



OHAS Scheme Rules & Operating Procedures
Grower, Ornamental Packhouse and Growing Media Standards

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1.0 **Introduction**

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

2.0 **The Management of the OHAS Scheme**

- 2.1 The Scheme is governed by the Board of the Horticultural Trades Association (HTA) and is managed as a specialist group within the association.
- 2.2 The Management Committee is responsible for overseeing the implementation of the Scheme. The role of the Committee includes setting and maintaining the Standards, overseeing monitoring of the Scheme and managing the promotion of the Scheme. In addition, the Committee reserves the right to sanction the Certification Body in evidence of non-compliant procedures; this could include immediate notification to UKAS, if appropriate.
- 2.3 The management of the committee and meetings is set out in the Constitution of the OHAS scheme. The responsibilities of the Chairman and Management Committee are set out in the OHAS Terms of Reference.

3.0 **The OHAS Standards**

3.1 **Grower Standards**

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

3.1.1 Grower Standard

This standard will be benchmarked against the GLOBALG.A.P. Integrated Farm Assurance (IFA) Standard. Inspection will be carried out by a UKAS accredited Certification Body, giving a pass or fail indication only. GLOBALG.A.P. certification will be given at an additional fee to the Certification Body. The GLOBALG.A.P. definitions will apply to the Grower Standard, which can be supplied by the OHAS Scheme Manager.

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3.1.2 Continual Development

Certification against this standard will be carried out by OHAS appointed inspectors. Pass or fail status will be established, together with scores and comments for each clause assessed.

3.1.3 For both versions of the Grower Standard there is a minimum of one independent third party inspection per year, carried out during a peak production period. Members can opt to be inspected under both Grower Standards, alternating at six-monthly intervals, or the Continual Development Standard at six-monthly intervals (the second inspection replacing the need for an internal audit).

3.1.4 Growers will fall in to one of the following categories: -

3.1.4.1 Category 1: Primary growing business

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

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

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

Completion of the primary business inspection and membership shall be achieved ahead of any additional production sites. The additional production sites will require an independent third party inspection clearly identifying where the primary business provides central functions i.e. logistics, human resource, quality management. These additional sites, once evaluated, will be listed on the certificate for the primary business.

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

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

The primary business is responsible for the observance of the control points applicable to the relevant tasks performed by the sub-contract growers and checking and signing for these. *Evidence of compliance must be available.* The sub-contractor must accept that the OHAS approved inspectors are allowed to verify the assessments through a physical inspection where there is doubt.

Where a non-certified source is being used there must be evidence in place to show that the customer receiving these products is aware of this. Where applicable, this can be on the product transaction documents (sales invoices, other sales

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related paperwork, dispatch documentation, etc.) with the customer, or in a contract and must clearly indicate that the product is from a non-certified source.

3.2 Ornamental Horticulture Packhouse Standard

- 3.2.1 The Standard has been written specifically for Ornamental Horticulture Packhouses, both in the UK and abroad.
- 3.2.2 There is a minimum of one independent third party inspection per year, carried out during a peak production period, giving a pass or fail indication only.
- 3.2.3 Certification against this standard will give UKAS accredited OHAS Certification.
- 3.2.4 A Packhouse will fall in to one of the following categories based on the primary packing business's customer requirements: -

3.2.4.1 Category 1: Primary packing business

Full Membership of the OHAS Certification Scheme is required by primary packhouses i.e. businesses operating as individual entities delivering products directly into the retailers and applying retailer's bespoke packaging and / or labels to the product.

3.2.4.2 Category 2: Primary packing business that owns additional sites

Where a business has a primary packhouse with additional packing sites, which are owned, *rented and / or managed* by the primary packhouse, OHAS membership and a primary packhouse inspection needs to take place and full membership to the OHAS Certification Scheme achieved for the primary packhouse location, before the additional packhouses can be inspected. These additional packhouse sites will require a full, independent third party packhouse inspection, clearly stating where the primary site provides central functions i.e. logistics, human resource, quality management. These additional sites, once inspected, will receive a certificate but do not require OHAS membership in their own right; the Primary site OHAS membership covers this. For each additional site owned by the primary packing operation, both in the UK and abroad, an annual registration fee of £150 will be payable to OHAS.

