFA) State Organic Program (SOP). Registration is a separate process, and is in addition to certification. If you are a farmer located in California, contact your County Agricultural Commissioner to begin the registration process as soon as possible. Processors/Handlers in California should contact the Department of Public Health. CCOF CS is required to verify compliance with the California SOP registration requirements.

Any operation that undergoes a change of ownership that causes a change in management of the operation must submit a new application and application fee. The Chief Certification Officer (hereinafter CCO) may waive this fee if the change requires minimal administrative activity for CCOF CS.

Application Review & Cost Estimate

Once CCOF CS has received the entire application packet, including completed Application Form, Contract and Agreement, OSP, and payment, CCOF CS staff then reviews it to determine whether the operation appears to comply or may be able to comply with the applicable regulations. Additionally, CCOF CS determines whether the operation may be exempt or excluded from certification, as described in Section Five, to ensure that CCOF CS is able to perform the scope of certification services requested. CCOF CS may determine any special services due to the location or language of the operation applying for certification.

If the operation applying for certification has previously applied to CCOF CS or another agency and received a notification of Noncompliance or notification of Denial of Certification, the application must include documentation to support the correction of any noncompliance(s) identified in the notification of Noncompliance or notification of Denial of Certification.

Within a reasonable amount of time (generally fewer than ten business days after receiving the application), CCOF CS

communicates the findings of the application review in writing. CCOF CS may request further information in an attempt to clearly define, document and understand the information submitted.

If CCOF CS determines that the operation does not comply and is unable to comply with applicable standards, the applicant is issued a notification of Noncompliance and/or Denial of Certification per Section Four below.

If CCOF CS determines that the application is substantially complete and that the operation complies with or appears to have the ability to comply with applicable regulations, the application is accepted. A cost estimate for certification services is provided after the application is accepted. The estimate is based on the information provided by the operation applying for certification. The actual cost of certification may vary depending on the accuracy of information provided. For more information on cost estimates, see Sections Two and Three below.

Once the application is accepted, CCOF CS identifies an appropriate inspector and within a reasonable time period, forward all relevant information to the inspector. Generally, the inspection is performed within 30 days following the assignment. The initial inspection may be delayed for up to 6 months in order to observe the land, facilities, and activities that demonstrate compliance or capacity to comply.

Applicants may withdraw their application at any time, however the application fee is non-refundable, and an applicant who withdraws its application is liable for the costs of services provided up to the time of withdrawal. An applicant that voluntarily withdraws an application prior to the issuance of a notification of Noncompliance is not issued a notification of Noncompliance. Similarly, an applicant that voluntarily withdraws an application prior to the issuance of a notification of Certification Denial is not issued a notification of Certification Denial.

ON SITE INSPECTIONS

After acceptance of an application for certification, CCOF CS conducts an initial on-site inspection of each production unit, facility, and site that produces or handles organic products and that is included in an operation for which certification is requested. Each year after, an on-site inspection is conducted for the purpose of determining whether the certification of the operation should continue.

The CCOF CS annual organic inspection cycle is:

- CCOF CS assigns an inspector whose training and experience matches the operation's activities.



- The inspector reviews the operation’s certification file.
- The inspector contacts the operation to make an appointment for the inspection and to review any preliminary questions concerning the operation.
- The inspector travels to the operation to conduct the inspection and verify the operation’s compliance or capability to comply with the standards and applicable requirements.
- The inspector conducts an exit interview at the end of the inspection.
- The inspector completes the inspection report and submits it to CCOF CS to make the certification decision.
- CCOF CS Certification Specialists review the inspection report and issue a certification decision.

An inspection must occur every year, even if the operation intends to surrender the certification in the near future. Failure to agree to schedule or participate in an inspection leads to adverse actions, even if the operation is planning to surrender certification but has not actually done so yet.

Scheduling

Each year, a CCOF CS inspector contacts the certified operation to schedule the inspection. CCOF CS expects clients to make a substantial effort to meet the inspector’s schedule. CCOF CS schedules inspections in an effort to minimize cost and provide timely service. Penalties may be applied where a client is non-responsive to an inspector’s attempts to schedule an inspection (see Section Three below).

The initial inspection must occur prior to the first “organic” harvest from any parcel. All parcels, including those added to the operation or organic certification during subsequent years, must be inspected before the first “organic” harvest from that parcel.

All on-site inspections must be conducted at a time when land, facilities, and activities that demonstrate the operation’s compliance with applicable organic regulations and standards can be observed (except during additional on-site inspections, such as unannounced inspections). If necessary, the inspection may be delayed for up to six months to ensure the inspection is conducted at such a time. If the time between two regular inspections is more than twelve months, future inspections may be conducted in a shorter time frame to ensure that operations have one annual inspection per calendar year.

Compliance Verification

The on-site inspection is conducted in order to verify the operation’s compliance or capability to comply with the applicable standards. Inspectors verify if the information included in the OSP accurately reflects the practices used or planned to be used. Also, information is verified to determine that prohibited substances have not been and are not being applied to the operation. Inspectors must be granted complete access to the production and/or handling operation, including non-certified production areas, structures, and documentation associated with non-organic production.

CCOF CS reserves the right to require additional information, including the collection and testing of soil, water, waste, seeds, plant tissue, and plant, animal, and processed products samples. At the time of the inspection, the inspector shall provide the operation’s authorized representative with a receipt for any samples taken by the inspector. There is no charge to the inspector for the samples taken. CCOF CS may also take photographs of an operation during on-site inspections and/or surveillance events.

Client Participation

All on-site inspections (other than unannounced inspections) must be conducted when an authorized representative of the operation who is knowledgeable about the operation is present. Failure to complete an annual inspection is cause for the issuance of a notification of Noncompliance and/or Proposed Suspension.

CCOF CS clients and inspectors must ensure that there is ample time for the inspection. The duration of an inspection varies by operation and from inspection to inspection. The inspector needs to view all documents that form the client’s audit trail, and the client must have complete input, harvest, production and sales records for no less than the five years prior available for inspection, including all receipts for inputs, contracted services, and equipment rental.

Exit Interview

At the end of the inspection, the CCOF inspector conducts an exit interview with an authorized representative of the operation who is knowledgeable about the inspected operation, to confirm the accuracy and completeness of inspection observations and information gathered during the onsite inspection. The inspector must also address the need for any additional information as well as any issues of concern. The Exit Interview is not the final certification decision, and additional information or points of noncompliance may be issued later by CCOF CS during the review and decision making process.



Inspection Report

Following the inspection, the inspector provides CCOF CS with a copy of the on-site inspection report. The report summarizes the operation's organic system plan and practices and evaluates them for compliance with organic standards. Each report includes a list of all points of concern and potential noncompliance found by the inspector. All operators are provided access to an electronic copy of their on-site inspection report and any test results by the inspector or CCOF CS. Printed copies of any document are available by contacting CCOF CS, and electronic versions are available through MyCCOF.org. Inspectors are required to submit reports to CCOF CS within a timely manner, generally 15 business days from the date of the inspection. If a client is concerned about the date by which a report is completed, they should discuss their concerns first with the inspector, and then with their Service Specialist identified in CCOF correspondence.

Choice of Inspector

CCOF CS reserves the right to make all inspection assignments and the right to use subcontractors for inspection as necessary. Clients may not influence the choice of inspector or contact inspectors directly to solicit inspection assignments. Operators have the right to be informed about the identity of the inspector before the inspection visit, and may raise objections based on conflicts of interest or other reasons by submitting the objections, in writing, to CCOF CS, who rules whether the reasons are accepted and whether or not to reassign the inspection.

Additional/ Unannounced Inspections

CCOF CS may conduct additional on-site inspections of any client to determine compliance with the applicable organic production and handling regulations and standards. Additional inspections may be announced or unannounced at the discretion of the CCOF CS or as required by the accreditation authorities, the USDA Administrator, State Organic Program's Governing State Official, or the Canada Organic Office. Clients are charged fees for announced additional follow-up inspections and not charged fees for unannounced inspections unless otherwise notified. Reasons for CCOF charging a client for an unannounced inspection may include, but are not limited to: verification of corrective actions; observations of specific production stages such as planting, weeding, harvesting, cleaning, packaging, etc.; a history of previous noncompliances; complaint or other investigation; or other reasons deemed appropriate by CCOF. Applicants and clients must allow access to records by authorized representatives of the USDA Secretary, of the state Organic Program's Governing State Official, of CCOF CS, or

of other private accreditation bodies during normal business hours for review and duplication to determine compliance with the applicable regulations.

Canadian Organic Regime

For operators certified under the Canadian Organic Regime (COR), additional requirements for inspection apply. These requirements are detailed in the CCOF COR Compliance Program Manual.

International Standard Program

For operators certified under the EU regulations or Swiss Organic Ordinances, additional requirements for inspection apply. These requirements are detailed in the CCOF International Standard Program Manual.

CERTIFICATION REVIEW AND DECISION

The organic inspector does not have the final say about certification. The role of the inspector is to provide information so that CCOF CS staff can make a decision about whether or not to grant or continue certification. Within a reasonable time after completion of the on-site inspection, generally no more than 90 days, a qualified CCOF CS reviewer evaluates the on-site inspection report, the results of any analyses for substances conducted, and any additional information requested from or supplied by the client.

Granting Certification to New Applicant

If CCOF CS determines that the OSP and all procedures and activities of the applicant's operation are in compliance with applicable organic production and handling regulations, and that the applicant is able to conduct operations in accordance with the OSP, CCOF CS grants certification and provides a certificate to the client. The granting of certification may include requirements for the correction of minor noncompliance(s) within a specified time period as a condition of continued certification. If an applicant is not able to meet the standards, CCOF CS issues a Noncompliance followed by a Denial of Certification.

Annual Renewal (Continuation of Certification)

Once certified, an operation's certification continues in effect until surrendered by the operation, or until suspended or revoked by CCOF CS, the State Organic Program's Governing State Official, the USDA Administrator, or other governing official. However, In order to maintain certification, an operation must renew their certification annually.

To continue certification, operations certified to any program must pay the annual certification fees, either by mail or online at www.ccof.org/renew, by January 1 of each year.



Operations certified to the NOP standard must submit an Annual Renewal (Continuation of Certification) Contract in addition to the annual fee.

The Annual Renewal Contract requires the following information to be submitted to CCOF CS:

- A) As applicable, updates on the correction of any open Noncompliances previously issued to the operation by CCOF CS
- B) As applicable, updates to the Organic System Plan (OSP), detailing any deviations from, changes to, modifications to, or other amendments made to the previous year's OSP, and any additions or deletions intended to be undertaken in the coming year

Once CCOF CS has received the annual renewal payment and the completed Annual Renewal Contract (for clients certified to the NOP), and we have verified that the operation appears to be in compliance with all applicable standards, CCOF CS notifies the client that the certification renewal is complete. Once the renewal is complete, CCOF CS, within a reasonable time, arranges and conducts the annual on-site inspection. If the renewal is not completed by the due date, CCOF CS charges a late fee for each Noncompliance or Proposed Suspension issued (see Section Three below).

Ongoing Certification Cycle

The certification cycle of renewal, inspection, review and decision continue on annually until the certification is surrendered, suspended or revoked.

If CCOF CS has reason to believe, based on review of the on-site inspection report and the current OSP, that a client is compliant with applicable regulations and standards, CCOF CS notifies the operation of their continued certification and provide an updated organic certificate. The notification of continued certification may include reminders to the operator intended to help the operation stay in continued compliance with standards.

