



AJA REGISTRARS EUROPE

SUSTAINABLE FOREST MANAGEMENT

COP-IFCC-SFM

CODE OF PRACTICE FOR THE GRANTING AND THE MAINTENANCE OF CERTIFICATION

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Distribution of the document

This document should be made available, via the website AJA or other means deemed effective, the companies involved in certification of the product / service.

REVIEW	DATE	CHANGES
A	18-08-2014	first Issue
B	15-12-2014	Inserted Iso 17065,
C	15-01-2015	Methodology for audit mandays and sample selection, public consultation, and public report, minimum composition of Decision Maker for IFCC. All observation from Documental Audit by Accredia held on 11-12-2014.
D	28-02-2017	Change of director
E	26-06-2018	Change of director
F	11-07-2019	Remove references to 17065 and reformat with new AJA logo and font
G	01-07-2020	Add of the transfer process § 5 - Visits by the Accreditation Body § 7 and suspension

APPROVED

Barbara Ruscitti



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1. PURPOSE AND SCOPE

1.1 PURPOSE AND SCOPE

This document has the purpose of regulating the relations between AJA Registrars Europe Srl and companies that require certification of Sustainable Forest Management, in accordance with IFCC ST 1001:2014.

AJA Registrars Europe Srl is accredited by ACCREDIA for the IFCC scheme and notified by IFCC. The procedure is to be followed by clients to request, obtain and maintain such certification.

This Regulation, which is managed in accordance with the Management System of AJA Registrars Europe Srl, has been developed and approved by the Directorate of AJA Registrars Europe Srl (hereinafter referred to as "CAB").

As part of this activity, AJA Registrars Europe Srl operates as an ACCREDIA accredited certification body for sustainable forest management certification according to the standard ISO 17021:2015.

1.2 NORMATIVE REFERENCES

The General Regulations considers as a major normative references:

- IFCC ST 1000:2013: IFCC Certification Scheme – Introduction
- IFCC ST 1001:2014 Rev. 3 - Sustainable Forest Management – Requirements
- Annex 4, IFCC ST 1001 (Amendment 1), Sustainable Community Forest Management Certification - Requirements
- IFCC ST 1002:2013 - Requirements for Bodies Providing Audit and Certification of Sustainable Forest Management
- IFCC PD 1005:2017, IFCC Procedures for Group Forest Management
- IFCC ST 1003:2013: IFCC Logo usage rules – requirements
- IFCC PD 1002:2013: IFCC Procedures for Investigation and Resolution of Complaints and Appeals
- PEFC ST 2001:2008 PEFC Logo Usage Rules – Requirements
- ISO/IEC 17021:2015 - Conformity assessment - Requirements for bodies providing audit and certification of management systems
- ISO 19011:2018, Guidelines for auditing management systems
- ISO/IEC 17011:2017, Conformity assessment - General requirements for accreditation bodies accrediting conformity assessment bodies
- ACCREDIA RG-01 - Rev.04 - 18.07.2017 – Regolamento per l'accreditamento degli Organismi



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di Certificazione, Ispezione, Verifica e Convalida – Parte Generale

- RG-01-01 - Rev.01 - 18.07.2017 – Regolamento per l'accreditamento degli Organismi di Certificazione di Sistemi di Gestione
- RG-09 - Rev.08 - 05.11.2018 - Regolamento per l'utilizzo del Marchio ACCREDIA

2. DEFINITIONS

The definitions contained in UNI EN ISO 19011 and ISO / IEC 17000.

Certification Process: Activities under which a Certification Body (independent third party) provides that an enterprise meets the specified requirements, including the application, evaluation, decision on certification, surveillance and recertification, use of the certificate and logo.

Certification system: set of procedures and resources to manage the certification process, according to a certification scheme, leading to the issuance of a certificate of competency, including the maintenance.

Scope of certification: The product (s), process (s) or service (s) for which the certification is granted.