3.2.4.3 Category 3: Primary packing business with contract packers and / or contract grower / packers

The primary packing business will require a third party inspection and OHAS membership, as in category 1. A primary packhouse utilising Contract Packers, is defined as follows:-

If the contract packer is packing into the end customer's, i.e. the retailer's, bespoke packaging and / or labeling, the contract packer will be required to become members of the OHAS Certification Scheme, by obtaining OHAS Membership in their own right, and will require a full, independent third party OHAS packhouse inspection.

If the contract packer is packing product into non-bespoke packaging and not applying specific retailer labels then the primary packhouse that has contracted this type of packer is responsible for carrying out an inspection of the contract packer.

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This contract packer will not receive a OHAS Scheme Certificate and is not required to obtain full OHAS membership.

The primary business is responsible for the observance of the control points applicable to the relevant tasks performed by the sub-contract growers / packers and checking and signing for these. *Evidence of compliance must be available.* The sub-contractor must accept that the OHAS approved inspectors are allowed to verify the assessments through a physical inspection where there is doubt.

Where a non-certified source is being used there must be evidence in place to show that the customer receiving these products is aware of this. Where applicable, this can be on the product transaction documents (sales invoices, other sales related paperwork, dispatch documentation, etc.) with the customer, or in a contract and must clearly indicate that the product is from a non-certified source.

3.3 Growing Media Manufacturers' Standard

- 3.3.1 The Standard has been written specifically for Growing Media Producers, both in the UK and abroad.
- 3.3.2 There is a minimum of one independent third party inspection per year, carried out during a peak production period, giving a pass or fail indication only.

3.4 Changes to the standards

- 3.4.1 The OHAS Management Committee will review the OHAS Standards every three years and determine the need to issue new versions of the Standards. Revisions of the Standards will be communicated to the membership and a transition period will be agreed to allow members time to meet new requirements.
- 3.4.2 OHAS will maintain benchmarking to the GLOBALG.A.P.. Integrated Farm Assurance (IFA) Standard and changes to the Grower Standard may be required when a new version of the IFA Standard is issued. The OHAS Management Committee will review the changes required and there will be a consultation period before a new version of the OHAS Grower Standard will be issued.
- 3.4.3 The approved Certification Body may propose recommendations for consideration by the OHAS Scheme Manager and the OHAS Management Committee on changes and / or improvements to the Scheme.

4.0 OHAS Scheme Membership

4.1 Pre-certification Membership

- 4.1.1 On joining OHAS new members will become a pre-certification member, showing the willingness to become certificated against the Grower Standards, the

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Ornamental Horticulture Packhouse Standard or the Growing Media Manufacturers Standard or a combination of Grower and Packhouse Standards.

4.1.2 Members will be issued with a unique OHAS Membership Scheme number.

4.1.3 Pre-certification membership lasts for a maximum of one year, in which time the new member needs to be inspected and become certificated against one of the OHAS Grower Standards, the OHAS Ornamentals Packhouse Standard or the OHAS Growing Media Standard.

4.2 Certificated Membership

4.2.1 Applies once the member has been inspected and certificated against one of the OHAS Standards.

4.2.2 Certification involves a minimum of one independent third party inspection per year.

4.3 Associate Membership

4.3.1 Available to businesses that may not be inspected and have an interest in the scheme activities.

5.0 General Membership Information

5.1 The scheme is open to commercial growers and packers of ornamental horticulture products and growing media producers.

5.2 Those who wish to join OHAS must: -

5.2.1 Agree to meet the requirements set out in the OHAS Certification Scheme Standards.

5.2.2 Agree to abide by the Scheme Rules of the scheme.

5.2.3 Prepare appropriate documentation, operating procedures and records as required by the Standards.

5.2.4 Allow the Inspectors access to the nursery / field and / or packhouse or factory sites (as appropriate), and documentation, and agree to pay inspection and certification costs, where appropriate, and travel expenses to the appointed Certification or Inspecting Body.