If CCOF CS determines that the information provided to the inspector or in the OSP is not sufficient to make a certification decision, CCOF CS may request, by phone, email or mail, that the client provide additional information by a certain due date. If that information is adequately provided, CCOF CS notifies the operation of their continued certification and provide an updated organic Certificate. If the client does not respond to this request by the due date, and CCOF CS is forced to issue a Noncompliance, CCOF CS bills a late fee per Section Three below.

If CCOF CS has reason to believe, based on review of the on-site inspection report and the current OSP, that the Client is not complying with applicable regulations and standards, or if the Client fails to provide requested information within a specified time period, CCOF CS may issue a notification of Noncompliance.

Surrender of Certification

A client may withdraw from the CCOF CS certification program through written or verbal notification of surrender at any time. Only an authorized representative of the operation may surrender the certification to CCOF CS.

Upon surrender, the client must cease all claims to CCOF certification and to the CCOF name and seal and destroy or return all certificates, labeling, and marketing material containing reference of CCOF. Clients are liable for the costs of all CCOF services provided up to the point of withdrawal.

Events Beyond Client's Control

When CCOF learns that a catastrophic event beyond the client's control has occurred that makes the client unable to contact CCOF, such as death or natural disaster, CCOF CS reserves the right to cease certification activities for up to six months. If contact cannot be made with a client whose principal operator has died or the operation has been closed and it is common knowledge that production or processing has ceased, CCOF CS ceases providing certification services.

CCOF may permit variances from the Standard per NOP Instruction 2606 Temporary Variances.

ORGANIC CERTIFICATE

The CCOF CS organic certificate specifies, at minimum, the:

- A) Name and physical address of the client
- B) Effective date of certification and period of validity (if applicable)
- C) Scope of certification, such as Crops, Livestock, Handling, Wild crop, etc.
- D) Standard(s) to which the operation is certified
- E) Name, address, website and telephone number of CCOF CS.

CCOF CS may re-issue a certificate when any of the above information, or the contact information of CCOF CS, has changed.

Certificates that are lost, mutilated, or stolen may be replaced upon request. CCOF CS can also issue a duplicate certificate for the purpose of display when requested. All changes, corrections, or additions to the certificate must be requested in writing.



Applicability of Certification

The operation and its parcels, products, livestock and services, listed on the CCOF organic certificate and Client Profile have only been approved by CCOF for compliance with the specific organic standard as listed. Other local, state or federal labeling regulations may apply to products sold by this company and it is the responsibility of the certified operation and/or the company that is identified on product labels to make sure that information and claims on the labels are in compliance with all applicable regulations and are truthful.

RUSH, EXPEDITED AND EXTENDED CERTIFICATION SERVICES

CCOF CS makes every effort to meet the customer service needs of all operations, including the timely review of inspections and changes to the OSP. However, we recognize that some operations may require rush services in order to meet deadlines. Therefore, CCOF CS offers three services designed to speed up the certification process when needed. Fees for each service are described in Section Three below. None of these services guarantee certification. Certification is dependent upon compliance with the applicable standards. These services are intended to provide a faster decision, not guarantee approval.

Rush Services

Rush services are available for clients who need quick review of an OSP update that does not require an onsite inspection, such as a request to use a new input material, a new label, or the purchase of ingredients from a new supplier. For an additional fee, CCOF CS delivers you a response to the request within either 2 or 5 days. The Rush Review Request form including details is available at www.ccof.org.

Expedited Services

Expedited services are available to reduce the timeframe for conducting an inspection of a new operation, an annual inspection of an already certified operation or new addition to an operation (facility or parcel), and for the review of the subsequent inspection report and final decision notification. A process that can take 60-90 days on average may be reduced to under two weeks.

Information about expedited timelines and fees is available on the Expedited Application form available at www.ccof.org and included in all application packages sent to applicants by CCOF.

Expedited Services are typically requested at the time of submission of the application for the new operation or new addition to an operation (facility or parcel). However, Expedited services may be requested after an application for a new operation or new addition to an operation has

been accepted, or after the corresponding inspection has occurred. In such cases, only the review timeline outlined on the Expedited Application form can be guaranteed. While CCOF makes every effort to prioritize inspection scheduling and completion, the timelines for these stages cannot be guaranteed when Expedited services are requested after the application has been accepted. The full Expedited program fee (see Section Three below) applies if Expedited services are requested after the application has been accepted but before the corresponding inspection report has been submitted to CCOF. A reduced fee (2/3 of the full fee) applies if Expedited services are requested after the inspection report has been submitted to CCOF. Expedited services are not available for reinstatement requests.

Extended Services

Clients in CCOF CS's top fee category, as described in Section Three below, are automatically enrolled in CCOF CS's Extended Services Program, which is designed to meet the unique needs of larger organic businesses. CCOF CS clients who are not in the top fee category may elect to enroll in the Extended Services Program for an additional fee. The Extended Services Program includes a single designated representative, credits towards Rush and Expedited services, faster review turnaround time for updates and inspection reports, and other benefits. All clients enrolled in the Extended Services Program are provided a notice detailing specific deliverables from CCOF CS. These services are subject to change based on client need and CCOF capacity.

The Extended Services Program currently includes, but is not limited to:

- Dedicated client service representative to act as a single point of contact and oversee the certification cycle. Dedicated personnel meet with appropriate organizational contacts regularly to identify plans, needs, and concerns and to ensure timely provision of service at all levels.
- Annual CCOF senior level personal communication regarding service needs and business plans.
- Agreed percentage of client submissions are reviewed within a set number of days (typically 75% within 5 business days).
- Use of CCOF Rush services at a reduced rate.
- Review of all inspection reports within 60 days of inspection.
- Credit towards CCOF's Expedited services for one new facility or one additional acreage annually at no additional charge.



- Optional annual 90-minute OSP Walk-Through webinar or in-person orientation for your employees. Basic topics may include how to work effectively with CCOF, MyCCOF online certification management tool, the CCOF website, and other topics as requested and appropriate (excluding any specific assistance regarding identified barriers to certification or operation-specific compliance issues).

CHANGES TO CERTIFICATION

All clients are required to establish, implement, and maintain an Organic System Plan (OSP). The OSP is a living document that must be updated any time practices regarding organic activities change or are to be changed. The OSP is central to maintaining certification with CCOF CS. Certified operations are responsible for ensuring that the OSP is current and accurately reflects the organic practices of the operation.

Updates to the OSP should be submitted to CCOF CS at any time during the year and must be approved prior to implementation. OSP updates should be submitted:

- A) With the submission of the Continuation of Certification Contract;
- B) At any time during the year for changes such as new input materials are considered for use or new ingredients are sourced;
- C) At inspection if only minor changes are made.

Clients must immediately notify CCOF CS concerning any:

- A) Application, including drift, of a prohibited substance to any field, production unit, site, facility, livestock, or product that is part of the organic operation.
- B) Change in the operation or any portion of the operation that may affect its compliance.

Adding Acreage, Livestock, Products, Services, Facilities

If an operation wants to add new acreage, groups of livestock, products (including new labels), services or facilities to the existing certification, or change the address of a current facility, the client must complete the relevant section of the OSP and submit to CCOF CS for review. Some additions may be completed with a review of paperwork only, while others require an onsite inspection. CCOF CS may charge a fee per Section Three below. All additions must be submitted to CCOF CS, reviewed and approved before any products grown or processed from the additions may be sold as organic. Clients should contact CCOF CS staff to discuss what paperwork is needed and if an inspection is required as soon as possible to ensure that the new areas of production are adequately covered by certification.

The addition of new organic acreage or a production facility, including a change of address for a current production facility, requires an onsite inspection. To avoid additional fees, additional acreage or facility documentation should be submitted to CCOF CS at least 90 days before the annual inspection. The on-site inspection of new acreage or a facility must occur after the OSP update has been received by CCOF CS. Inspections of acreage or facilities for which the OSP update has not yet been submitted are not recognized and an additional inspection is required. Requests to add acreage or facilities submitted at inspection may not be considered or may require additional inspections.

Parcel Transfers Between Two CCOF Certified Clients

Certified organic parcels may be transferred between two CCOF certified clients under certain conditions. CCOF must approve applications for parcel transfers before the sale of any crop by the new management. A separate application form, copy of the current CCOF Client Profile and parcel map are required. CCOF ensures that the parcel has been inspected at least once during any certification season (year), or the last 12 months, and ensures there has been continuous organic management with a fertility plan that meets of the NOP regulations at 7 C.F.R. §205.103. If the parcel meets the requirements for transfer, CCOF will provide the service of transferring the parcel and bill the new manager the parcel transfer fee.

Expanding Scope or Breadth of Certification

To expand the **scope** of certification (i.e. adding a *new* program or service), submit the relevant OSP pages, the additional fee, and have an inspection. For example, a client certified for organic crop production that wishes to add processing.

To expand the **breadth** of certification (i.e. adding parcels, products, facilities, etc. to an *existing* scope/program/service), submit the relevant OSP pages and applicable fees, and have any required inspections (for parcels and facilities).

CCOF CS does not approve an expansion to the scope or breadth of certification of a client who has open Noncompliance(s) or Proposed Adverse Action(s) related to compromised organic integrity, unless the change is required to resolve or correct the compliance issues. Therefore, CCOF CS reserves the right to not issue export documents or updated certificates in such a case. If a client has open Noncompliance(s) or Proposed Adverse Action(s) for reasons *not* related to the organic integrity of products, (e.g. non-payment of fees), CCOF CS may use discretion in deciding whether to issue export documents or updated certificates.



Business Changes

If a change to an organic business you manage or own results in a new Tax ID, business structure, or owner, you must fill out the Business Change Application. This form will help CCOF understand the nature and scope of the change and may help streamline the certification process. The new applicant fee applies.

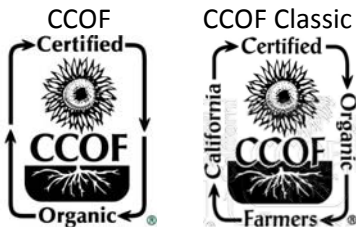
CCOF NAMES AND SEALS

CCOF Names and acronyms that may be used on organic product packaging or in marketing materials include: CCOF Certification Services, CCOF, and California Certified Organic Farmers.

The CCOF seal may be used in any color or combination of colors but may not be modified in other ways.

Clients using the CCOF seal may use (or have access to) various graphic formats, stickers, twist ties and other products offered by CCOF CS at www.ccof.org.

Seals



“Non-GMO and More” Product Seals

CCOF offers additional versions of the CCOF seal for clients wishing to highlight the Non-GMO attributes of their products in addition to the other benefits provided by organic production. These seals may be used by any entity entitled to use the CCOF seal.



Clients who are certified Transitional may use one of the following Transitional seals.:



Stellar Seal

CCOF has licensed the Stellar Certification Services name and seal. Operations previously certified organic by Stellar may use their name and seal until December 31, 2021.



All labels used on packaging must be included in the OSP and pre-approved by CCOF CS, preferably prior to printing. Clients may also use the additional seals of the standards to which they are certified (USDA, Mexico, COR, etc.) so long as they do in compliance with applicable requirements and the labels are approved by CCOF CS.