3. CERTIFICATION PROCESS

The certification process is divided into the following phases:

- Require financial offer for the certification;
- Sending and filling in the questionnaire or the necessary data via e-mail or fax;
- Calculating man-day requirements and human resource planning (PWS,), this document contains the following informations: Client details, costing and Manday Planning Section, Audit Staff Planning Section), PWS have to sign for approval by Contract Reviewer;
- Sending and signing the offer (the Agreement);
- Audit time is scheduled and auditors are assigned;
- Sending Audit Plan (Itinerary);
- Stage-1 Audit
- Public consultation announcement (after Stage 1 before Stage 2) throught Aja Website, and informing IFCC and invite Public communities and stakeholders to submit comments regarding the Client's Forest Management Operations. The AJA Registrars Shall consider and evaluate received information during the Stage 2 Audit
- Stage-2 Audit (have to carried out within 6 Months from Stage 1 Audit), after which the Audit Stage 1 shall be repeated
- Evaluation of the results of the checks (Check-list and Audit Report)



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- Resolution of the certification
- Package Submission Check List-IFCC, and approval by at least 2 Decision Maker, covering all competencies area comply with Standard IFCC ST 1002:2013 (Production, Social, Ecology);
- Issuance of the certificate;
- Communication to IFCC, Providing IFCC with the Public Report and Copy of the Certificate
- Audits of periodic surveillance;
- Declaration of maintenance of certification.

3.1 REQUEST

The certification process begins by the company wishing to be certified completing a Questionnaire (Questionnaire - SFM), where they are prompted for the following information:

- Company Data;
- Legal representative;
- Registered office address;
- Type of certification (individual, multi-site);
- Site addresses with number of hectares at each site
- Scope of Company
- Significant ecological aspects;
- Significant production aspects;
- Significant social aspects;
- Permits or licenses held;
- Outsourced activities; and
- Work carried out at customer sites.

The Questionnaire have to validate by the Auditor and recorded in the Stage 1 Report.

All documents relating to the certification and their maintenance are carried out by AJA Registrars Europe SRL with a guarantee of confidentiality to third parties (see next § 3.2).

3.2 PROCESSING OF PERSONAL DATA

The processing of personal data used by the certification body and any subcontractors in the certification is granted in respect of the right to privacy of individuals and organizations in accordance with current legislation.

The processing of personal data is also incorporated in the economic offer, in the space reserved



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for the signature of the same. Countersigning the offer therefore the Company by the formal expression of consent to the processing of data. In the absence of the written consent will not be possible to initiate the certification processes. Responsible for the processing of sensitive personal data is the Director of AJA Registrars Europe Srl.

Further Client Organization in the space reserved for the signature, have to give the consent if necessary, to provide information to the IFCC and others relevant Bodies.

3.3 PROCEDURE FOR CERTIFICATION

The certification process consists of:

Investigation phase: application for certification and related documentation; analysis and acceptance of the application and appointment of GA (Group Audit).

A necessary condition for the start of the certification process is the signing of the economic (XRPD-OFF) together with the present General Regulations.

The contract and the certificate shall have a validity of 3 years. Over the three-year validity period of the certificate, AJA Registrars Europe Srl will make all inspections at the premises of the company. All sites must be visited in the three-year period.

AJA is obliged to provide information to the IFCC and other relevant Bodies, with written consent by the Client Organization.

Stage-2, Surveillance, and Re-Audit mandays shall be determined in accordance with IFCC ST 1002:2013 manday requirements.

Forest Area (ha)	Plantation Forest Mandays	Natural Forest Mandays
<10,000	9	-
10,000 – 50,000	12	15
50,000 – 100,000	15	18
>100,000	18	21

AJA Registrars Europe has determined that Stage-1 audits shall be a minimum of 6 mandays for medium and large client organizations. Stage-1 Audits for community forests and smallholders shall be a minimum of 3 mandays.

Where the Management Unit consists of more than one forest estate, the audit shall take place based on a sample of the forest estates. The minimum size of the sample shall be the square root of the number of estates, rounded up to the next whole number. The sample shall be partly selective, based on the factors set out below, and partly non-selective:



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- a) Representativeness concerning forest conditions and applied management techniques (e.g. mineral and peatland soils);
- b) Geographic dispersion;
- c) Results of previous audits;
- d) Received complaints and other information from stakeholders.

The minimum number of mandays may be increased based on the following factors:

- a) complexity of the client organization, its structure and management system;
- b) results of previous audits;
- c) complaints, comments and concerns received from local communities, stakeholders, customers and other external parties;
- d) complexity and diversity of the forest management operation, environmental and social issues;
- e) risks associated with the client organization's products, processes and activities.