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

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- 5.2.6 Pay an initial and subsequent annual subscription to OHAS. See Annex 1 subscription rates.
- 5.3 The subscription is due for payment each year in January. If payment has not been received within 60 days of the invoice date, the OHAS Management Committee reserves the right to withdraw membership and inform the Certification Body who will withdraw certification.
- 5.4 An official accountant's stamp *or letter* will be required when OHAS subscription fees are initially paid, or each year when renewed, to confirm annual turnover.
- 5.5 Certification procedures for new members will not commence until the initial subscription is paid, and for existing members new certificates will not be issued until the annual subscription is received.
- 5.6 If a member's business goes into liquidation, membership is immediately void.
- 5.7 If a member's business is amalgamated or a major re-structuring occurs a new application to join OHAS may be needed.
- 5.8 In all cases of lapsed membership former members are eligible to re-apply and an administration fee of £25 will be payable to OHAS.
- 5.9 A list of certificated members will be continually updated and available at the OHAS website (<https://hta.org.uk/assurance-compliance/ohas.html>).
- 5.10 To maintain Certification a member must undertake an inspection within a year of their last inspection. The Certification Body will advise a member in which month their next inspection is due. The Certification Body is responsible for sending out service contracts and registration documents to clients, and will contact the client within 14 calendar days to confirm receipt of completed documents. For the Continual Development Grower Standard, OHAS will advise a member in which month their next inspection is due and forward details to an Inspector.
- 5.11 On joining, a member will be issued with a unique OHAS Membership number. This number will be needed to register with the Certification Body for the certification process and will also allow the member to gain access to the 'Members Only' pages of the OHAS Website.
- 5.12 OHAS members can chose to apply for GLOBALG.A.P. Certification by meeting the requirements in the OHAS Grower Standard GLOBALG.A.P. Supplement and by applying to the Certification Body for registration. Members taking this option agree to comply with the GLOBALG.A.P. and Certification Body agreements and pay any additional fees due.

6.0 **Timetable from Joining OHAS to Certification**

- 6.1 New enquirers to the Scheme can access the Standards, the OHAS Scheme Rules and more information about the scheme via the OHAS website (<https://hta.org.uk/assurance-compliance/ohas.html>).

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- 6.2 New members can choose to undergo a pre-inspection assessment aimed at highlighting any issues that may need to be resolved before the first full inspection. Members will be charged for all such visits at the standard inspection rates.
- 6.3 The new member shall undergo a certification inspection within 12 months of joining the OHAS Certification Scheme.
- 6.4 The Certification Body will issue the OHAS Grower Standard, Ornamental Horticulture Packhouse Standard and Growing Media Manufacturers Standard certificates.
- 6.5 OHAS will issue the Continual Development Certification Grower Standard certificate.
- 6.6 OHAS Management Committee will issue the initial Pre-certification Membership certificate.

7.0 The Certification Body

- 7.1 The Certification Body appointed by OHAS to evaluate the OHAS Scheme and grant certification must be accredited by the United Kingdom Accreditation Service (UKAS), for the OHAS Grower Standard and the OHAS Ornamentals Packhouse Standard.
- 7.2 The UKAS accredited Certification Body is required to be evaluated against the EN45011 or ISO 17065 Standard.
- 7.3 Inspectors / assessors appointed by the Certification Body or OHAS to evaluate OHAS members are required to: -
 - 7.3.1 Have completed a higher education diploma or equivalent course (minimum course duration of 2 years) in a relevant discipline.
 - 7.3.2 Have a minimum of 2 years post-higher education experience and 3 years overall experience in the ornamental horticulture industry.
 - 7.3.3 To have successfully completed a Lead Assessor Course based on BS EN ISO 9001 and / or ISO 19001 principles, which is externally recognised and with a minimum duration 37 hours training. The certificate shall state course content (quality auditing, auditing techniques, focus of the audit, reporting and a practical case study), duration and successful completion.
 - 7.3.4 Formal HACCP training either as part of the inspectors' formal qualifications, or by the successful completion of a recognised HACCP course based on the principals of Codex Alimentarius, (Not applicable for Grower inspections).
 - 7.3.5 To have successfully completed BASIS and FACTS Certification or equivalent and IPM training (*i.e.* formal training in pesticides, fertilisers and *integrated pest management*), (Not applicable for Ornamental Horticulture Packhouse inspections).
 - 7.3.6 To have conducted at least 5 inspections / audits or 10 inspection / audits days, at a number of different producers, against the relevant GLOBALG.A.P. benchmarked standard to maintain scheme knowledge and to stay registered on the GLOBALG.A.P. database.