Clients must only use the CCOF name and seal and other logos and/or seals authorized by CCOF in accordance with CCOF standards and/or policies and must cease all use of CCOF’s name and seal upon notice by CCOF. Any use of CCOF’s name or seal, without the express consent of CCOF is strictly prohibited and constitutes infringement of CCOF’s rights. CCOF shall be entitled to its reasonable attorney’s fees and costs incurred in bringing any civil action, arbitration or mediation to enforce its rights in its name or seal.

SECTION THREE: FEES

CCOF is committed to maintaining stable certification fees and being completely transparent about the costs of certification. In general, there are two significant fees per year: the annual Certification Fee and the Inspection Fee. However, depending on the complexity and activities of your operation, you may be billed additional fees for services such as export verification or the use of multiple production facilities.

We encourage you to review this section carefully to determine all fees that may be incurred by your operation so that you can budget for your certification costs appropriately. To estimate the cost of certification, add together the application fee (new applicants only), certification fee, and estimated inspection fee. Additional fees, such as Global Market Access or Uncertified Handler fees, may also apply.

Applicants and clients may contact CCOF CS to discuss the costs of certification. A formal cost estimate is provided to new applicants upon acceptance of the application by CCOF CS. Fees may vary from year to year.

GENERAL INFORMATION

CCOF CS charges additional fees for service in order to efficiently allocate work to client demand and reduce costs to clients who do not need additional services. Not

all clients seek additional services, thus CCOF CS is able to reduce the cost of certification to those clients who are not charged additional fees. All fees listed throughout this manual are in USD, except as indicated by program. Operations seeking certification to the Mexican regulations, see the CCOF Mexico Compliance Program section below.

Payment of Fees

All fees are to be made payable to CCOF Certification Services, LLC. With your payment, please include a memo or invoice, and your client code. Payments may also be submitted online at: www.ccof.org/payment.

Payment Plans

If you are unable to pay your fees in full, CCOF CS works with you to implement a payment plan. Clients whose annual certification fee is over \$300 may arrange to make quarterly payments instead of annual payments. Please begin by completing the Payment Plan form available at www.ccof.org or contact CCOF Accounting Department to discuss payment plans.

Refunds and Adjustments

All fees paid to CCOF CS are non-refundable. Only the CCO has the authority to adjust, waive or otherwise modify fees billed. Any requests for fee adjustments or waivers should be sent to the CCO. See the Fee Reduction, Waiver & Deferral section below.



COMMON FEES QUICK REFERENCE

Please see specified section of this manual for details. This table is an overview only and does not include all fees that may be applicable.

| Fee: | Amount: | Frequency: | Applies to: |
|--|---|--|--|
| Application | \$325 | One time | All applicants |
| Annual Certification | Varies. Billed on a tiered scale | At initial certification and Annually on January 1 of each year. | All applicants & clients |
| Inspection | Varies. Billed per hour | Per inspection, minimum one per year | All applicants & clients |
| Global Market Access Program | Varies. Billed per market | At initial application and annually | Clients exporting to equivalent markets |
| International Standard Program | \$1,200 | At initial application and annually | Clients exporting to Switzerland or to the EU from outside the US. |
| Mexico Compliance Program | \$900 | At initial application and annually | All applicants and clients located in Mexico |
| Uncertified Handler Affidavit - Storage Facility | \$50 per facility | At initial request and annually | Clients using excluded storage facilities |
| Uncertified Handler Affidavit – Broker, Trader, Wholesaler, Distributor | \$150 per uncertified handler | At initial request and annually | Clients sourcing ingredients or products from excluded, uncertified brokers, traders, wholesalers, or distributors |
| Production Facility | \$300 per facility | At initial application and annually | Farm clients with post-harvest handling and Handler clients using additional production facility(ies) |
| Private Label | \$350 for 5 UPC's & \$50 per UPC after 5 | At initial application and annually | Clients packing in private labels |
| Add Acreage | \$75 & up | Per instance | Clients adding acreage |
| Parcel Transfer | \$125 | Per instance | The transfer of a certified organic parcel between two certified CCOF farmers. |
| Add Product or Service | \$75 | Per instance | Clients adding new products or services, each individual product formula and brand is considered one product |
| Add Facility, Equipment or Scope | \$300 | Per instance | Clients adding a facility, including relocation, new equipment, or a scope of certification |
| Late/No Response | \$150 | Per instance | Clients who do not respond to requests by deadline |
| Export Documents | \$75 | Per instance | Clients requesting export documents |
| Import Documents | \$55 | Per instance | Clients requesting USDA NOP import documents for product coming from Mexico |
| Rush Review | Varies | Per instance | Clients who need OSP updates reviewed quickly |
| Expedited program | Varies | Per instance | Clients who need inspection and review services quickly |
| Compliance Oversight Surcharge | Varies | At initial implementation and annually based on enrollment date. | Operations entering into Settlement Agreements or other processes which include additional oversight measures |
| Mediation Fee | \$500: For Non- Administrative Issue \$100: For Administrative Issue | Per mediation session | For proposed adverse actions that result in mediation, to cover the cost of arranging mediation. |
| Investigation Cost Recovery | Billed per hour. \$75: Administrative \$125: Technical Services | Per instance | For investigation time, including inspections. |
| Reinstatement Application Fee | \$1325 | At initial application | For operations with suspended NOP organic certification who must request reinstatement |



FEES THAT APPLY TO ALL CLIENTS

Application Fee (one time)

There is a one-time, non-refundable \$325 Application Fee due when the application is submitted. This fee covers the expense of reviewing the application, and is required whether the application is accepted or denied.

Applications received by CCOF CS without the fee are not processed or reviewed. If an operation is currently certified by another certifier and wishes to transfer to CCOF CS, this fee may be waived. If an operation voluntarily withdraws from certification and then re-applies within six months of withdrawal, they may qualify for a reduced re-application fee of \$100.

Inspection Fee (recurring)

There is an annual fee each year for the cost of the onsite inspection. This fee varies from year to year. The cost for inspections is billed on a time and materials basis upon completion of the inspection. Total inspection costs vary according to the operation's size, complexity, and inspector availability. As of January 1, 2016, inspections are billed at \$72.50 per hour. Travel time is billed at \$45 per hour and expenses include mileage, food, lodging, etc. Additional required follow-up inspections are billed at the same rates.

CCOF CS clients are responsible for all incurred inspection costs from the point CCOF CS assigns the inspector. This includes preparation, planning, and any purchased tickets or travel expenses incurred. Clients wishing to eliminate inspection expenses must withdraw from certification in writing upon first contact from the inspector.

CCOF CS is committed to assigning and executing inspections in the most efficient manner possible. CCOF CS assigns inspectors to operations according to the inspector's qualifications and in order to minimize travel costs and save time. Cooperation with inspection assignments is necessary in order for inspections to be scheduled efficiently. If a client fails to comply with an inspection date set according to the inspector's schedule, additional time and travel charges may accrue. Clients who withdraw after the inspection is assigned may be billed for any expenses incurred.

If an inspection is cancelled by the operation within 3 business days of the scheduled date, CCOF CS charges for the time and expenses incurred by the inspector after initial contact regarding scheduling, plus a \$75 penalty. Additionally, at the second request to schedule an inspection, the client has five working days to respond or else CCOF CS may bill a \$50 penalty.

Annual Certification Fee for First-Year Clients (one time)

Once the application has been accepted, the Certification Fee(s) is invoiced. All applicants for certification must pay this non-refundable Certification Fee(s) before CCOF CS completes the review of the initial onsite inspection report or issue a certificate. Regardless of the time of year when the application is received and the certification fee is paid, the next certification fee is due on January 1 of the following year.

New applicants who receive a certification decision between October 1 and December 31 and pay a full Certification fee are considered "Fourth Quarter Clients" and are billed a reduced fee for the next year of service. Clients whose certification decision is received before October 1 are responsible for payment of the full fee both in the first year and in all subsequent years.

Applicants for certification are required to provide a reasonable estimate of annual Organic Production Value on which the first annual certification fee is based. New applicants must pay fees according to estimated value of organic and transitional production. Applicants located outside of the United States are subject to a minimum Fee Category tier 6 per the Organic Certification Fee Schedule below.

Applicants who withdraw from certification after review are liable for 50% of their first year annual fee or \$150 minimum, whichever is greater. Applicants who withdraw after inspection but before review are only liable for inspection costs billed.

Annual Certification Fee for Continuing Clients (recurring)

All clients, except fourth quarter clients, are billed an annual certification fee that is due on January 1 of each year. Clients who do not surrender certification within 45 days after January 1 are liable for prorated fees up to the date of their withdrawal.

All clients are billed the annual certification fee on a sliding scale based on the Client's annual Organic Production Value (OPV) as described in the Certification Fee Schedule below, except Restaurants and Retail Stores. Continuing Clients pay fees based on the Organic Production Value reported for the previous year. It is the client's responsibility to report any changes to this number using the Certification Fee Schedule. No refunds are given for overpayment. If the amount due was underreported, the client may be billed.



Annual Certification Fee by Certification Program

USDA National Organic Program

Annual fees for this program are per the Organic Certification Fee Schedule following this section.

CCOF Global Market Access Program

For clients enrolled in the USDA NOP or CFIA COR base certification program, the additional annual fee to be enrolled in the CCOF CS Global Market Access program is \$250 per equivalence verification for Canada, the EU, Japan, Korea, or Switzerland. For wine, the fee is \$750 per compliance verification for the EU or Switzerland.

CCOF International Standard Program

For clients enrolled in the USDA NOP or CFIA COR base certification programs, the additional annual fee to be enrolled in the CCOF CS International Standard program is \$1,200 per year.

Canadian Organic Regime (COR) Compliance Program

Annual fees for this program are per the Organic Certification Fee Schedule below, with a minimum of Fee Category tier 9.

Mexico Compliance Program

For clients enrolled in the USDA NOP base certification program, the additional annual fee to be enrolled in the CCOF Mexico Compliance Program is \$900 USD (equivalent to 17,250 Mexican pesos on October 10, 2018). The value in pesos can vary according to the current exchange rate. Operations seeking this certification may consult www.sat.gob.mx for the current exchange rate. Enrollment is required for operations located in Mexico.

GLOBALG.A.P. Program

Annual fees for this program are described in the CCOF GLOBALG.A.P. Certification Program Manual.

CCOF Certified Transitional Program

Annual fees are per the Organic Certification Fee Schedule below, with a maximum at the tier 7 fee category with annual production value calculated at 50%.