Audit time and sampling methodology apply for Stage 2, Surveillance, and Re-Audit.

Audit

The audits are conducted in accordance with the UNI EN 19011, Iso 17021 and IFCC ST 1001 and all relevant IAF Mandatory documents.

Clients shall accept any Witness Audit by ACCREDIA (Italian accreditation Body).

3.3.1 Public Consultation

Following the Stage-1 Audit and prior to Stage 2 and each Surveillance and Re-Audit, AJA will hold a Public Consultation, inviting stakeholders and interested parties to come forward with information related to the client organization. At a minimum, Public Consultation will be announced on AJA Indonesia's website and in local newspapers. IFCC shall also be notified. Records of all Public Consultation announcements will be maintained by the System Secretary. All information from the Public Consultation will be forwarded to the audit team prior to the Stage-2, Surveillance, or Re-Audit.

3.3.2 Initial Audit

The Verification Plan will be in concert with customers who will be sent an audit plan (Itinerary).

During open meeting, will be filled the document: Audit opening & Closing Meeting, attendance record, included the customer satisfaction.

The initial on-site audit will be carried in two parts with a Stage-1 Audit to check company documentation and a Stage-2 Audit to verify implementation and effectiveness of the sustainable



forest management system.

During the Stage 1 CAB will be able to make Findings.

During Audit Stage 2, Auditor shall verify: the finding from Stage 1, and can detect minor CARS, Major CARS and Observations.

A car Management information is reported in Stage 2 Report.

The inspections will be conducted by qualified auditors from AJA Registrars Europe Srl based on the specific skills and to 'geographical location in order to optimize the logistics of the audit.

The Auditor will carry out the verification, using a Check List (Auditor Guidance Checklist – IFCC SFM) to be used for the purpose of verifying the existence of the necessary evidence in order to determine compliance at the end verification of the filling in the Audit Report.

The Public Report with will be available to all stakeholder.

3.3.2.1 CAR INFORMATION

CORRECTIVE ACTION REQUESTS

Corrective Action Requests should not be seen as critical comments, but should be seen as areas where weaknesses in present approaches and practices do exist. Where the company is able, in the opinion of the audit team, to benefit from improvement actions to address the issues reported. The details shown on the AJA Registrars CAR Form identify the following:

- 1) The standard with which the Corrective Action Request is associated
 - 2) The clause reference with which the Corrective Action Request is associated
 - 3) The classification of the Corrective Action Request
 - 4) The precise details of the evidence evaluated which demonstrates that a Corrective Action is requested
 - 5) The requirements of the audit team to close out the Corrective Action Request
- Request Corrective Action Request Classifications

CARs are classified as either Major or Minor.

A Major CAR is raised when the identified non-conformance represents either:

- Consistent failure to address a fundamental requirement of the Standard or
- Consistent failure to implement a documented requirement of the Management System - either in 1 area, or by identification of a number of individual non-conformances in the same activity over several areas
- An isolated non-conformance that directly impacts the Product/Service as required by a customer or external specification or that allows lack of control of an aspect which is deemed immediately hazardous and Dangerous



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- Failure to identify/acknowledge and act up on a non-compliance with legislation or regulatory requirements

A Minor CAR is raised in all other circumstances where a non-conformance is identified.

CORRECTIVE ACTION REQUEST RESPONSE & CLOSE OUT REQUIREMENTS

Any CAR (whether Major or Minor) must be responded to by the company within 30 days of being issued (or in the case of Re-Audits, before the expiry date of the current certificate). The response must detail the following, in the relevant sections of the CAR Form, including any necessary supporting attachments

- 1) The Root Cause decided upon by the company.
 - A brief expression of fact, that attempts to neither explain the situation away nor rationalise the condition
- 2) Proposed corrections and corrective actions.
 - What the company intend to do to correct the problem
 - What the company intend to do to address the root cause that they have identified
- 3) The dates when such corrections and corrective actions have or will be implemented

Wherever possible these responses must be supported by objective evidence that the described corrections and corrective actions have been taken (revised documentation, records of implementation, for example). On receipt of these responses the Lead Auditor will, within a maximum of a further 30 days from date of receipt, review for adequacy against the reported non-conformance and, as appropriate either:

