

Nurture Module

Certification Body and Integrity Programme Rules

English Version 11.2-2

Mandatory from: 1 April 2021

210104_Nurture_Module_CB_Rules_Integrity_Programme_V11.2-2_en

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1. INTRODUCTION

This document describes the rules for certification bodies (CBs) operating or intending to operate the Nurture Module version 11.2 (hereinafter referred to only as Nurture Module).

It is a normative document to be used together with "Nurture Module Scheme Rules."

2. CERTIFICATION BODY APPROVAL

As an add-on under private ownership, to ensure a high level of integrity and consistency of application, Tesco reserves the right to apply a qualification process to the selection of CBs who are approved to perform Nurture Module assessments. These CBs are effectively representing the Tesco name and brand to the industry.

Once selected, the Nurture Module CBs will be subject to an ongoing integrity programme, *in addition to that* applied by the GLOBALG.A.P. Certification Integrity Program (CIPRO), and the CBs will be expected to demonstrate compliance to the set criteria.

2.1 Certification Body Approval Process

- a) Tesco is responsible for the final approval of auditors, inspectors, and CBs seeking to work with the Nurture Module and has assigned the administration of all applications to the GLOBALG.A.P. Secretariat.
- b) During the transition, Nurture Module version 10 approved CBs were automatically approved to conduct Nurture Module version 11 assessments and certifications.
- c) Only CBs that are finally approved for the current version of the GLOBALG.A.P. Integrated Farm Assurance (IFA) standard for Fruit and Vegetables or for Flowers and Ornamentals are eligible to apply to the GLOBALG.A.P. Secretariat for Nurture Module approval.
- d) Applicant CBs shall complete the application form and send it to the GLOBALG.A.P. Secretariat.
- e) Tesco will evaluate quarterly all applications received.
- f) The CB performance against the GLOBALG.A.P. Key Performance Indicator (KPI) criteria and the results of the integrity programme will determine the selection for a CB within a given sourcing region.
- g) The final decision to register a CB into the Nurture Module will be made by the leadership team at the Nurture Governance Committee (NGC) meetings.
- h) A controlled list of Nurture Module approved CBs will be kept and managed by GLOBALG.A.P. following the decisions made at the NGC meetings.
- i) CBs approved by Tesco shall:
 - (i) Sign an extension of the GLOBALG.A.P. license and certification agreement for the Nurture Module.
 - (ii) Pay an annual scope extension fee according to the Nurture Module fee table.
 - (iii) Request database access from the GLOBALG.A.P. Secretariat.

2.2 Requirements for Nurture Module Approved CBs

- a) CBs intending to certify Option 1 producers shall have at least one inspector (for producer inspections) and one auditor (for the certification committee).
- b) CBs intending to certify Option 2 producer groups or Option 1 multisite producers with a quality management system (QMS) shall have at least one auditor (for QMS audits) and at least a second auditor (for the certification committee).
- c) CBs shall designate a scheme manager and in-house trainer (IHT) for the Nurture Module. It is recommended that this is the same person(s) who performs the equivalent roles for the GLOBALG.A.P. IFA standard for Fruit and Vegetables/Flowers and Ornamentals.
- d) CBs shall continually register all auditors and inspectors in the GLOBALG.A.P. database.
- e) CBs shall pay the relevant training fees per registered assessor according to the latest version of the GLOBALG.A.P. fee table.