ORGANIC CERTIFICATION FEE SCHEDULE

| Fee Category | Organic Production Value (OPV) | | Fee | |
|--------------|--------------------------------|---------------|------------------------|-------------------|
| | At Least | Not More Than | Crop/Livestock | Handler/Processor |
| 1 | \$0 | \$10,000 | \$245 | \$740 |
| 2 | 10,000 | 20,000 | 350 | 740 |
| 3 | 20,001 | 50,000 | 435* | 740 |
| 4 | 50,001 | 100,000 | 635** | 740 |
| 5 | 100,001 | 200,000 | 740 | 840 |
| 6 | 200,001 | 300,000 | 895*** | 895 |
| 7 | 300,001 | 400,000 | 1,070 | 1,070 |
| 8 | 400,001 | 500,000 | 1,330 | 1,330 |
| 9 | 500,001 | 600,000 | 1,850 | 1,850**** |
| 10 | 600,001 | 700,000 | 2,065 | 2,065 |
| 11 | 700,001 | 1,000,000 | 2,675 | 2,675 |
| 12 | 1,000,001 | 1,500,000 | 3,950 | 3,950 |
| 13 | 1,500,001 | 2,000,000 | 4,590 | 4,590 |
| 14 | 2,000,001 | 2,500,000 | 5,230 | 5,230 |
| 15 | 2,500,001 | 3,000,000 | 5,815 | 5,815 |
| 16 | 3,000,001 | 3,500,000 | 6,475 | 6,475 |
| 17 | 3,500,001 | 4,000,000 | 7,290 | 7,290 |
| 18 | 4,000,001 | 5,500,000 | 8,725 | 8,725 |
| 19 | 5,500,001 | 10,000,000 | 12,370 | 12,370 |
| 20 | Greater than 10,000,000 | | Contact us for a quote | |

*Minimum fee for mixed organic and non-organic (all types, all crops).
 **Minimum fee for livestock operations with greater than 10 mammals or 200 poultry.
 ***Minimum fee for clients outside of the 50 United States and Canada.
 ****Minimum fee for clients certified to Canadian Organic Regime (COR) Compliance Program



Organic Production Value

Evidence of Organic Production Value (OPV), including sales records and/or production capacity, must be available for review at the annual certification inspection. CCOF CS reserves the right to adjust the certification fee based on information gathered at the inspection. All organic production and sales information is held strictly confidential except that CCOF CS makes this information available to the USDA Secretary or applicable State Organic Program's Governing State Official in order to carry out its obligations under the USDA NOP.

Evidence of OPV includes, but is not limited to:

- A) Sales records
- B) Income tax revenue statement from most current year (Schedule F)
- C) Acreage multiplied by per acre yield and crop value (may be based on county agricultural commissioner reports)
- D) Other third party records such as a broker, sales agent, or cooperative.

All organic production must be reported, even if not sold as organic. Some portion of organic production not sold as "organic" may be exempt from fees. Clients must submit a request in writing for such an exemption to the CCO, who may grant such a request for up to \$3,000 in fees.

CCOF CS reserves the right to request a compliance audit by a Certified Public Accountant at the client's expense.

Calculating the Organic Production Value (OPV) for Handlers/Processors

Handlers/processors may deduct the cost of organic product purchased from their OPV. To find the annual renewal fee on the fee table that follows, clients must first collect the following information:

- A=** Total value of certified organic production/sales/services such as brokers, contract processing or handling
- B=** Certified organic purchased product price. This is product purchased, not produced, by the client.
- C=** Service fees charged by CCOF CS certified co-processors
- A-B-C =** Organic Production Value subject to annual certification fee.

Calculating the Organic Production Value (OPV) for Farms and Livestock operations

Farms and Livestock operations may deduct the cost of certified organic seed, organic transplant starts and/or feed purchased from their OPV.

Retailer Fees

For retailers with more than one location, CCOF issues a certificate to the certified legal entity with an addendum listing all locations. The annual certification fee is based on the number of locations for up to three departments per location (e.g. Produce, Grocery, Cheese). See Organic Certification Fee Schedule table above for fee category.

Additional departments and departments preparing complex multi-ingredient foods (i.e. Prepared Foods, Bakery) may require additional fees dependent on activities. A retailer wishing to certify private labels is considered a handler and charged the fees per the Certification Fee Schedule above.

Inspection fees are assessed per regular CCOF rates. When an additional location is added mid-year, certification fees will be adjusted and CCOF CS will charge a \$300 fee at initial submission if the Organic System Plan (OSP) for the new location is different from the already approved OSP.

| Number of Retail Locations | Annual Certification Fee Category |
|----------------------------|-----------------------------------|
| 1 | 6 |
| 2 | 7 |
| 3-5 | 10 |
| 6-12 | 15 |
| 13-25 | 19 |
| >25 | Contact for quote |

The CCO has the sole discretion to negotiate annual fees. Where retailers operate centralized chains with more than 5 stores, CCOF CS may provide flat rate inspection pricing to stabilize costs and facilitate planning by both CCOF CS and the operation.

Restaurant Fees

For restaurants with more than one location, CCOF issues a certificate to the certified legal entity with an addendum listing all locations. Depending on the complexity of menu offerings and organic claims, additional fees may apply. Where restaurants act as a Handler and sell finished, labeled products outside of restaurant locations, CCOF will also assess fees based on Gross Organic Production value per the Certification Fee Schedule above in addition to the Restaurant certification fee outlined below. See Organic Certification Fee Schedule table above for fee category.

Inspection fees are assessed per regular CCOF rates. When an additional location is added mid-year, certification fees will be adjusted and CCOF CS will charge a \$300 fee at initial submission if the Organic System Plan (OSP) for the new location is different from the already approved OSP.

The CCO has the sole discretion to negotiate annual fees. Where restaurants operate centralized chains with more



than 5 locations, CCOF CS may provide flat rate inspection pricing to stabilize costs and facilitate planning by both CCOF CS and the operation.

| Number of Restaurant Locations | Annual Certification Fee Category |
|--------------------------------|-----------------------------------|
| 1 | 8 |
| 2-5 | 15 |
| 6-10 | 19 |
| >10 | Contact for quote |

Contract Partners Fees

CCOF CS clients who contract another business to produce, handle or process their crops or products may be eligible to enroll in the CCOF Contract Partners Program- See Section 5 for details. The fee for a Contract Partner is the minimum Handler Certification Fee. The CCO may negotiate a Contract Partner’s fee reduction if they contract all organic production to a single certified operation.

ANNUAL FEES FOR SPECIFIC SERVICES (RECURRING)

CCOF CS charges additional annual fees for services in order to allocate costs according to demand. If applicants or clients have questions regarding these fees, please contact a CCOF CS representative for clarification.

Uncertified Handlers – Brokers, Traders, Wholesalers, Distributors

Clients who source ingredients or products from uncertified, excluded operations such as brokers, traders, wholesalers, or distributors must submit an Uncertified Handler Affidavit (UHA) for each uncertified handler. Only uncertified handlers that do not open, re-label, repack, combine or split loads, or process crops or products in any way are eligible to submit the UHA. CCOF CS charges an annual administrative fee of \$150 for each uncertified handler.

Uncertified Handlers - Storage Facilities

Clients who use uncertified, excluded storage facilities to store unsealed product or product in permeable packaging must submit an Uncertified Handler Affidavit (UHA) (formerly the Storage Facility Affidavit) for each storage facility. Only storage facilities that do not open, re-label, repack, combine or split loads, or process crops or products in any way are eligible to submit the UHA. CCOF CS charges an annual administrative fee of \$50 for each storage facility. A UHA or fee is not required for storage facilities that store sealed products in final retail packaging.

Production Facilities

Farm clients who use post-harvest handling facilities that are not independently certified are billed annually \$300 per facility or production type. Handlers are only billed for

facilities in addition to their main production facility. Examples include (but are not limited to) certification of:

- A) A processor that uses one facility for product manufacturing and another for packaging
- B) A huller, packer, sorting line, or cooler in conjunction with a farm
- C) Milk barns in conjunction with dairy farms
- D) Parcels or livestock in conjunction with a processing plant or handling operation.

The CCO may reduce the fee for additional production for operations that sell less than \$20,000 of product per year, or for operations that add a very small number of animals to an existing farm.

Private Label Name & Seal Use

Clients who label products for a Private Label Owner that is not certified by CCOF CS, which use the CCOF CS name and/or seal, are billed a Private Label fee of \$350 for up to five universal price codes (UPCs) and \$50 for each additional UPC beyond the first five. CCOF CS may reduce or adjust this fee where more than one UPC is submitted for approval at the same time or production runs are extremely small. Adding Products or Services fees also apply to any new product, see below.

FEES FOR SPECIFIC SERVICES (ONE TIME FEES BILLED PER ACTIVITY)

CCOF CS charges additional fees for services in order to allocate costs according to demand. The following is a list of the most common services requested and the associated fees. Please contact the CCO for additional information for services not listed here.

Adding Acreage

For additional acreage applications the following fees apply:

- \$75 if submitted more than 90 days prior to harvest
- \$200 if submitted less than 90 days prior to harvest
- \$300 if submitted at inspection (paperwork must be completed and available to inspector)

Adding Products or Services

CCOF CS charges a \$75 administrative fee for each new product or service added to a client’s OSP. Each individual product formula and brand is considered one product. Label or formula changes for existing products are reviewed for no additional fee. CCOF may charge a reduced rate of \$75 for up to three single ingredient products for the same brand or three brands for the same single ingredient product. Fee adjustment is at the sole discretion of CCOF and only applies to products submitted



for review simultaneously. For addition of more than 50 new products at one time, CCOF may charge fees per Reproduction and Information Rates section below. See Private Label Name & Seal Use section above for fees that may apply to products produced for Private Label Owners who are not certified by CCOF CS.

Additional Processing Facility, Equipment or Co-Packer

CCOF CS charges a \$300 fee for each additional handling or co-packing facility or equipment line added mid-year to an operation already entered into the certification program, including relocation of an existing facility. CCOF CS applies this fee to post-harvest handling operations for farms as well as to handlers. The fee is charged at initial submission of the application.

Additional Scope of Certification

CCOF CS charges a \$300 fee to add a scope (Crops, Livestock, Handling, etc.) to an existing certification. For example, a crop producer adding livestock may be charged \$300 plus any other additional fees. The CCO may reduce the fee for additional production for operations that sell less than \$20,000 of product per year, or for operations that add a very small number of animals to an existing farm.

Rush Review

Operations who need a response regarding an OSP update (that does not require an inspection) more quickly than CCOF CS's regular turnaround time may request a Rush Review. Types of OSP updates that do not require an inspection and are eligible for Rush Review include new labels, new inputs or new suppliers. The fee is \$375 for a 2 day response and \$175 for a 5 day response, per item submitted. See description in Section Two above.

Expedited Review

Operations that need an expedited inspection and certification decision may enroll in the Expedited review program.

The fee is \$2,250 for new applications (includes the \$325 new application fee) and annual inspections (with or without new land, facilities or products), \$1,950 to add a new facility to an existing operation (includes the \$300 new facility fee), or \$1,250 to add new acreage to an existing operation. Expedited service of a new parcel does not include the regular fees for adding acreage, see Adding Acreage section. Inspection fees still apply.

As described in Section Two above, CCOF reduces the expedited program fee to 2/3 of the applicable fee for clients requesting to expedite the review of an inspection report that has already been submitted to CCOF.

Expedited review program fees must be paid before this service begins. See Section Two above for a complete description of this program.

Extended Services Program

Operations that are not in the CCOF CS maximum annual fee category may enroll in the Extended Services Program described in Section Two for an additional annual fee of \$10,000.

Compliance Oversight Surcharge

Operations that require additional monitoring, inspections, or oversight in the context of a settlement agreement or other process may be charged additional initial and annual charges based on the complexity of additional monitoring requirements. Such charges will be identified in appropriate documents and mutually agreed, in writing. These fees are based on four basic tiers starting at \$2,500 and increasing by \$2,500 increments (e.g. \$2,500, \$5,000, \$7,500 and \$10,000). These charges will facilitate costs associated with scheduling, management and oversight of ongoing settlement agreement or other process-based compliance efforts such as ongoing reporting, additional inspections, or testing oversight. Annual cost will be decided by the CCO based on the complexity of the issues, frequency of required monitoring and numbers of additional monitoring inspections required. The CCO may increase or decrease the fee tier in cases of need or extenuating circumstances.