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- 7.3.7 To have a witness inspection at least once every 4 years to verify competence.
- 7.3.8 To keep up to date with current legislation, industry issues and developments (such as belonging to the BASIS Professional Register; attending formal internal and industry training sessions and workshops; belonging to key industry bodies and working regularly within the ornamental horticulture industry).
- 7.3.9 Submit a declaration of interests to the certification body and highlight any potential conflict of interests.
- 7.3.10 To have completed the necessary GLOBALG.A.P. online exams for the General Regulations and for the relevant sub-scope. (For OHAS Grower Standard only).
- 7.4** The Certification Body will supply a register of approved inspectors to the OHAS Management Committee.
- 7.5** The Certification Body will appoint a Scheme Manager within their organisation to manage any aspects of the OHAS Scheme in relation to the OHAS Scheme Rules, and any changes required by GLOBALG.A.P. and / or UKAS going forward. The appointed certification committee, (or at least one member) will have the necessary inspector qualifications, and have completed a Lead Assessor Course (minimum duration of 37 hours).
- 7.6** The Certification Body is responsible for ensuring that all requirements of the GLOBALG.A.P. General Regulations are met and the benchmarked scheme rules and regulations. The Certification Body is also responsible for registration of the member in the GLOBALG.A.P. database, data updated and collection of fees.
- 7.7** The Certification Body is responsible for the filing and holding of all completed service contracts, registration documents, evaluation reports and any relevant correspondence with the client / member.
- 7.8** The Certification Body is responsible for ensuring that all Inspectors are kept up-to-date with all quality policies, procedures, work instructions and documentation issued by the Certification Body.
- 7.9** The Certification Body is responsible for keeping records of the Inspectors' qualifications, training needs analysis, skills matrices and training records.
- 7.10** The Certification Body is responsible for updating OHAS on client registration data, on at least a monthly basis. The Certification Body will take responsibility and liability for accuracy of registration data submitted.
- 7.11** The Certification Body can supply OHAS with annual statistics data relating to non-conformances for each standard – Grower, Ornamental Horticulture Packhouse and Growing Media Manufacturers.
- 7.12** The Certification Body will confirm certification status to a client within 28 days of completion of any corrective actions.
- 7.13** The Certification Body is responsible for the management of any arbitration, complaints and appeals procedures for the Grower Standard, the Ornamental Horticulture Packhouse Standard and the Growing Media Manufacturers Standard.
- 7.14** The OHAS Management Committee and the Certification Body Scheme Technical Managers shall meet at least once a year.

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7.15 The OHAS Management Committee will be responsible for sanctioning the Certification Body in the event of non-conformances. There are two types of non-conformances that may occur:

7.15.1 Contractual non-conformances are when the Certification Body is not in compliance with contracts signed with OHAS. This may include

- Misleading or false communication on OHAS certification or logo use.
- Refusal to sign the license and certification agreement with GLOBALG.A.P.
- Neglecting to pay any relevant fees.
- Failure to provide proof of accreditation.
- Confirmed fraud.
- Loss of accreditation.

7.15.2 Standard or standard rules non-conformances are when the Certification Body does not comply with the OHAS Scheme Rules, or do not interpret the compliance criteria of the standards according to the OHAS Scheme Rules. Examples of non-conformances include:

- Not participating in annual compulsory training.
- Incomplete or late upload of certification data.
- Unreliable registration and audit data.
- Conflict of interests (e.g. consultancy and certification).
- Inadequate internal training.
- Delay or non-application or producer sanctions.

7.16 The procedure for dealing with sanctioning the Certification Body is as follows:

7.16.1 Any reporting of Certification body non-conformances or evidence found will be recorded by the OHAS Scheme Manager.

7.16.2 The Certification Body will be informed in writing the nature and full details of the non-conformance.

7.16.3 The OHAS Scheme Manager will agree an action plan with the Certification Body to rectify the non-conformance.

7.16.4 The Certification Body will be given 28 days to rectify the non-conformance and provide evidence to the OHAS Scheme Manager of compliance.

