



AGRO ORGANIC CONTROL LTD.

QUALITY POLICY DECLARATION

AGRO ORGANIC CONTROL LTD. The main purpose of the certification and control carried out by the organization is to create confidence in all stakeholders that the product meets the organic production requirements. The value of the certification lies in the degree of trust and confidence provided by manufacturers, especially organic products, and by an impartial and competent demonstration by a third party of compliance with the requirements of the product themselves.

AGRO ORGANIC CONTROL LTD. The quality policy of the control and the certification and inspection activity carried out by it during the certification and inspection of organic products is based on the following five basic principles:

- Impartiality;
- Competence;
- Protection of Professional confidentiality;
- Evaluation of objections and appeals;
- Responsibility.

Following the five basic principles applied in the management system, AGRO ORGANIC CONTROL sets the following MAIN OBJECTIVES:

1. To implement a certification system that guarantees confidence in certified products and to be recognized by the competent authority of Bulgaria, meeting the requirements of official control;
2. To guarantee organic products to producers, processors, traders and consumers through certification and control activity that meet the requirements of European and national regulations;
3. Implementing an economically accessible certification system;
4. To provide the revenues necessary to maintain its independence and resilience, together with the quality performance of the control functions assigned to it.

To fulfill the main objectives of the quality policy, the control body:

- ❖ In cases where the impartiality risk assessment system does not see or considers a risk as a risk, carry out the certification and inspecting processes for each application in an impartial manner, taking adequate measures to neutralize it to acceptable levels;
- ❖ Control and certification procedures will be provided to all certificate applicants and suppliers without any discriminations;

- ❖ Takes special care to achieve, maintain and improve the qualification of AGRO ORGANIC CONTROL personnel, including personnel involved in on-site inspections and certification decisions. Staff are knowledgeable about the rules of the applied management system and are motivated to implement;
- ❖ Provides transparency in relations with the customer by providing him/her with all the information about the certification system;
- ❖ Provides transparency in relations with stakeholders by providing them with all necessary information in accordance with the rules of ensuring Professional confidentiality;
- ❖ Strictly observes and maintains the implemented management system;
- ❖ Personnel uses their rights to adjust, develop and improve the management system;
- ❖ Cooperates with national and international organizations dealing with the certification of organic production, including the accreditation body;
- ❖ It tries to exchange experience with other certification bodies in the field of organic production.

AGRO ORGANIC CONTROL LTD. Certification and inspection , bears responsibility for all decisions relating to this activity

Every operator can obtain information on the Quality Procedure available at the CCB AOC office.

In case of dispute, the leading version is the Bulgarian version.