Late/No Response Fees

If CCOF CS requests information or a response from a client by a specific due date, and the client does not submit the information or documents needed, causing CCOF CS to have to issue a Noncompliance or Proposed Suspension/ Revocation, CCOF CS charges a \$150 late/no response fee.

Such situations include, but are not limited to, a client's failure to submit the Annual Renewal contract by the due date or a client's failure to respond to requests for information or notifications of Noncompliance by the due date. CCOF CS notifies clients in applicable documents that failure to respond by the due date results in late fees.

Import Certificates and Export Documentation

CCOF CS charges a \$75 administration fee for each export document and \$55 for each NOP import document for product originating from Mexico. The \$75 fee is charged for each document along with a \$5 service fee for shipping.

Reproduction and Information Rates

CCOF CS does not charge for the routine reproduction of certificates, client profiles, or other file information intended for the sole use of clients. For bulk requests for



10 or more certificates or other public information, including results of periodic residue testing, CCOF may charge a reproduction fee or require enrollment in CCOF services to provide this information, such as MyCCOF: Supplier Management. Clients may be charged this fee if they wish to add more than 50 new products, new materials or new suppliers to their Organic System Plan at one time. This fee covers the cost of data entry.

To provide information related to applicants and clients in any format (this includes electronic and hard copy files), CCOF CS charges either \$10 per document or result requested, or \$60 per hour (with a minimum charge for one hour), whichever is more, plus the cost of materials. CCOF CS can provide an estimate for each job upon request.

Technical and Other Services

CCOF CS may charge additional fees for other customized services, such as sampling or additional verification, on a per quote basis. CCOF CS reserves the right to bill clients and other entities at \$75 per hour for administrative services and at \$125 per hour for technical services.

OSP Walk Through Service

CCOF CS offers a comprehensive and complete overview on how to maintain your Organic System Plan information using CCOF's systems. Walk-throughs will be led by a CCOF Certification Specialist who can provide technical assistance and help you navigate MyCCOF tools. The cost for the OSP Walk-Through service is \$425 for 90 minutes. Each additional hour will be billed at \$100 per hour. The cost for the OSP Walk-through in person includes all travel cost associated with a CCOF Certification Specialist traveling to your operation plus \$125 for up to 4 hours total travel time. Travel time in excess of 4 hours will be billed in 4 hour increments (i.e. 6 hours of travel will be \$250).

Complaint, Investigation & Adverse Action Fees

Applicants and clients are responsible for reimbursing CCOF CS for all costs incurred by CCOF CS as a result of adverse actions, investigations, and legal issues involving the applicant or client. Adverse actions may include but are not limited to: actions described in Section Four, including sanctions, adverse actions, complaints, appeals, mediation, litigation, or enforcement actions. The costs that the applicant or client must reimburse include but are not limited to: the costs of conducting mediation, investigations, conducting additional inspections, conducting discovery, and responding to subpoenas or other discovery requests. Costs are billed at the technical services rate above. CCOF CS does not bill for pesticide residue testing. A Mediation fee of \$500 per session will be billed when an operation chooses mediation to resolve

a non-administrative proposed adverse action(s), to cover the cost of arranging mediation.

If CCOF CS prevails in a mediation, dispute, proceeding, or other contested action against the applicant, certified operation or client, the applicant, certified operation or client is responsible for paying all costs incurred by CCOF CS, including CCOF CS's reasonable attorneys' fees, expenses and costs.

Investigation Cost Recovery

When CCOF CS performs an investigation, which may or may not include inspection(s), and identifies noncompliance(s), the applicant or client may be responsible for the associated costs of the investigation, including conducting additional inspection(s), per *Technical and Other Services and Complaint, Investigation & Adverse Action Fees*, above. The associated costs may be billed either when CCOF closes the investigation or when a proposed adverse action(s) is issued. The costs recovered are based on the amount of time it took to conduct the investigation, starting at a minimum of one hour, and may include review of investigation related evidence, inspection reports, and meetings.

Appeal Fee

To prevent spurious appeals and to help offset the cost of adjudication proceedings, an operation appealing a decision made under any non-NOP CCOF CS certification program (including, but not limited to: COR, International Standard), must submit a fee of \$500 with the appeal. There is no fee to appeal a decision under the NOP certification program.

NON-PAYMENT OF FEES

Underpayment or non-payment of any fees constitutes a violation of CCOF CS policy and applicable standards and is grounds for a Noncompliance and adverse action.

All fees and invoices are due upon receipt. CCOF CS considers payment delinquent after 30 days from the date of the invoice. If a Client has a problem making payment within 30 days, or questions the amount due, they can put the late fee and adverse action process on hold by submitting a payment plan or complaint in writing to the CCOF CS Accounting Department within 30 days of the invoice date. The CCO and the Accounting Department reviews the request and respond to the client within 14 working days from the date received. After 30 days, the Accounting Department sends a notice to all outstanding accounts and late fees are added based on an annual rate of 18 percent per year (minimum late fee of \$1).

Ninety (90) days after the original invoice due date, the Accounting Department refers all clients to the CCO for issuance of a Noncompliance. When a payment plan



payment is 30 days past due, a Noncompliance for nonpayment may be issued if the original invoice for services is 90 days overdue. Certification services cannot be provided to applicants or clients whose fees are more than 60 days past due.

After approximately 105 days of nonpayment, CCOF CS issues a notification of Proposed Suspension. After approximately 135 days, CCOF CS issues a notification of Suspension and the account is sent to collections.

Because processing payment Noncompliances is costly to CCOF CS and takes away from the ability to provide service to other clients, all clients who receive a Noncompliance and subsequent Proposed Suspension for non-payment is charged an additional \$150 per notice to cover administrative and other costs.

Clients who wish to surrender their certification (withdraw) must notify CCOF CS in accordance with Section Two. Clients who no longer wish to be certified, but who do not notify CCOF CS that they wish to withdraw, continue to be invoiced fees. Clients that leave CCOF CS and do not pay outstanding invoices have balances sent to collections.

Collection Policy

Clients are liable for all default payments and collection costs including reasonable attorneys' fees. CCOF CS assigns the account to a collection agency after 150 days from the date of invoice.

If a client pays the outstanding balance after the account is sent to collection, CCOF CS charges a collection penalty of 35% of the amount of the invoice. CCOF CS charges this penalty to offset the cost of sending the account to collection.

FEE REDUCTIONS, WAIVERS AND DEFERRALS

The CCO may grant waivers and deferrals of \$500 or less for any CCOF CS invoice (except in the case of organic crops or products not sold as "organic"). Other deductions may include fee adjustments to ensure market competitiveness of the CCOF CS certification program, such as use of the CCOF seal and/or transfer of certification to CCOF CS from another certification agency.

The CCOF CS Management Committee must approve a waiver or reduction that exceeds \$3,500. Requests for a waiver or deferral must be made in writing and submitted to the Accounting Department, before the payment due date. A waiver of Annual Fees is only considered in cases of catastrophe or hardship. A waiver for crop failure can only be used once in any three-year period.

Operations Currently Certified by Other Certifiers

If an operation is currently certified by another certifier and wishes to transfer to CCOF CS, the one-time Application fee may be waived. See the CCOF Certification Transfer form for more details. For operations who wish to transfer their USDA NOP certification to CCOF and have retail labels that identify their existing certification agent and would face significant costs or hardships due to the requirement to modify the certifier name on their existing label stock or else dispose of labels, CCOF may offer the following:

- A) Up to 100% reduction in Certification fees for the first year of certification with CCOF
- B) Up to 75% reduction in Certification fees for the second year of certification with CCOF
- C) Up to 25% reduction in Certification fees for the third year of certification with CCOF.

Operations would still be responsible for inspection, Rush program, Expedited program or other optional fees. The CCO may negotiate certification fee reductions to allow operations to maintain dual certification while they use up retail labels listing the previous certifier. Operations granted fee reductions under this program must agree that all new labels carry the "Certified Organic by CCOF" statement and that all labels identify CCOF as the certifier within a specified period of time.

Research, Charitable, & Education Operations

Operations that are exclusively used for public research and education may be exempt from paying the annual certification fee upon request. These operations are not exempt from inspection fees.

Volunteer Contributions

Volunteers of CCOF Inc. may be compensated with up to \$150 in fee waivers. The volunteer contribution program is provided for at the discretion of the Executive Director of CCOF Inc.

SECTION FOUR: ENFORCEMENT, ADVERSE ACTION, SANCTIONS & DUE PROCESS ENFORCEMENT

CCOF CS enjoys the reputation of a premier certification agency because it has created and maintained a high-quality certification program to ensure that end consumers are delivered products of the highest organic integrity. CCOF CS takes all allegations of violation of organic standards very seriously and thoroughly investigates all substantive written reports of violation. However, no rules or laws can strengthen the program more than the commitment of the operators of the CCOF CS certified businesses to follow the production standards with care and honesty.



CCOF CS handles issues related to violations of standards with the highest priority. The marketplace acceptance and success of third-party certification programs strongly depends on the consumers' confidence in the authenticity and integrity underlying certified product label claims. To this end, CCOF CS implements quality certification services that ensure compliance prior to granting certification and monitors continued compliance of certified operations.

CCOF CS's enforcement procedures occur in various contexts and include the ability to take adverse action against noncompliant operations to protect consumer confidence in the organic certification process. When an operation is found to be out of compliance with the standards, CCOF CS applies the certification sanctions described below.

Enforcement procedures also include measures to ensure due process to protect the rights of certification applicants and certified operators by providing an opportunity to respond to noncompliance findings prior to adverse action taken by CCOF CS. This balance of adverse action and due process ensures the certification process remains strict but fair.

Complaints and Investigations

CCOF CS investigates all complaints relating to organic integrity or allegations of noncompliance to applicable standards in a timely and efficient manner. CCOF CS may receive complaints about suspected violations of standards from consumers, inspectors, farmers, distributors, brokers, government officials, or any other interested party. CCOF CS is committed to thoroughly investigating complaints that are submitted in writing and where evidence is provided that supports the allegations. When a complaint is received CCOF CS acknowledges receipt and takes appropriate action, document the action(s) taken and its effectiveness, and when the complaint is resolved, a documented resolution is made. CCOF CS notifies the appropriate oversight authorities of all compliance proceedings and actions taken that result from a formal investigation. If an operation refuses to cooperate in an investigation, CCOF CS may deem this sufficient cause for issuance of a Noncompliance and potentially further adverse action. In addition, any CCOF-certified operation that becomes aware of any organic products they grew, handled, processed, brokered or sold that have been contaminated with prohibited materials, they must immediately notify CCOF.

Monitoring the Marketplace

CCOF CS routinely surveys the retail marketplace to monitor use of the CCOF name and seal and to evaluate product label claims for conformance with organic standards and the CCOF Name and Seal Use Notification. If

such monitoring finds that the CCOF name, seal or logo is being misused or that product labels are noncompliant, CCOF CS takes appropriate action, including issuing a notification of Noncompliance to the operations or reporting the finding to the USDA Administrator, State Organic Program or other authority.

Testing of Organic Products and Inputs

Operations seeking certification with CCOF CS must make all organic products and inputs available for examination, sampling or testing by CCOF CS, or any governing official with regulatory authority associated with the applicable organic standards.