7.16.5 If the Certification Body does not provide evidence of compliance within 28 days or the non-conformance is deemed to be of serious nature (e.g. confirmed fraud) the service agreement for OHAS Certification will be suspended and a review meeting held between the Certification Body, OHAS Management Committee and OHAS Scheme Manger to discuss the future of the agreement.

7.16.6 The service provision of OHAS Certification will cease as per the service agreement terms and conditions if a settlement cannot be agreed.

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8.0 Inspection Procedures

- 8.1** The Scheme requirements will be as set out in the Standards and will be maintained at the same level, unless specific changes are agreed by the OHAS Management Committee, and communicated to all members before any such changes are implemented.
- 8.2** Inspection will be undertaken by the OHAS appointed Certification Body or OHAS appointed Inspectors as appropriate.
- 8.3** To avoid any conflict of interest the inspector will not undertake any consultancy or training activities for the member to be evaluated that will affect their independence or impartiality.
- 8.4** No individual inspector will carry out the inspection of any business more than 3 times in succession.
- 8.5** The Scheme Inspectors will comply with specific training requirements identified by the Certification Body or the OHAS Management Committee for the purpose of the inspection of clients / members.
- 8.6** Inspectors will strictly observe the Certification Body's and the OHAS Scheme's procedures to maintain the confidentiality of information and records.
- 8.7** Clients will normally be inspected by arrangement, with notice of up to 3 months from the Certification Body or OHAS, with a minimum of one inspection per year for the Grower Standards, the Ornamentals Packhouse Standard and the Growing Media Standard during the peak production period as defined by the audit scope, unless otherwise agreed due to seasonal product. Peak production period must include evidence of all operations including dispatch or harvest of products. Auditors will advise the certification Body if the timing is not considered to appropriate after an inspection.

- Bamboo and Ornamental Grasses	February - June
- Bedding Plants	March – October
- Cacti / Succulents	All year
- Cut Flowers	All year
- Flowering Bulbs (grown in pots)	February – June
- Hardy Plants – Deciduous shrubs	February – August
- Hardy Plants – Conifers	February – August
- Hardy Plants – Hedging plants	October – March
- Hardy Plants – Climbing plants	February – June
- Hardy Plants – Roses	February – June
- House Plants - All	March – October
- House Plants – Orchids	March – October
- Perennials - All	March – October
- Perennials – Aquatic Ornamental Plants	All Year
- Trees - <i>Non-coniferous</i>	February – October
- Turf	All year
- Growing Media*	September – June

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- Bulbs (sold dry)*

July – April

* OHAS only scopes. All other scopes may also be certificated to GLOBALG.A.P. if Annex 2 of OHAS Grower Standard is inspected.

8.8 The inspection visit will involve examination of the nursery and / or quality manual, as appropriate, to ensure it covers all the requirements of the appropriate Standard, and to evaluate its implementation in practice. The inspection will follow up and verify any non-conformances noted in the previous inspection. The inspection will consist of an opening meeting, evaluation of all applicable control points, completion of the audit checklist and presentation of the results to the member.

8.9 Records and procedures will be examined and a physical inspection of the site will be undertaken. The inspection duration will be a minimum of 3 hours, and if it exceeds 8 hours a second audit day may take place. A sufficient inspection duration will allow the auditor to have an opening meeting with the management; inspect all applicable control points; inspect all products of the inspection scope; visit all production, storage, processing and other critical locations (e.g. water source); inspect the used machinery; interview staff; evaluate the records; complete the checklist with sufficient comments and present the results to the member at the closing meeting. An inspection report will identify, the result in % of compliance for the different levels of control points, 'major' and 'minor' non-conformances to the Standard being evaluated, and noted on a summary sheet which is left with the client, signed by a representative and include the audit duration. As a minimum comments shall be supplied in the report for all non-compliant and not applicable major and minor compliance criteria, and for all major compliance criteria. The Certification Body or OHAS will send a full report to the client after verification as appropriate. Copies will only be provided to other parties if the member provides written authorization, except if it is to comply with regulatory bodies or national legislation, in which case the member will be informed. The inspection report for the Grower Standards, the Packhouse Standard and the Growing Media Manufacturers Standard will be written in accordance with the requirements of EN45011 or ISO 17065. *The reports (e.g. audit report, corrective action report, etc.) must be protected or otherwise controlled to prevent unauthorised modification or tampering prior to distribution.*

8.9.1 For the Grower Standard, in line with the GLOBALG.A.P. requirements, records inspected for the initial inspection are only valid going back up to 3 months before the date of harvest, or going back to the date of the client's first registration with the Certification Body. In subsequent inspections, there must be at least one crop type, previously certificated under the scope of the first inspection, present on-site.