- 1) Close out the Corrective Action Request on the basis of the response, if supported by documentary evidence.
- 2) Accept the response as adequate to the Corrective Action Request and release the issue for further audit of effective implementation at time of next Surveillance.
- 3) Accept the response as adequate to Corrective Action Request but identify the need for a "special visit" to review implementation of described actions for effectiveness and then, if appropriate, close out the Corrective Action Request.
- 4) Accept the responses as adequate to the reported nonconformance and downgrade the Major to a Minor to release certification recommendation on the basis that the activity described in the response is scheduled to be auditable at time of surveillance. (Evidence of implementation must have been provided)

Reject the response as inadequate to the Corrective Action Request and request more information.

3.3.3 Periodic Surveillances



In the period of validity of the Certificate (3 years) are provided for annual surveillance audits carried out in order to verify that the SFM system is maintained in compliance with the requirements of the IFCC Certification Scheme.

Audits are conducted in accordance with the UNI EN ISO 19011, ISO 17021 and IFCC ST 1001.

In case of multi-site sampling, the sites visited will vary between surveillances but will be a minimum of the square root of the total number of sites (rounded up to the next whole number) per year, with all sites visited at least once in the 3 year period.

All IFCC Certification Scheme requirements will be assessed at every visit.

The documentation of the SFM system will be assessed by the auditor appointed for that activity. The auditor will prepare the report and the checklist which will then be reviewed and evaluated by the Certification Decision Making Committee in order to declare the maintenance of the same and to issue a statement of compliance be sent to the customer and IFCC that will be part of the certification.

3.3.4 Evaluation of the results of the Audit

The Audit Team shall complete and sign the Audit Report (Report Format - IFCC). A copy of this report will be submitted to the client organization.

The findings can be found in two types:

- Non-Conformities: Majors CARs. Minor CARs;
- Observations.

3.3.5 Changes to Certification

Any changes in the certified organization must be immediately reported to AJA Registrars Europe Srl, which will decide whether it will be necessary to perform additional checks to verify evidence of conformity.

3.3.6 Decision on certification and issuance of the certificate

The decision may be:

- Positive, which follows the release of the certificate to the applicant,
- Negative: to be followed by a closeout audit in order to check the implementation of Corrective Actions (AC).

In the case of non-implementation of the Corrective Actions, the organization may reapply for certification.

AJA Registrars retains full and exclusive authority and responsibility on the issue of certification.



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The approval process of certification is managed by the System Division Technical Director of AJA Registrars Europe and competent person in the specific certification standards, specifically appointed for this office.

The signature on the act of certification (Package Submission Checklist - IFCC) resolves the issue of certificates. The approval process is shown in the IFCC Manual.

The decision to grant or not grant the certification is up to CAB (by at least 2 Decision Maker, covering all competencies area comply with Standard IFCC ST 1002:2013 (Production, Social, Ecology), based on the type of non-compliance detected during the Audit and any other relevant information.

Certificates cannot be issued before all non-conformities have been closed.

The outcome of the decision shall be communicated to the IFCC and a copy of the Public Report will be sent to them.

AJA Registrars Europe Srl provides the Company a certificate signed by the CEO.

For the IFCC SFM, The AJA Registrars Europe Srl certificate is valid for three years and includes the following data:

- a) identification of the certification body (CB);
- b) name and address of the client's organization and forest area covered by the certification;
- c) scope of the certification granted defined by IFCC ST 1001:2014 Standard;
- d) the date of granting, extending or renewing certification and the expiry date or recertification due date; and
- e) accreditation mark as prescribed by the accreditation body (including accreditation number where applicable).

3.3.7 Public Report

Immediately following the issuance of each certificate and after each Surveillance, a public report shall be issued, including a summary of findings on the client organization's conformity with the forest management standard. This report will be sent to IFCC. Additionally, the public report shall be available for stakeholders, upon request. The Public Report shall include the following information:

- a) Identification of the certified client, forest concession and forest area covered by the certification;
- b) Brief description of the concession and its natural and socio-economic conditions;
- c) Time and duration of the audit and composition of the audit team;
- d) Findings on the certified client conformity with the certifications requirements and description of the critical issues in relation with the conformity; and

e) Conditions under which the certificate is issued

3.3.8 Incorrect use of the Certificate

The procedures for the proper use of the Certificate and the Marks AJA Registrars Europe Srl are shown in the procedure XPRD-MARK. It is sent as a result of the granting of the certificate, together with the logos that you can use.