CCOF CS, or other governing officials, may require pre-harvest or postharvest testing of any input or product to be sold, labeled, or represented as organic under the standard when there is reason to believe that the input or product has come into contact with a prohibited substance or has been produced using excluded methods, such as genetically engineered organisms. Such tests must be conducted by appropriately designated representatives for CCOF CS at CCOF CS's own expense or governing officials at the official's expense.

If test results indicate a product or input contains pesticide residues or environmental contaminants that exceed the FDA, EPA or other regulatory tolerances, CCOF CS promptly reports such data to the Federal health agency and comparable international authorities whose regulatory tolerance or action level has been exceeded.

Under the USDA NOP, when residue testing detects prohibited substances at levels above 5 percent of the EPA tolerance level, or the actual FDA action level, the agricultural product must not be sold, labeled or represented as organically produced. CCOF CS, the State organic program's governing State official, or the USDA Administrator may conduct an investigation of the certified operation to determine the cause of the prohibited substance's presence.

ADVERSE ACTIONS AND SANCTIONS

It is the responsibility of operations seeking organic certification to understand and comply with all of the applicable standards for certification. If operations do not understand the requirements for certification, they are encouraged to contact CCOF CS for clarification.

Notices of Noncompliance, Proposed Suspension or Revocation, and Denial, Suspension and Revocation concerning certification to the USDA are copied to the USDA Administrator. Notices of Proposed Suspension or Revocation and Notices of Denial concerning certification to the USDA NOP for operations in California are copied to the CDFA State Organic Program administrator. The



Canadian Food Inspection Agency is notified of Cancellations or Suspensions of certification to the Canadian Organic Regime standards.

Noncompliances

When an inspection, review, or investigation of a client by CCOF CS reveals that a client is not in compliance with the standards, CCOF CS issues a notification of Noncompliance. The notification of Noncompliance includes:

- A) A description of each Noncompliance;
- B) The facts upon which the notification of Noncompliance is based; and
- C) The date by which the client must rebut or correct each Noncompliance when correction is possible.

Noncompliances may be issued for administrative issues, such as failure to pay invoices, failure to return the Annual Renewal Contract, etc. Noncompliances are issued for activities that are a threat to the organic integrity of the organic product. All Noncompliances must be resolved and closed before an applicant is granted certification or a client is notified of continuing certification. Noncompliances that are not adequately resolved result in additional adverse action.

Resolution of Noncompliance

A client who has been issued a notification of Noncompliance may resolve the Noncompliance by:

- A) Correcting the Noncompliance(s) as described in the Noncompliance. CCOF CS must be provided with a description of the corrective actions taken and supporting documentation to demonstrate the effectiveness of the corrective actions.
- B) Rebutting the Noncompliance(s) by submitting a written rebuttal to CCOF CS.

CCOF CS reviews the submitted information documenting the correction or rebuttal of the Noncompliance(s) to determine if the information submitted is sufficient to resolve the issues. If necessary, CCOF CS conducts an on-site inspection to verify corrective actions or information provided in the rebuttal.

If CCOF CS verifies that the correction or rebuttal is sufficient to resolve the Noncompliance(s), CCOF CS notifies the client that the Noncompliance(s) has been resolved and that the operation continues certification.

If CCOF CS determines that the correction or rebuttal is only partial or incomplete, CCOF CS notifies the operation of the Noncompliance issues that remain open and the date by which they must be addressed.

If the corrective actions or rebuttal is not sufficient to resolve the Noncompliance(s), or the client fails to

respond to the Noncompliance, CCOF CS escalates the adverse action by either denying certification to a new applicant or proposing suspension or revocation of existing certification.

An operation that has been issued a Noncompliance by CCOF CS may surrender their certification, correct the Noncompliance(s), and submit a new application to CCOF CS or another certification agency, provided that the new application includes a complete application, the notification of Noncompliance, and a description of the corrective actions taken with supporting documentation.

Denial of Certification (New Applicants)

When a new applicant for certification has been issued a notification of Noncompliance and the corrective action or rebuttal is not sufficient for the applicant to qualify for certification, CCOF CS provides a written notification of Denial of Certification. If correction of a Noncompliance is not possible, the notification of Noncompliance and the notification of Denial of Certification is combined into one notice.

The notification of Denial of Certification states the reason(s) for denial and the applicant's right to:

- A) Reapply for certification;
- B) Request mediation;
- C) File an appeal.

Proposed Suspension and Proposed Revocation (Clients)

When a client is issued a notification of Noncompliance and the correction or rebuttal is unsuccessful or not completed by the specified due date, CCOF CS sends the client a written notification of Proposed Suspension or Proposed Revocation. The Proposed Suspension or Revocation may be of the entire operation or of a portion of the operation. When correction of a Noncompliance is not possible, a notification of Noncompliance and notification of Proposed Suspension or Proposed Revocation may be combined in one notification. The notification of Proposed Suspension or Proposed Revocation states:

- A) The reasons for the proposed suspension or revocation;
- B) The proposed effective date of such suspension or revocation;
- C) The impact of a suspension or revocation on future eligibility for certification;
- D) The right to request mediation;
- E) The right to file an appeal.

Suspension and Revocation (Clients)

If a client has been issued a notification of Proposed Suspension or Proposed Revocation and the client fails to



resolve the issue through correction, rebuttal, filing of an appeal, or requesting mediation, CCOF CS sends the client a written notification of Suspension or Revocation.

If a client properly requests mediation or files an appeal, CCOF CS does not issue a Suspension or Revocation while final resolution of the appeal or mediation is pending.

A client whose USDA NOP certification has been suspended under this section may submit a request to the USDA Secretary for reinstatement of its certification. The request must be accompanied by evidence demonstrating correction of each Noncompliance and Corrective Actions taken to comply with and remain in compliance with the organic regulations and standards. The Secretary requires that CCOF CS provide a letter of support of the reinstatement request, which can only be done after CCOF CS performs an inspection and review of the operation to ensure that the client is compliant and capable of ongoing compliance. If the USDA provides a decision to reinstate the client, then CCOF CS reinstates certification. Clients wishing to request reinstatement should contact CCOF CS to request information about the reinstatement process and pay any applicable review and processing fees.

A client or a person responsibly connected with an operation whose USDA NOP certification has been revoked is ineligible to receive certification for a period of five years following the date of such revocation, except, that, the USDA Secretary may reduce or eliminate the period of ineligibility.

A client whose International Standard Program certification has been suspended must refer to the International Standard Program Manual for reinstatement procedures.

A client whose Canadian Organic Regime certification has been cancelled must refer to the CCOF COR Compliance Program Manual for reinstatement procedures.

Cancellation

Operations in Canada certified to the Canadian Organic Regime have their certification cancelled by CCOF CS rather than suspended or revoked.

Willful Violations

If CCOF CS has reason to believe that a client has willfully violated any standards, CCOF CS takes the appropriate adverse action. This may include issuing a notification of Proposed Suspension or Proposed Revocation, or a combined notification of Noncompliance and Proposed Suspension or Revocation/ Denial.

If CCOF CS suspects an operation is engaged in fraudulent or illegal activity, CCOF CS is obligated to notify the California State Organic Program for operations located or

products sold in California. The CDFA has the ability to levy fines and prosecute cases under the California Organic Foods Act and other state regulations. CCOF CS notifies the USDA Administrator of all willful violations under that standard, to which the following applies:

False Labeling and Misrepresentation of Organic Status

Any operation that knowingly sells or labels a product as organic in the United States, except in accordance with the organic regulations, shall be subject to a civil penalty of not more than \$11,000 per violation. In addition to the above penalty, CCOF CS is entitled to attorney's fees and costs incurred in bringing any civil action, arbitration or mediation to enforce any false labeling from certified or noncertified parties incurred using the CCOF name or marks.

False Statement(s)

Any operation that makes a false statement to the USDA NOP Secretary or a State Organic Program's Governing State Official shall be subject to the provisions of section 1001 of title 18, United States Code.

MEDIATION

An operation may request mediation concerning a notification of Denial of Certification, Proposed Suspension, or Proposed Revocation directly to CCOF CS in writing. CCOF CS may accept or deny the request for mediation and communicates the decision to accept or deny in writing. The goal of mediation is to enter into a Settlement Agreement. A Settlement Agreement may include terms for continued certification, surrender of part or all of the operation's certification, and/or additional measures to ensure compliance. Operations that enter into Settlement Agreements which include additional oversight mechanisms may incur a surcharge. See fees section.

CCOF may accept an operation's mediation request if it appears that there is the potential for the operation and CCOF to come to an agreement in a timely manner and that the agreement meets the requirements of all applicable standards and/or regulations. CCOF may deny an operation's mediation request if CCOF has evidence that the operation is either not acting in good faith, has provided false or fraudulent information or documentation, or has shown no willingness to come into compliance; if there is no possibility of coming to an agreement that meets the requirements of all applicable regulations; or for other reasons at CCOF's sole discretion. The CCO or their designee is responsible for evaluating whether to accept or deny a mediation request. If the request for mediation is denied, CCOF CS notifies the operation of the right to request an appeal within 30 days



of the date of the written notification of rejection of the request for mediation.

If the request for mediation is accepted by CCOF CS, such mediation may be conducted by the appropriate state organic agency or other qualified mediator mutually agreed upon by the parties to the mediation. In the state of California, mediations may be handled by the CDFA State Organic Program Administrator, and in accordance to procedures established by the CDFA State Organic Program.

Alternatively, where both parties agree, informal mediation may be utilized. The goal of informal mediation is to resolve issues through constructive dialogue with the operation directly with CCOF CS staff.

Where appropriate, CCOF CS may offer proposed settlement agreement terms and informal mediation proactively.

The parties to the mediation shall have no more than 30 days to reach an agreement following a mediation session. If mediation is unsuccessful, the operation has 30 days from termination of mediation to appeal the CCOF CS decision. Any agreement reached during or as a result of the mediation process must be in compliance with organic regulations and standards.

The USDA Secretary may review any mediated agreement for compliance to the NOP and may reject any agreement or provision not in compliance with the NOP.

APPEALS

Appeals (all programs)

An operation may appeal a notification of Denial of Certification, Proposed Suspension, or Proposed Revocation. Notification of Noncompliance, Suspension, Revocation or other decisions made by CCOF CS may not be formally appealed.

A decision to deny, suspend, or revoke certification becomes final unless the decision is appealed in a timely manner. An appeal must be filed within the time period provided in the notice or within 30 days from receipt of the notice, whichever occurs later. The appeal is considered "filed" on the date received by the appeal body (USDA Administrator or CCOF CS, as applicable). All appeals must include a copy of the adverse decision and a statement of the appellant's reasons for believing that the decision was not proper or made in accordance with applicable program regulations, policies, or procedures.

All written communications between parties involved in appeal proceedings must be sent to the recipient's place of business by a delivery service that provides dated

return receipts. All appeals shall be reviewed, heard, and decided by persons not involved with the decision being appealed.

Appeals under the USDA are handled differently than those under other CCOF CS programs.

Appeals (under USDA NOP)

Appeals regarding certification to the USDA NOP are handled in a manner consistent with the appeals process of the USDA NOP, which is briefly described here. A full description of the appeals process can be found in the NOP regulations at 7 C.F.R. § 205.681. Where an appeal occurs in a state with a State Organic Program (SOP), that state's appeal procedures apply. Appeals must be filed in writing to the CDFA if the operation is located in California, or to the USDA NOP if located outside of California.