8.9.2 Compliance levels:

For the Grower Standard, Ornamental Horticulture Packhouse and Growing Media Manufacturers' Standard these are as follows: -

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

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

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

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

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

8.9.3 Addressing non-conformances:

Any 'major' non-conformances and four or more 'minor' non-conformances noted at a site will require the business to implement the improvements needed within 28 day on all the non-conformances found.

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

8.10 If an additional visit is required to re-check any non-conformance(s) then this will be agreed at the closing meeting of the initial inspection visit. The Scheme Technical Manager, on verifying evidence of non-conformance rectification, can also request an additional verification visit, if deemed necessary. An additional re-inspection fee will be charged.

8.11 All corrections and corrective actions will be assessed; with clarification provided to show whether the action(s) taken and evidence provided is sufficient to close the non-conformance. Evidence of the resolution of non-conformances can be provided in the form of documentary evidence and / or photographic evidence as appropriate.

8.12 Members failing to adequately correct non-conformances within 28 days will lose their certification. The scheme management will be informed who will withdraw membership to the scheme and remove the member from the membership directory. The member will need to re-join the scheme and have a new inspection to re-gain certification.

8.13 An Open Non-conformance.

A producer is set at this status if they have not complied with the 'major' or the four or more 'minor' non-conformances within 28 days after the initial inspection. If the non-conformances are then not resolved within 3 months a complete inspection must be performed.

8.14 Businesses that operate on several sites must have reached OHAS standards at all sites, all of which will be included in a multi-site inspection, where applicable.

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- 8.15** OHAS should be notified as soon as possible of any new production sites taken on by a certificated business.
- 8.16** New and rented sites - where a certificated business takes on a new site, it will be given 12 months to implement OHAS standards. The same standards will apply to rented sites, with the exception of specific factors beyond the control of the certificated grower e.g. weed control in areas adjacent to the glasshouses.
- 8.17** Short term rented sites, defined as rented for periods shorter than 6 months, will be evaluated by the Inspectors but only if the site is in use on the date of the evaluation. Members are required to provide Inspectors with details of any rented sites.
- 8.18** Sites operated as 'new' businesses - where a new site is acquired by an existing member, or members, and is to be operated as a business or company, which is separate from businesses already certificated, then this must be clearly stated. Such separate businesses must apply for membership in their own right.
- 8.19** Sub-contractors - the receiving certificated site must take full responsibility for the evaluation of their sub-contractors. The sub-contractor must be evaluated at least once a year, where applicable, by staff from the certificated business or a qualified independent third party, and an evaluation report completed. The report should be available for the Certification Body or OHAS Inspectors.
- 8.20** Product brought onto the site for immediate re-sale should be subject to the same quality control procedures as all other produce on the site.
- 8.21** The Certificate issued by the Certification Body or OHAS will clearly state the products and sites that have been evaluated as part of the OHAS Certification Scheme.
- 8.22** The Certificate issued by the Certification Body or OHAS will be valid for twelve months, from the date of the certification decision, which will be stated on the Certificate. The "valid from" date for subsequent certificates issued will always revert to the "valid from" date in the original certificate, except when the certification decision is made after the expiration of the previous certificate. In this case the "valid from" date must shall coincide with the date of certification decision. The subsequent inspection can be carried out at any time during an "inspection window" that extends over a period of 8 months: from 4 months before the original expiry date of the certificate and, (only if the CB extends the certificate validity in the GLOBALG.A.P. Database) up to 4 months after the original expiry date of the certificate. There must be a minimum period of 6 months between 2 inspections for recertification.