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2.3 Certification Body Request for Termination of Approval

In case a CB requests the termination of the GLOBALG.A.P. license and certification agreement or its Nurture Module extension, the following actions shall be taken:

- a) The CB shall send a formal termination request to the GLOBALG.A.P. Secretariat at least 6 months prior to the requested date for termination.
- b) The CB shall inform all clients that the re-certification has to be carried out by another CB.
- c) There is no need for the CB to modify or update anything in the GLOBALG.A.P. database. If the products are not re-accepted for the next cycle, once the current certificate expires, the new CB will be able to accept the GLOBALG.A.P. Number (GGN) of the producers and re-certify.
- d) From a specific date onward, the CB shall be blocked in the GLOBALG.A.P. database and cannot register new clients or re-issue and extend their valid certificates.
- e) The CB shall contact the GLOBALG.A.P. customer support for any changes such as modification of existing certificates, shortening of the certificate validity, changing the access rights of existing producers, amendments in the master data, complaints, etc.
- f) The CB shall be listed on the GLOBALG.A.P. website until the last certificate expires. A comment shall be added that the CB cannot contract/certify producers and will terminate its Nurture Module approval on a specific date.
- g) It shall be decided by Tesco and GLOBALG.A.P. if the CB license fee applies for the current and/or following year and whether any further training shall be attended.

3. OPERATIONAL REQUIREMENTS

3.1 General Requirements

- a) The CB is responsible for communicating to its Nurture Module registered clients all relevant updates, as well as the date of first application and grace period of any new version of Nurture Module normative documents.
- b) GLOBALG.A.P. shall be entitled to participate, upon prior notice and at its own cost, in assessments carried out by CBs.
- c) Tesco reserves the right to arrive unannounced and at its own cost at an assessment to observe the progress and performance of a Nurture Module assessor.
- d) CBs shall immediately inform GLOBALG.A.P. of changes in personnel relevant for the management of the Nurture Module (e.g., change of the scheme manager, IHT, etc.) and of all changes that may affect their function as an independent CB, in particular corporate changes.
- e) CBs shall actively cooperate with GLOBALG.A.P. integrity activities and during management of complaints related to the CB or to the producers contracted by the CB.

3.2 Training and Qualification of Staff

All Nurture Module approved CBs shall have sufficient qualified personnel to operate the Nurture Module.

GLOBALG.A.P. is responsible for:

- a) Ensuring that the existing, regular GLOBALG.A.P. workshops for scheme managers and IHTs include the Nurture Module.
- b) Operating a transparent initial sign-off process with Tesco to qualify Nurture Module related staff.
- c) Operating a transparent competence maintenance process (to remain qualified) with Tesco.

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- d) Assuring a continuous update process of assessors via IHT or considering regular exams/quiz questions.
- e) Organizing voluntary or obligatory webinars for the Nurture Module scheme manager and IHT. Where obligatory, attendance will be tracked.
- f) Facilitating the discussion of integrity programme findings.
- g) Providing information and clarification on new rules/requirements.
- h) Ensuring the named scheme manager and IHT, as well as all other individual assessors, are identified on the approved assessor list.

The CB is responsible for guaranteeing the following roles are represented in the company and the related staff comply with the respective training and qualification requirements:

	Shall have IFA qualification requirements for the same role	Shall have completed Nurture Module training	Shall be an approved Nurture Module inspector	Shall receive GLOBALG.A.P. QMS training
Nurture Module scheme manager	X	Scheme manager update training by GLOBALG.A.P. and internal training		
Nurture Module IHT	X	IHT training by GLOBALG.A.P.	X	
Nurture Module auditor	X	Internal training	X	X
Nurture Module inspector	X	Internal training	X	

3.2.1 Scheme Manager

The Nurture Module scheme manager is the representative of the CB before the GLOBALG.A.P. Secretariat. This person:

- a) Shall be fluent in English.
- b) Shall be committed to assist in any harmonization activities performed by Tesco or the GLOBALG.A.P. Secretariat.
- c) Shall be available in-house – i.e., not hired occasionally by the CB – and part of the operational and/or management decision-making process of the CB.
- d) Shall be responsible for returning to the GLOBALG.A.P. Secretariat the requested signed reception of any communication requiring written receipt.
- e) Shall be responsible for communication and administration of users within the Nurture Module.
- f) Shall respond to Nurture Module operational enquiries as required in the communication. If the Nurture Module scheme manager is not available, a substitute shall assume these responsibilities.
- g) Shall distribute all communication received from the GLOBALG.A.P. Secretariat to all CB staff involved in Nurture Module activities in all countries.
- h) Shall attend the annual scheme manager (update) meeting. This is a yearly task of the CB. If the scheme manager changes in the middle of the year, attendance of the scheme manager update meeting is not required again for that same year. If the scheme manager is on medical leave (e.g., maternity leave), the CB may send another competent Nurture Module representative.
- i) Shall attend annually the Nurture Module training provided by the Nurture Module IHT.
- j) May be the same person as the IHT.