CDFA Legal Office, Office of Hearings and Appeals,
1220 N Street, 4th Floor, Sacramento, CA 95814
CDFA.LegalOffice@cdfa.ca.gov;
Danny.Lee@cdfa.ca.gov

USDA-AMS- Administrator, c/o NOP Appeals Team
NOPAppeals@ams.usda.gov

If the USDA Administrator sustains an operation's appeal, the operation is issued new or ongoing organic certification, as applicable. The act of sustaining the appeal shall not be an adverse action subject to appeal by the affected CCOF CS. If the USDA Administrator denies an appeal, a formal administrative proceeding is initiated to deny, suspend, or revoke the certification. Such proceeding shall be conducted pursuant to the U.S. Department of Agriculture's Uniform Rules of Practice or the State Organic Program's rules of procedure.

Appeals (Under other CCOF CS Certification Programs)

An operation enrolled in the CCOF CS certification program for certification to a standard other than the NOP (such as Transitional, COR, ISP, GLOBALG.A.P., etc.) may appeal a denial, proposed revocation or suspension as described above, but the appeal is adjudicated by the CCOF CS Ad Hoc Appeals Committee. The CCOF CS Ad Hoc Appeals Committee shall render a final and non-appealable decision to sustain, deny, suspend or revoke certification. Alternatively, they may sustain or deny an appeal regarding an adverse action.

An operation submitting an appeal to the CCOF CS Ad Hoc Appeals Committee should include in their appeal, in addition to the information described above, any relevant background information on the case, reasons to change CCOF CS's decision, and a suggested resolution to the issue. CCOF CS acknowledges receipt of an appeal.



Appellants are strongly encouraged to submit complete information when making an appeal. Submission of new information after the initial appeal may delay scheduling of the adjudication meeting. In order to prevent spurious appeals and to help offset the cost of adjudication proceedings, the appellant must submit a fee with the appeal as described in Section Three.

SECTION FIVE: CERTIFICATION CATEGORIES

As described in Section One above, CCOF CS offers organic certification to crop and livestock producers, wild crop harvesters, processor/handlers, retailers, restaurants, and textile and personal care product manufacturers under a number of national and private standards. A single operation may be certified under more than one scope of certification and to multiple standards. This section of the manual describes the additional categories of certification to those described in Section One.

CERTIFICATION FOR EXEMPT OR EXCLUDED OPERATIONS

Private label marketers, retailers, restaurants, and specific handlers, such as operations producing products with less than 70% organic ingredients, may be exempt or excluded from certification but may seek voluntary certification with CCOF CS. NOP regulations section 205.101 describes which operations are exempt from NOP certification. To become certified by CCOF CS, an exempt or excluded operation must comply with the regulations set forth in the applicable standards.

TRANSITIONAL CERTIFICATION

Operations may become CCOF Certified Transitional if the operation or parcel is free of prohibited materials for one year and complies with all requirements of the USDA Organic regulations (NOP 7CFRPart 205), *except* §205.202(b), which requires three years of no prohibited materials. CCOF Certified Transitional is outside the scope of the USDA Organic regulations.

Operations may apply with CCOF at any point during the three year transition. CCOF Certified Transitional products may not be labeled, sold, represented or modified by the word “organic.” Operations and/or products may not be brought in and out of CCOF Certified Transitional status.

CONTRACT PARTNERS PROGRAM

CCOF CS clients who contract another business to produce, handle or process their crops or products may be eligible to enroll in the CCOF Contract Partners Program. They cannot be included in the certification of another entity. Where a Contract Partner only produces, handles or processes organic crops or products on behalf of a

CCOF certified operation, CCOF can streamline the certification process for both parties. CCOF directs billing and compliance correspondence to the client hiring the Contracted Partner, to reduce the burden of certification on the contracted business.

This program is applicable to a variety of business relationships, including, but not limited to, co-ops, winery/bottler, large scale partnerships, private labeler/copacker, and regional buyers. The primary contracting party must provide CCOF CS with streamlined collection of fees, inspection coordination or other services in order to qualify.

Contracted businesses seeking to enroll in the CCOF Contracted Partner program must complete the Application - Contract Partner form.

PRIVATE LABELS

The CCOF name and seal may be used on private labels of non-CCOF certified entities provided that the product was produced by a CCOF client in accordance with its OSP. CCOF approval of the private label does not constitute certification of the private label marketer. The use of the name and seal is valid until terminated in writing by the client or CCOF.

Clients must notify CCOF CS in advance of packing any private label product. The client must submit an update to their OSP listing all private label information and the label or package for the marketer entity requesting use of the CCOF name or seal. The client must evidence control over use of the label, USDA Seal, other national seals, and CCOF name and/or seal. The CCOF CS client must provide complete information about the private label marketer entity. CCOF CS notifies the marketer of their responsibilities under applicable organic standards and CCOF’s ongoing rights to its name and seal through a Name and Seal Use Notification. The private label marketer entity is authorized to use the CCOF name or seal only on products included in the Name and Seal Use Notification.

The client is responsible for fees including but not limited to fees described in Section Three. CCOF CS invoices the client for the private label fee, pro-rated to cover the period until the client's annual renewal. The private label fee is then included annually as part of the invoice for the certification fee at subsequent renewals.

The private label marketer entity must comply with all applicable organic standards, and CCOF standards and policies. If the private label marketer entity is determined to be noncompliant, the client may be subject to adverse actions, pursuant to Section Four. Please contact CCOF CS for more information.



SECTION SIX: POLICIES

The following policies apply to all operations who seek CCOF CS certification.

USE OF CONTRACTORS

CCOF CS may hire inspectors on a contractual basis and uses other contract workers to work on specific projects. Whenever contract services are utilized during the certification process, CCOF CS retains final authority and responsibility for all certification decisions.

CONFIDENTIALITY AND PUBLIC INFORMATION, & DATA REPORTING

CCOF CS safeguards the confidentiality of any business-related information concerning any client, products, or suppliers obtained during the course of certification. CCOF CS does not disclose any proprietary information to third parties without the client's written consent prior to release, except to the authorized representatives of the Secretary, the applicable State Organic Program's Governing State Official, or other authorized representatives of accreditation agencies where necessary to implement the NOP, the State Organic Program, or the CCOF CS certification program. CCOF CS may disclose proprietary information as required by other laws of the United States or other countries in which it performs certification activities, State law or other laws of local governments.

CCOF CS also makes public upon request all certificates, Client Profiles, and any results of laboratory analyses for residues of pesticide and other prohibited substances conducted during the current and 3 preceding calendar years, unless the testing is part of an on-going compliance investigation.

Public information about certified operations is made available in the CCOF online and print directories released by CCOF CS, as well as by the National Organic Program. CCOF CS routinely makes available to the public the following information about certified operations:

- Business name
- Mailing Address
- Contact information, including phone number, main contact's email, and website
- Effective date of certification
- Scope of certification
- Standard to which the company is certified and/or verified and the effective date
- Names of products grown or processed that are enrolled in the CCOF program

- Details about products enrolled in the CCOF program including, but not limited to, acreage, status, and other details contained in the Client Profile
- Parcel and/or facility identification
- Status of certification

This data is consistently updated on the CCOF website.

Certified operations may request to opt out of inclusion in the CCOF online and print directories. Opting out removes the entity from the CCOF online and print directories entirely. If an operation chooses to remove their information from the CCOF online and print directories, the following information will also be removed from NOPreporting:

Contact information, including phone number, main contact's email, and website.

Operations certified to the Canadian Organic Regime or the CCOF International Standard Program may not opt out. A complete listing of these operations is required by the competent authorities and applicable accreditation(s).

EQUALITY

CCOF CS offers certification without discrimination and provides certification services to operations that fall within the scope of its certification program to the extent of its administrative capacity to do so. CCOF CS does not discriminate against any person because of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital or family status.

CCOF CS does not create undue financial hardship or other conditions that discriminate, impede, or inhibit applicants based on their size or type of operation.

CCOF CS does not certify or issue notice(s) to its applicants or clients on the basis of any of the applicant or client's membership affiliations and/or associations to food-related industries. CCOF CS does not issue notices to its applicants or clients based on the number of previously issued notices such as Notices of Noncompliance, Notices of Proposed Suspension, Notices of Proposed Revocation, Notices of Suspension, and Notices of Revocation.

IMPARTIALITY

CCOF CS is committed to maintaining impartiality of certification ensuring the structure and management of certification prevents conflicts of interest. CCOF CS requires all persons who review applications for certification, perform on-site inspections, review certification documents, evaluate qualifications for certification, or make certification decisions, as well as all parties responsibly connected to CCOF CS, to complete an annual conflict of interest disclosure report. CCOF CS



ensures that the decision to certify an applicant is made by a person different from those who conducted the initial review of documents and the on-site inspection.

CCOF CS excludes any person with direct conflicts of interest, including contractors, from work, discussions, and decisions in all stages of the certification process, and the monitoring of applicants and clients for all entities in which such person has or has held a commercial interest, including an immediate family interest, pressures from financial or other issues or from the provisions of general consulting services, internal audits, quality management system consultancy for clients with GLOBALG.A.P. programs or that were performed within the 12-month period prior to the application for certification for NOP certification and within a 24 month period prior to the application for all other programs¹. CCOF CS may also exclude any persons with direct or indirect conflicts; such as self-interest, over-familiarity, intimidation, and competition. Other risks taken into account may also include and are not limited to: the objectives of the inspection, the type(s) of samplings performed during an inspection, the real and perceived impartiality, legal, regulatory and liability issues, the client's organization and its operating environment, impact of the inspection on the client and its activities, the health and safety of its inspection teams, perception of interested parties, misleading statements by the certified client and the use of marks².

CCOF CS does not certify an operation if CCOF CS or a responsibly connected party of CCOF CS has or has held a conflict of interest in the operation. If it is determined, within 12 months of certifying an operation to the NOP And within 24 months for all other certifications³, that a person participating in the certification process had or has a conflict of interest, CCOF CS reconsiders the application for certification and, if necessary, performs a new on-site inspection or refers an applicant or client to a different certification agency. All costs associated with a reconsideration of application, new inspection or transference to a new agency shall be borne by CCOF CS.

CCOF CS does not permit any employee, inspector, contractor, or other personnel to accept payment, gifts, or favors of any kind, other than fees prescribed in Section Three from any business inspected.

CCOF CS does not engage in the marketing of certified products or promotion of individual products. Applications are not solicited nor based on the needs of individual buyers. All inquiries about trade or consumers

are directed to CCOF , Inc. CCOF CS does not give advice or provide consultancy services to applicants/clients or supply or design products of the type(s) it certifies.

For those clients in the GLOBALG.A.P. program, CCOF CS does not certify other certification body's management system certification activities nor provide quality management system consultancy or internal audits to its clients.

STANDARDS OF BEHAVIOR

CCOF CS attempts to provide professional, cost-effective service to its clients. Both clients and CCOF CS are expected to maintain a professional and business-appropriate standard of behavior. Threatening or abusive language and/or inappropriate advances of a sexual or other nature is not tolerated at any stage of the certification process. As the inspection and certification environment constitute a workplace, safe workplace guidelines and statutes apply to all involved. Clients who engage in inappropriate behavior are deemed to be refusing service, cannot be inspected, and may face non-compliance actions.

