

OQUALIM Integrity Policy

V1 July 2020

Integrity Policy Aim

Since its launch in 2008, OQUALIM has proposed certification guidelines for health security and the quality of animal feed which have been adopted by the manufacturers and used by the animal sector.

Today, OQUALIM's activities in the market include the coordination of measures designed to improve health security and to demonstrate the certified bodies' aptitude to meet customer specifications.

Within this process, OQUALIM has become a robust organisation through the commitment of the animal feed industry and the credibility of its representatives.

Stakeholder confidence in the performance and integrity of the system implemented by OQUALIM is essential.

This confidence depends largely on the conduct of the organisations and people involved in the certification and data management process.

The policy describes the fundamental principles and rules of conduct for work activities within the certification framework according to OQUALIM's guidelines, in relationships with the certification participants and with all other stakeholders.

The aim is to prevent situations that may call into question the integrity of the organisations and persons taking part in the certification process according to OQUALIM's guidelines.

Our Integrity Policy aims to identify the elements of assurance and monitoring of the proper functioning of the certification system. All the elements of the integrity policy are included in the existing RCNA protocol and are mandatory for the concerned parts.

Roles and responsibilities

a) Company's Commitment

The company signs a contract with the certification body listed by OQUALIM in accordance with the RCNA certification protocol. The signature of this contract obliges the company to commit to all the associated agreements of concerned which are mentioned in the certification protocol.

In particular,

- The company must inform the CB about all sub-treated processes, notify any suspension or cancellation or non-validation after an initial audit for an OQUALIM or equivalent certification, during the year preceding the request and to keep the CB up to date
- The company is committed to inform the CB and OQUALIM about any sanction for fraudulent actions
- The company agrees that during its audit, the auditor may be accompanied by additional auditor(s), an OQUALIM's auditor, a COFRAC*'s auditor or an auditor on training, or by an auditor from another scheme for companies certificated "RCNA International".
- The company agrees that the CB will transmit its audit summary to OQUALIM.
- The company is obliged to include the activities for distribution if the flows of manufactured and distributed feed are not separated.
- In case of voluntary CB change, the company must restart with an initial audit

The elements to be transmitted by the company to OQUALIM or its CB for any certification are defined as requirement in the certification standard.

b) CB's Commitment

The certification body signs a convention with OQUALIM which commits itself to:

- Register any auditor expected to carry out RCNA audit and keep the list up to date on their private space on OQUALIM's website www.oqualim.com.
- Only appointing auditors who are competent, trained in the particular requirements of RCNA standard,
- Complete the Annual follow-up Auditor Qualification with all their activities and the proof of evidence of compliance of all OQUALIM requirements (such as their independence, number and frequency of audits performed, continuous training)
- Signing a contract with his client applying for certification,
- Guaranteeing that the RCNA audits carried out will adhere to the existing RCNA protocol and its requirements
- Designating a referent, in contact with OQUALIM.
- Inform immediately OQUALIM about any change regarding its accreditation status
- Inform immediately OQUALIM about any flexibility allowed on audit, recorded and justified in the commercial offer.

* COFRAC : French Accreditation Body

Any critical nonconformity issued on a certified site will lead to the suspension of the certificate. More details about withdrawal and suspension are provided in the RCNA protocol.

c) OQUALIM's commitment

OQUALIM guarantees:

- To provide all the necessary documents for the RCNA audits to be carried out to the referenced CBs and the companies,
- To designate a referent, contact of companies and CBs, who will centralize all applications,
- To notify CBs and manufacturers of any modifications to the device at least 3 months before their entry into force,
- For each CB, keep an up to date list of their RCNA contact people and auditor,
- To offer regular qualifying training courses for auditors and also training for companies,
- To provide a list of referenced CBs on the OQUALIM's website.
- OQUALIM retains the right to come to the CB's headquarters, periodically and on a random basis, to verify that a CB satisfies permanently to the requirements stated in the existing certification protocol.

Follow up and control quality of audits

a) CB's Commitment

First requirement is accreditation according ISO 17065. A second requirement is compliance with the OQUALIM's Code of conduct. Other requirements set in the certification protocol:

- skills, knowledge and competence requirements of auditors and technical reviewers,
- training and examination of auditors, with rules of examination and qualification,
- minimum number of audits per year according to an OQUALIM standard
- Maximum number of consecutive audits per operator even if the auditor previously worked for another CB.
- Noticing immediately OQUALIM about any change regarding its accreditation status in linked with its accreditation
- Agreeing OQUALIM to come during audit with an auditor, to verify that the RCNA standard is audited according to the defined expectations

The CBs signs a convention with OQUALIM with the engagement to respect all the requirements defined in the certification protocol. Failure to comply with any requirement will result to consequences and sanctions as described in the certification protocol.

b) OQUALIM's commitment

The assessment of the quality of audits is undertaken by checking the CB's requirements compliance: audit frequency, minimum audit time, rules for classification of non-conformities and imposing the related measures, corrective actions and sanctions.

Oqualim is engaged to ensure the compliance and quality of the CB's auditors and to perform:

- control, training, continuous disclosure and updates (website, Infoqualim...) to auditors,
- two annual meetings: one on the annual report of audits and one on the latest updates
- regular mandatory training courses for the maintenance of the auditor's qualification,
- audit of the CBs whenever it is deemed necessary to insure the credibility and reliability of the certification process, according to the certification protocol
- control of audit summaries transmitted,

involvement with the French committee accreditation (COFRAC), for both witness Litigations between a manufacturer or distributor and a CB during the certification procedures are studied by the OQUALIM's litigation management committee as defined in the operational certification rules (operational rules in the referencing section).

The decision is imposed to the concerned parties.

For the other litigation cases between parties related to the application of this protocol, the parties will try to settle the dispute on an amicable basis any unfair terms associated to the interpretation and implementation of this agreement.

In the case of litigation between the parties in this protocol and once any attempt for an amicable settlement has failed, the litigation will be brought before the competent courts in Paris (CHAMBRE ARBITRALE INTERNATIONALE DE PARIS, 6 avenue Pierre 1er de Serbie, 75116 PARIS, phone: +33 (0)1 42 36 99 65, Fax :+33 (0)1 42 36 99 58), according to its rules that parties states to know and accept. Only French law is applicable to the convention between the CB, the company and OQUALIM.