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3.2.2 In-House Trainer

The Nurture Module IHT:

- a) Shall be responsible for ensuring that all their registered Nurture Module assessors comply with the required qualification criteria.
- b) Shall pass the CB IHT training exam for the relevant sub-scope and version. Failing any part of the exam twice will require re-attending a GLOBALG.A.P. CB in-house training course and successfully passing the exam.
- c) Shall be available in-house – i.e., not hired occasionally by the CB. The person may be the same person as the scheme manager and the CB may have more than one IHT covering different sub-scopes (e.g., Fruit and Vegetables, Flowers and Ornamentals).
- d) Shall carry out annual internal refreshing/update training assessors and the scheme manager. Records of those trainings shall be maintained.
- e) Shall be accountable for the named approved Nurture Module assessor:
 - Training
 - Witnessing
 - Calibration
 - Consistency
 - Performance
 - Assessments
 - Conduct
- f) Shall comply with at least Nurture Module assessor qualification requirements for the respective sub-scope.
- g) Shall complete the required training within 3 months in case of a change in personnel. If this is not feasible, the new person shall register within 3 months for an upcoming course.

3.2.3 Assessors

3.2.3.1 Assessor Approval

- a) Only IFA approved inspectors/auditors are eligible to apply to become Nurture Module approved assessors for the respective role.
- b) Applications to the Nurture Module are made via the GLOBALG.A.P. Secretariat using the Nurture Module application form. GLOBALG.A.P. will present the applications to Tesco on a quarterly basis. Only in exceptional circumstances will applications be considered in-between quarters.
- c) The applications shall include the assessor profile, the sub-scope they will work with, languages spoken, and justification for their on-boarding including but not exclusively the region for which approval is intended.
- d) When applying for the approval of new assessors, the CB shall take into consideration the number of Nurture Module approved assessors they have and the minimum number of assessments these shall conduct every year to maintain competency. It is the CB's responsibility to guarantee that all its Nurture Module approved assessors are able to meet the minimum number of assessments per calendar year (as outlined in 3.2.3.2 a) (v).
- e) The final consideration of accepting an application will be made by the leadership team at the NGC meetings.
- f) Following the acceptance of the application, the assessor shall fulfill the following training requirements **in the following order**:
 - a. Introductory training course of Nurture Module requirements by the IHT.
 - b. eLearning with final competency Nurture Module online exam, if available in their respective working language. Failing this exam twice requires that the assessor retry the exam proctored. Failing this 3rd exam attempt requires that the assessor attend a Nurture Module IHT training and pass the respective exam.
 - c. For inspectors – Initial witness and sign-off inspection by the IHT or another Nurture Module assessor who has completed more than 10 Nurture Module inspections in the previous 12 months.

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- d. For auditors – Initial witness and sign-off audit by the IHT or another Nurture Module auditor who has completed more than 10 QMS audits in the previous 12 months.
- g) The applying CB shall demonstrate to GLOBALG.A.P. that the assessor has fulfilled all the training requirements as outlined above prior to the sign-off.
- h) Nurture Module approved inspectors qualify as Nurture Module approved auditors when they are also approved as IFA auditors.
- i) Contracting an approved Nurture Module assessor does not grant Nurture Module approval to the CB.
- j) A controlled list of “applicant” and “approved” assessors will be kept and managed by GLOBALG.A.P. following the decisions made at the NGC meetings.
- k) The CB shall give GLOBALG.A.P. a written notice if a Nurture Module assessor would like to withdraw from the Nurture Module or the CB within 30 days of becoming aware of the decision of the assessor.