In general, AJA Registrars require the certified company to:

- Do not use the certification in such a way as to cause discredit to AJA Registrars Europe and not make any statement regarding the certification which may be considered misleading or unauthorized by AJA Registrars Europe.
- Discontinue use of any reference to certification or AJA Registrars Europe and return any certificate issued by AJA Registrars Europe as a result of suspension or revocation of certification;
- Do not use the certificate in a misleading manner.

In case of improper use or incorrect use of the certificate, AJA Registrars Europe Srl will require the certified organization to cease this practice.

3.3.9 Use of the IFCC logo

The IFCC logo can be used by the applicant (certificate holder) in a combined manner with individual or collective marks.

For rules of use of the IFCC logo, please refer to the document IFCC ST, 1003:2013: "IFCC Logo usage rules - Requirements."

IFCC manages the rights for the 'use of the IFCC logo.

IFCC shall issue to the Company, once certified and upon special request for a sub-license' use of the logo.

AJA Registrars Europe Srl, check the 'Use of the logo granted to' company.

Different uses of the declarations provided in the document IFCC ST, 1003:2013: "IFCC Logo usage rules - Requirements" must be approved by IFCC.

3.3.10 Conditions for the granting, maintenance and use of certifications

The granting and maintaining certifications are subject to the satisfaction of the general terms and conditions defined between AJA Registrars Europe Srl and the applicant.

The granting of a Certificate of Compliance by AJA Registrars Europe Srl allows the applicant, for the whole period of validity of the certificate, may produce it or use them for all legal purposes, promotion and marketing that does not mislead the recipient on 'actual meaning of

the certification obtained. For any necessary modification, a Certificate with a revision number will be issued.

4. RECOGNITION OF CERTIFICATIONS ISSUED BY OTHER CERTIFICATION BODIES

AJA recognizes certifications issued by other Certification Bodies (CB) accredited by recognized Accreditation Bodies and forming part of the EA/IAF MLA (Multi Lateral Agreements, unless this compromises the integrity of the certification scheme adopted by AJA).

If AJA receives a request for a quotation from an organization already certified by another Certification Body accredited by recognized Accreditation Bodies and forming part of the MLA, the rules defined in the IAF-MD2 document (Transfer of Accredited Certification of Management Systems - available on the IAF website), IAF resolutions and the ACCREDIA provisions on the transfer of certificates issued by suspended or revoked Certification Bodies - available on the ACCREDIA website - will be respected.

In the event that the Organization is certified by an CB not accredited for the scheme and the EA/IAF sector by a body that is a signatory of the MLA, or accredited for the scheme and the EA/IAF sector by a body that is not a signatory of the MLA, a quotation for new certification will be issued.

If, on the other hand, the Organization is certified by a CB accredited for the scheme and the EA/IAF sector by a body that is a signatory of the MLA agreements, an estimate for the transfer of certification may be issued.

In order to be able to proceed with the transfer, the requesting organization must be able to provide at least, the organizational chart, the current certificate and all the audit documentation for the current three-year period (reports and findings issued), the latter may also be collected through a request to the issuing CB. Further documents may be requested.

In order to proceed with the transfer of the certification, an evaluation of the current certification will be necessary. This evaluation may consist of a documental analysis, or may also require a visit to the offices of the applicant company (the visit is not an audit).