The validity may be extended beyond the 12 months (for a maximum period of 4 months) only under the following conditions if there is a valid reason, which has to be recorded in the inspection report. The member must apply in writing to the Certification Body for an extension. The Certification Body may refer the decision to the OHAS Scheme Manager and / or OHAS Management Committee. Here are the only reasons that are considered to be valid:

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- The Certification Body wants to schedule the inspection after the certificate has expired in order to observe a certain part of the production process, because it has not been seen in the previous inspection, because it is considered to be a high-risk process in terms of product safety or to be able to see a newly added product or process.
- The Certification Body needs to be able to extend some certificates because of resource restraints.
- The Certification Body was not able to conduct the inspection, and / or the member was not able to receive the Certification Body inspection due to circumstances beyond its control (force majeure) e.g.: natural disaster, political instability in the region, epidemic or unavailability of the member due to medical reasons.

8.23 The granting of a Certificate is conditional on compliance by the OHAS member with all applicable requirements set out in the OHAS Scheme Rules.

8.24 The Certification Body must be informed of product withdrawals or recalls, which may result in re-inspection or suspension of certification.

8.25 In line with GLOBALG.A.P. requirements additional unannounced inspections will be carried out at a rate of 10% of evaluations carried out per annum, across the whole membership. The Certification Body will select the Certificate Holder at random from the grower membership using their unique membership number, however those certificate holders receiving their initial inspection when dispatch or harvest is not in operation are more likely to receive an unannounced audit. The Certification Body will inform the certificate holder in advance of the intended visit. This notification will not normally exceed 48 hours. If in an exceptional case where it is impossible for the certificate holder to accept the proposed date (due to medical or other justifiable reasons), the certificate holder will receive one more chance to be informed of an unannounced surveillance inspection or audit. The certificate holder shall receive a written warning if the first proposed date has not been accepted. The producer will receive another 48-hour notification of a visit. If the visit cannot take place because of non-justifiable reasons, a suspension of the certificate for all products will be issued. Any non-conformances raised during the inspection will need to be corrected as per the requirements in 8.9.3. A certificate will not be re-issued following an unannounced inspection; unless a new product is added during the inspection provided all applicable control points are verified. Members will be excluded from the random selection for a period of two years following an unannounced inspection.

Members may opt to participate in the GLOBALG.A.P. unannounced reward program. Members will be excluded from the additional 10% evaluations as detailed above, however their annual inspection will be unannounced and follow the same procedure. Inspections will be carried out to the full Grower Standard checklist and Annex 2 GLOBALG.A.P. Supplement. Members are excluded from the off-site methodology. The certification body may carry out the unannounced inspection during the certificate validity period for justified reasons e.g. complaint follow up.

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8.26 Legislation overrides OHAS certification requirements where relevant legislation is more demanding. Where there is no legislation (or legislation is not so strict), OHAS certification requirements provides a minimum acceptable level of compliance. Legal compliance of all applicable legislation per se is not a condition for certification. The audit carried out by the OHAS Certification Body is not replacing the responsibilities of public compliance agencies to enforce legislation.

9.0 Use of the OHAS logo

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

10.0 Complaints

10.1 Complaints related to products or systems within the scope of certification

The responsibility for complying with the requirements of the OHAS scheme as defined in the scheme rules and in the standards and for complying with statutory requirements rests with the certificate holder and, therefore, any complaint about a product or system arising from possible infringements of the law shall be dealt with by the certificate holder concerned. Complaints of this nature coming directly to OHAS will be referred to the Certificate Holder for appropriate corrective action to be taken. The Certification Body shall be informed of the complaint and will take appropriate action. OHAS requires in case of any objective evidence found that indicates that the member has misused the OHAS claim, or in case of fraud, the member cannot be accepted for certification for 12 months. In such cases a new inspection will be required to re-gain certification.

10.2 Complaints related to the Certification Body or inspectors

Any complaints or appeals against the Certification Body will follow the Certification Body's own complaints and appeals procedure. Information of these procedures is available from the Certification Body. The resulting action may affect the certification status of the member. In case the Certification Body does not respond adequately, the complaint can be addressed to the OHAS Management Committee.

10.3 Complaints related to the OHAS Certification Scheme:

10.3.1 Any complaint against the OHAS Certification Scheme management, member or associates should be sent in writing with full details of the complaint and any accompanying documents in confidence to the OHAS Chairman.

10.3.2 The Chairman shall carry out such investigation, as he or she shall deem necessary to obtain as much relevant information as possible about the complaint.