GOVERNING LAW

Except only to the extent expressly provided herein, this agreement shall be governed exclusively by and construed according to the laws of the State of California, without giving effect to its body of laws pertaining to conflict of laws.

CONSENT TO JURISDICTION

Client, applicant, or certified operation hereby irrevocably consents to the jurisdiction of the courts of the State of California for all purposes in connection with any action or proceeding that arises out of or relates to CCOF Certification Services' provision of certification or any other services to the client, applicant, or certified operation.

INDEMNIFICATION

To the fullest extent permitted by law, each client, applicant, and certified operation (hereinafter referred to as "Indemnitor") agrees to indemnify, protect, defend with counsel approved in writing by CCOF CS, reimburse, and hold harmless CCOF CS and its affiliates, parent or subsidiary companies, members, directors, officers, employees, partners, agents, and contractors, and the heirs, personal representatives, successors, and assigns of each of them (hereinafter referred to as "Indemnitees"), from and against any and all liability, loss, damages, penalties, fines, costs, expenses, attorney's fees, claims,

¹ ISO 17021 5.2.6

² ISO/IEC 17021 4.8, 5.2.1

³ ISO/IEC 17021 5.2.6



suits, or proceedings of every kind and description, whether for illness, injuries to or death of persons, for loss or damage to property, including the loss of use of the property, for economic or non-economic loss or damages, or for any other dispute, matter or remedy, arising from any act or omission, whether actively or passively negligent, by CCOF CS, its officers, employees, agents, contractors, or representatives in connection with performance of certification and any other services. Indemnitees shall each be entitled to recover reasonable attorney's fees, costs and expenses incurred in enforcing Indemnitor's obligations under this paragraph.

To the fullest extent permitted by law, each client, applicant, and certified operation (hereinafter referred to as "Indemnitor") agrees to indemnify, protect, defend with counsel approved in writing by CCOF CS, reimburse, and hold harmless CCOF CS and its affiliates, parent or subsidiary companies, members, directors, officers, employees, partners, agents, and contractors, and the heirs, personal representatives, successors, and assigns of each of them (hereinafter referred to as "Indemnitees"), from and against any and all liability, loss, damages, penalties, fines, costs, expenses, attorney's fees, claims, suits or proceedings of every kind and description, whether for illness, injuries to or death of persons, for loss or damage to property, including the loss of use of the property, for economic or non-economic loss or damages, or for any other dispute, matter or remedy arising from any act or omission, whether actively or passively negligent, of the Indemnitor, its officers, employees, agents, contractors or representatives in connection with Indemnitor's performance or non-performance of the requirements of the NOP or compliance or non-compliance with the CCOF CS certification program. Indemnitees shall each be entitled to recover reasonable attorney's fees, costs and expenses incurred in enforcing Indemnitor's obligations under this paragraph.

To the fullest extent permitted by law, each client, applicant, and certified operation (hereinafter referred to as "Indemnitor") agrees also to indemnify, protect, defend with counsel approved in writing by CCOF CS, reimburse, and hold harmless CCOF CS and its affiliates, parent or subsidiary companies, members, directors, officers, employees, agents, and contractors, and the heirs, personal representatives, successors, and assigns of each of them (hereinafter referred to as "Indemnitees"), from and against any and all liability, loss, damages, penalties, fines, costs, expenses, attorney's fees, claims, suits or proceedings of every kind and description, whether for illness, injuries to or death of persons, for loss or damage to property, including the loss of use of the property, for economic or non-economic loss or damages, or for any

other dispute, matter or remedy arising from any act or omission, whether actively or passively negligent, of the Indemnitor, its officers, employees, agents, contractors or representatives in connection with the production, handling, processing, use, marketing or sale of products including, but without limitation, organic labeling claims from third parties. Indemnitees shall each be entitled to recover reasonable attorney's fees, costs and expenses incurred in enforcing Indemnitor's obligations under this paragraph.

If the client, applicant or certified operation contracts any portion of its Operation to a subcontractor or agent, including a Private Label Entity, the agreement to perform that work shall be in writing and must include a provision for full indemnification of CCOF CS as described herein. The indemnification provisions set forth in Section Six of this Program Manual shall be incorporated in and made part of any such agreement, and any such subcontractor, agent or Private Label Entity shall agree to indemnify, protect, defend with counsel approved in writing by CCOF CS, reimburse, and hold harmless CCOF CS and its affiliates, members, directors, officers, employees, agents, and contractors, and the heirs, personal representatives, successors, and assigns of each of them (hereinafter referred to as "Indemnitees"), from and against any and all liability, loss, damages, penalties, fines, costs, expenses, attorney's fees, claims or suits, or proceedings of every kind and description, whether for illness, injuries to or death of persons, for loss or damage to property, including the loss of use of the property, for economic or non-economic loss or damages, or for any other dispute, matter or remedy arising from any act or omission, whether actively or passively negligent, of the subcontractor, agent, or Private Label Entity and their respective officers, employees, agents, contractors, or representatives.

LIMITATION OF LIABILITY

EACH OF THE PARTIES TO THIS AGREEMENT AGREES THAT THIS IS A COMMERCIAL AGREEMENT BETWEEN SOPHISTICATED BUSINESS PERSONS, AND THAT EACH OF THE PARTIES HAS HAD THE OPPORTUNITY TO, AND HEREBY REPRESENTS AND WARRANTS THAT IT ACTUALLY HAS, CONSIDERED THE RISKS AND REWARDS ASSOCIATED WITH THE SERVICES TO BE PROVIDED BY CCOF CS HEREUNDER. BASED ON THIS UNDERSTANDING AND CONSIDERATION, CLIENT, APPLICANT OR CERTIFIED OPERATION AGREES TO ALLOCATE CERTAIN OF THE RISKS, AND FURTHER AGREES THAT THE TOTAL AGGREGATE LIABILITY OF CCOF CS AND ITS AFFILIATES, MEMBERS, DIRECTORS, OFFICERS, EMPLOYEES, AGENTS, INSPECTORS AND CONTRACTORS SHALL BE LIMITED TO TEN THOUSAND DOLLARS (\$10,000) OR THE AMOUNT OF ONE



YEAR'S WORTH OF CCOF CS'S FEES ACTUALLY PAID TO CCOF CS IN THE MOST RECENT SINGLE CALENDAR YEAR SUCH FEES WERE ACTUALLY PAID TO CCOF CS, WHICHEVER IS GREATER, FOR ANY AND ALL INJURIES, DAMAGES, CLAIMS, LOSSES, EXPENSES, COSTS OR ATTORNEY'S FEES ARISING OUT OF THIS AGREEMENT, OR THE PERFORMANCE THEREOF, FROM ANY CAUSE OR CAUSES, INCLUDING WITHOUT LIMITATION FROM CCOF CS'S ORDINARY NEGLIGENCE (WHETHER ACTIVE OR PASSIVE), ERRORS, OMISSIONS, STRICT LIABILITY, BREACH OF CONTRACT, OR BREACH OF WARRANTY, BUT EXCLUDING GROSS NEGLIGENCE, FRAUD, WILLFUL INJURY TO THE PERSON OR PROPERTY OF ANOTHER, OR WILLFUL VIOLATIONS OF LAW. HOWEVER, IT IS FURTHER UNDERSTOOD AND AGREED THAT THIS LIMITATION OF LIABILITY CLAUSE IS NEGOTIABLE, SUCH THAT THE CLIENT, APPLICANT, OR CERTIFIED OPERATION CAN AGREE TO PAY ADDITIONAL CHARGES TO CCOF CS IN AN AMOUNT WHICH IS DETERMINED BY MUTUAL WRITTEN AGREEMENT OF THE PARTIES IN EXCHANGE FOR MODIFICATION (E.G. TO INCREASE THE DOLLAR AMOUNT LIMITATION ON CCOF CS'S LIABILITY) OR ELIMINATION OF THIS LIMITATION OF LIABILITY CLAUSE. IF CLIENT, APPLICANT, OR CERTIFIED OPERATION IS INTERESTED IN THE OPTION OF NEGOTIATING WITH CCOF CS TO MODIFY OR ELIMINATE THIS LIMITATION OF LIABILITY CLAUSE, IT SHOULD CONTACT THE CCO AT 831-423-2263 PRIOR TO THE COMMENCEMENT OF CCOF CS'S SERVICES HEREUNDER.

SECTION SEVEN: DEFINITIONS AND TERMINOLOGY

Agricultural Product- Any agricultural commodity or product, whether raw or processed, including any commodity or product derived from livestock that is marketed for human consumption.

Applicant for Certification (Applicant) - Any person applying to CCOF CS to obtain certification.

Certificate- A written document from CCOF evidencing that an operation has been certified to the specified standard.

Claims- Oral, written, implied, or symbolic representations, statements, advertising, or other forms of communication presented to the public or buyers of agricultural products that relate to the organic certification process or the term, "100 percent organic," "organic," or "made with organic (specified ingredients or food group)," or in the case of agricultural products containing less than 70 percent organic ingredients, the term "organic" on the ingredient panel.

Client- An operation, or portion of such operation, that applies for certification or is certified by CCOF CS as utilizing a system of organic production or handling as described by organic regulations and standards. Clients may also be any other operation that seeks CCOF CS services of any kind.

Handler- A person who engages in the business of handling agricultural products.

Handling- To sell, process, or package agricultural products, except such term shall not include the sale, transportation, or delivery of crops or livestock by the producer thereof to a handler.

Label- A display of written, printed, or graphic material on the immediate container of an agricultural product, or any such material affixed to any agricultural product, or affixed to a bulk container containing an agricultural product, except for package liners or a display of written, printed, or graphic material which contains only information about the weight of the product.

Livestock- Any cattle, sheep, goat, swine, poultry, or equine animals used for food or in the production of food, fiber, feed, or other agricultural-based consumer products; wild or domesticated game; or other non-plant life, except such term shall not include aquatic animals or bees for the production of food, fiber, or other agricultural based consumer products.

Operation- A crop or livestock production, wild-crop harvesting or handling operation, or portion of such operation.

Organic System Plan (OSP) - A plan of management of an organic production or handling operation that has been agreed to by the producer or handler and CCOF CS, which includes written plans concerning all aspects of agricultural production or handling.

Processing- Cooking, baking, curing, heating, drying, mixing, grinding, churning, separating, extracting, slaughtering, cutting, fermenting, distilling, eviscerating, preserving, dehydrating, freezing, chilling or otherwise manufacturing, and includes the packaging, canning, jarring, or otherwise enclosing of food in a container.

Producer- A person who engages in the business of growing or producing food, fiber, feed, and other agricultural-based consumer products.

Records- Any information in written, visual, or electronic form that documents the activities undertaken by a producer, handler, or CCOF CS to comply with organic regulations and standards.



Responsibly Connected- Any person who is a partner, officer, director, holder, manager, or owner of 10 percent or more of the voting stock of an applicant, a client, a recipient of other certification, or a recipient of accreditation.

Retail Food Establishment- An operation that handles organically-produced agricultural products but does not process them; including: a restaurant, delicatessen, bakery, grocery store, or any retail outlet with an in-store, eat-in, or carry-out service, or processed or prepared raw and ready-to-eat-food.

Wild Crop Harvesters- Operations that harvest any plant or portion of a plant that is not maintained under cultivation or other agricultural management.





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