The following aspects will be assessed:

- Analysis of the audit documentation issued by the issuing CB in the current three-year certification period, up to the most recent renewal or new certification audit, including the findings and the status of corrective actions defined by the Organization;
- Congruence between the organization's sector of activity and the EA/IAF certification sector;
- Congruence between activities covered by the Management System and certification issued;
- Declaration of non-applicability of any requirements;
- Reasons for the change of the CB;



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- Status of the certification issued to the organization: Certification in progress;
- Any complaints received by the Organization and related actions taken;
- Any implications of the organization with regulatory bodies regarding compliance with legislative and/or regulatory requirements;
- Accreditation of the current SB for the specific scheme and sector;
- Accreditation status of the issuing CB
- Analysis of possible suspensions/withdrawals imposed to the CB by the Accreditation Body

If:

- Not all the audit documentation for the current cycle is available
- There are major non-conformities still open.
- Any contact with the transferor CB is not possible, or
- No confirmation of the validity of the certificate is available from the transferring CB
- A visit to the applicant organization will be necessary

In the case of certifications issued by CB whose accreditation certificate, in the specific scheme and sector, is suspended or revoked, in application of what is already stated in the IAF MD 2 document, in order to proceed with the requested transfer, it will always be necessary to carry out a visit to the certified organization, lasting at least 1 day. The visit in question cannot coincide with a surveillance or renewal audit. In such cases the transfer must take place within 6 months of suspension/revocation. Beyond this period a new certification must be carried out.

Following the positive outcome of the above mentioned audits, the Technical Committee may express a favorable opinion on the transfer of the certification and the periodicity already in place for subsequent surveillance and/or renewal audits may be restored. The certification process shall therefore continue in the same manner as defined above.

Otherwise, it will only be possible to proceed with a new certification.

5. SCOPE OF CERTIFICATION

Any request for extension of certification will be considered on a case by case basis in order to decide on additional verification documentation or the need for an additional onsite audit.

6. SUSPENSION AND REVOCATION OF CERTIFICATION

Subsequent to the issuance of the certification and during the maintenance period of the same, in cases where the certificate can be suspended by AJA Registrars Europe Ltd, for a certain period of time:



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- If the 'organization uses or advertises improperly or deceptively obtained the certification;
- If the 'organization opposes or obstructs the' execution of audit work;
- Lack of planning of surveillance within the annual period planned, due to causes attributable to the Company the customer;
- non-payment of fees / maintenance for more than a month after the formal notice sent by AJA Registrars Europe Srl;
- as a result of audits that identify particularly serious NC;
- For failure of the Certified Organization to resolve particularly serious NC, as detected by' CB;
- failure to consult with interested parties;
- to use the IFCC Logo without having received the license of use by IFCC or the 'default in the payment of the annual fee for the' use of the logo (if due);
- non-compliance with the requirements provided for in the contract documents;
- established a written complaint for breach of third parties;
- Failure to comply with the requirements for the maintenance and renewal of certification;
- The selected organization doesn't grant access to the members of the accreditation body.
- By any other deficiency resulting from failure to comply with the formally accepted agreement by the company at the time of certification. In these shortcomings fall also any action that may negatively affect / or damage the image of the CB and the parties involved;
- By a formal request by the company certified.
- If the organization is found in violation of the requirements of the Certification Scheme or the procedures for AJA Registrars Europe Srl;

In such cases, the period of suspension of the certificate will be assessed on a case by case basis and in any case cannot be more than 1 month from the date of the verification ideal reference.

The suspension of the certification is in a first step notified by the offices of AJA Registrars Europe Srl, which will send a notice of suspension that will indicate the conditions necessary to stop the process of suspension. Such notice will be sent by AJA Registrars Europe Srl via e-mail and / or fax and will be kept on file confirmation of reading and confirmation of successful transmission of the fax.

The suspension will be notified to IFCC.

If the above conditions are not met, AJA Registrars Europe Srl will begin the procedure for revocation of certification.



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AJA Registrars Europe Srl reserves the right to give publicity to the measures of suspension of the Certificate in the manner it deems most appropriate.

The suspension of the Certificate for the company implies the impossibility to use it in any form. During the period of suspension, AJA Registrars Europe Srl may, at its discretion, carry out a special audit to ensure that the organization has eliminated the causes that led to the suspension.

The suspension is revoked as a result of extraordinary Audit borne by the 'Company; the removal of the reasons for the suspension must be made within 90 days, pain of revocation of the certificate and its use.

In the event that the outcome is positive, the suspension will be lifted. If the outcome is negative, AJA Registrars Europe Srl will proceed to the revocation of the Certificate. Whatever the decision, AJA Registrars Europe Srl will notify the Company in writing of the outcome and IFCC.

The revocation of certification involves' immediate ban of the use of the certificate by the company.