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10.3.3 If the Chairman is of the opinion he or she can reach a settlement between the parties then reasonable endeavors shall be used to deal with the complaint as soon as reasonably practicable after the complaint has been received by the Chairman.

10.3.4 If the complaint is one of substance or it is not possible for the Chairman to reach settlement between the parties, he or she shall report the complaint to the HTA Board, who may in their discretion either refer the matter to a disciplinary sub-committee for their recommendations or deal with the matter themselves.

10.3.5 The person complained of shall in every case be called upon for an explanation and shall have the opportunity of being heard in his defence, which may be verbal or written, or both.

10.3.6 In the event that:

10.3.6.1 The person complained of shall not attend a meeting held to allow that person to be heard in his defence; or

10.3.6.2 The person complained of gives no explanation about the complaint; or

10.3.6.3 The HTA Board be of the opinion that the complaint is established and that it be expedient to impose a penalty.

The person may be removed as a member or associate of the OHAS Scheme or censured or suspended from the rights and privileges of membership of the Scheme until such time as the HTA Board consider that he may be re-admitted as a Member or Associate.

10.3.7 Alternatively, in an appropriate case, the HTA Board may decide to refuse to accept any further subscriptions from the Member concerned and his membership shall thereupon lapse.

11.0 **Privacy Policy**

OHAS (hereinafter referred to as 'We', "Our" and "Us") is committed to protecting and respecting members' privacy. This policy sets out the basis on which any personal data that OHAS collects from members, or that members provide to OHAS, will be processed by OHAS. For the purpose of the Data Protection Act 1998 ("the Act"), OHAS are the data controller.

11.1 **Information OHAS may collect from you**

11.1.1 OHAS may collect and process the following data about you:

- Information that you provide on our site <https://hta.org.uk/assurance-compliance/ohas.html> ("our site"). This includes information provided at the time of registering to use our site or requesting further services. We may also ask you for information if you report a problem to us.
- If you contact us (including but not limited to contact by telephone, letter or email) we may keep a record of that correspondence.

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- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to our site and the resources that you access.

11.1.2 Information on visitors using our site

During the course of any visit to our site the pages you see, along with something called a session ID or cookie ("Cookies"), are downloaded to your computer (see paragraph 1.2.2 for more on this). Most, if not all, websites do this, because Cookies allow the website publisher to do useful things like find out whether the computer (and probably its user) has visited the site before. This is done on a repeat visit by checking to see, and finding, the Cookie left there on the last visit.

11.2 Where we store your personal data

11.2.1 All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password, which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

11.2.2 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

11.3 Submitting personal information

When you supply any personal information to OHAS (e.g. for competitions, or registering for membership access) we have legal obligations towards you in the way we deal with that data. We must collect the information fairly (see the notices on particular webpages or other materials supplied that let you know why we are requesting the information); we must let you know how we will use it; and we must tell you in advance if we decide to pass the information on to anyone else. We will hold your personal information on our systems for as long as you use the service you have requested, and remove it in the event that the purpose has been met, or, in the case of membership access, you no longer wish to continue your registration as a member or registered user.

11.4 Uses made of the information

11.4.1 We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

11.4.2 From time to time we may send you details of other services and products that may be of interest to you and offer you the opportunity to subscribe to them. We will

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keep a record of information provided by you. Please note that any information you provide to us will never be supplied to third parties without first obtaining your consent unless we are obliged to disclose such information by law.

11.4.3 If you do not want us to use your data in accordance with this clause, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the page or form on which we collect your data. Please note that if you choose not to be contacted by us, we may not be able to provide you with any products or services, which you have subscribed to.

11.5 Disclosure of your information

11.5.1 We may disclose your personal information to any member of our group.

11.5.2 We may disclose your personal information to third parties:

11.5.2.1 If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our members will be one of the transferred assets.

11.5.2.2 If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of business and other agreements; or to protect our rights, property, or safety of our personnel, members, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

11.6 Your rights

11.6.1 You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the pages or forms we use to collect your data. You can also exercise the right at any time by contacting us at OHAS, Horticultural Trades Association, Horticulture House, Manor Court, Chilton, Didcot, Oxfordshire, OX11 0RN.

11.6.2 Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

11.7 Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

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11.8 Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on the OHAS website and, where appropriate, notified to you by e-mail.

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