7. VISITS BY THE ACCREDITATION BODY

In accordance with the International Standards that regulate our sector and in particular with the ISO/IEC 17000 series, the Certified Companies with AJA must accept the possible presence of a representative of the Accreditation Body, if requested by the Body itself, in order to allow the designated representative to attend and evaluate the verification conducted by AJA staff. The presence of a representative of the Accreditation Body will not influence the decisions of the Lead Auditor. This requirement, to authorize the presence of an Accreditation Body representative, applies to all clients, new or already certified.

A certified Organization could be subject to a "Market Surveillance Visit" by the staff of the Accreditation Body; the Accreditation Bodies have the right to contact and plan such visits directly with the Organization, in order to monitor the effectiveness of the AJA certification process. The possible visit is not to be considered as a Compliance Audit, does not affect the planning of the audits by AJA and does not entail any further economic burden for the Organization.

Any refusal by the organization selected for a visit by the Accreditation Body may lead to the failure to issue the recognized certification, where applicable, or to the suspension of a certification already granted.

8. CANCELLATION OF CERTIFICATION

The cases in which the Company may request the cancellation of the certification are as follows:

- When a formal notice to AJA Registrars Europe Srl, with a minimum notice of 3 months, the Company does not intend to maintain certification;
- In the event of termination of activities;



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- In case of amendments of the standards and regulations of reference with the resulting inability to adapt to the new specifications;
- In case of non-acceptance of any revisions to the Rules of reference and tariff changes fixed by AJA Registrars Europe Srl.

8.1 Measures in case of cancellation or revocation of certification

The revocation or cancellation of certification involves:

- the prohibition on the use of the Certificate;
- the prohibition on use of the IFCC logo;
- the prohibition of any reference to certification AJA Registrars Europe Srl and the Certificate, both on the technical and administrative documentation and advertising.

Whatever the cause which led to the withdrawal or cancellation, the producer is not entitled to any refund of sums already paid.

AJA Registrars Europe Srl may give publicity to the measures for revocation / cancellation of the Certificate in the manner it deems most appropriate.

The Withdrawal of certificate can be required by ACCREDIA (Italian Accreditation Body) or other relevant parties.

9. RENEWAL OF CERTIFICATION

At the end of the period of certificate validity of three years, the renewal of the certification is based upon the execution of a new certification process.

Audits are conducted in accordance with the UNI EN ISO 19011, ISO 17021 and IFCC ST 1002:2013.

To maintain continuity in the Certification, the task of re-audit should be carried out well in advance of the expiration date of the previous certificate.

In this regard, AJA Registrars will ask the necessary information (variation in the number of certified hectares and other changes involving the change of the conditions for continuing certification of the company) for the development of a new proposal for the subsequent three-year period of certification.

The organization must then promptly communicate to AJA Registrars his willingness to proceed or not to renew the certificate.

10. CLAIMS, DISPUTES AND APPEALS

The Company must:



AJA REGISTRARS EUROPE

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- Record all complaints of which he has knowledge relating to activities of their employees and other stakeholders;
- Take appropriate actions necessary for the resolution of complaints;
- Record the actions taken;
- Make available to the auditors all records related to complaints.

In the event that a company as a result of its relationship with AJA Registrars Europe and / or after submitting the audit, wants to file an appeal and / or a complaint, must fill in a form XPRD-APP & COMPLAINTS trackable on website www.ajaeurope.eu and www.ajaindonesia.com.

This form can be completed by internal staff AJA Registrars Europe following a verbal complaint by a company.

In the case of Objections and appeals, except as set forth below concerning disputes relating to the payment of fees and expenses payable to AJA Registrars Europe Srl, any dispute arising between the parties relating to the interpretation and implementation of this Regulation shall be submitted the Court of Jakarta.

11. ECONOMIC CONDITIONS

The rates applied are shown on the document IFCC PRICE LIST.

The rates are to be paid in the manner prescribed in the economic offer, unless any special agreements made and granted between the Company and AJA Registrars Europe Srl.

The non-payment of dues on time, involves sending by AJA Registrars Europe Srl of a warning and then the application of the measures referred to in paragraphs 7 and 8 of these Regulations.

Date: _____

Company Name: _____

Signature of acceptance: _____