3.2.3.2 Assessor Maintenance of Competency

- a) Once approved, every Nurture Module assessor shall:
 - (i) Take an online exam for the Nurture Module update as soon as it is made available in their respective working language.
 - (ii) Conduct at least one annual witness assessment with the IHT or another assessor qualified for the Nurture Module who has conducted more than 10 Nurture Module assessments in the previous 12 months. Records shall be kept by the CB and made available to GLOBALG.A.P. and Tesco on request.
 - (iii) Participate in webinars as defined by the NGC, including the discussion of the findings of the Nurture Module integrity programme.
 - (iv) Participate in annual internal trainings for harmonization, information, and clarification on new rules/requirements.
 - (v) Inspectors shall conduct a minimum of 5 Nurture Module inspections or inspection days every calendar year. Auditors shall complete a minimum of 5 QMS audits or audit days per calendar year. GLOBALG.A.P. QMS audits are also acceptable.
- b) Tesco reserves the right to randomly ask for the proof of qualification of the assessors approved by the CB. In the case that the CB is not able to submit such proof or the assessors do not comply with the qualification requirements, Tesco reserves the right to request GLOBALG.A.P. to block those persons in the GLOBALG.A.P. database.
- c) The CB shall verify, record, and monitor the compliance with the requirements set for assessors both for initial training and for maintenance of competency.
- d) CBs shall hold a list of approved auditors/inspectors, and up-to-date versions shall be provided to GLOBALG.A.P. and Tesco on request.
- e) GLOBALG.A.P. shall check for each calendar year that all approved Nurture Module assessors comply with the minimum number of assessments. For those approved Nurture Module assessors who fail to reach the minimum number of assessments, the CB shall provide a written justification, which will be discussed by the NGC at their quarterly meetings.
 - (i) If the justification is accepted, the assessor will be allowed to keep the Nurture Module approval. The CB is required to re-train the assessor following the procedure outlined in 3.2.3.1 f).
 - (ii) If justification is not accepted, the assessor will lose Nurture Module approval. The CB must then re-apply for Nurture Module approval following the procedure outlined in 3.2.3.1, which implies that the CB shall submit a re-application for that assessor.

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3.2.3.3 Subcontracting of Nurture Module Assessors

By definition, this refers to assessors working for more than one Nurture Module approved CB.

In this scenario, the following rules apply:

- a) The principle is that a Nurture Module approved assessor must be contracted by a Nurture Module approved CB.
- b) Only Nurture Module approved CBs may subcontract Nurture Module assessors for Nurture Module certification activities.
- c) Both CBs shall register the assessor in the GLOBALG.A.P. database.
- d) Both CBs shall notify GLOBALG.A.P. in writing that they are “sharing” the assessor.
- e) The assessor shall follow mandatory initial Nurture Module training as defined in 3.2.3.1 f) with both CBs to ensure consistency with each CB procedures.
- f) A Nurture Module assessor must not be working for a non-Nurture Module approved CB for the GLOBALG.A.P. certification and a Nurture Module approved CB for Nurture Module certification of the same producer – i.e., the same CB shall issue GLOBALG.A.P. and Nurture Module certificates.

4. PRODUCER REGISTRATION AND ACCEPTANCE

The Nurture Module certification procedure shall be clearly identified in the CB operational documentation and shall follow the Nurture Module rules.

4.1 General

- a) All production sites to be certified against the Nurture Module shall be registered in the GLOBALG.A.P. database.
- b) During the registration, the CB registers products of the producer for the Nurture Module. The following product status can be assigned:
 - Product not confirmed = product registered but not yet confirmed
 - Product accepted = product accepted by the CB
 - Certified
 - Open non-conformance = assessed but open non-conformances
 - Self-declared suspension = producer identifies a non-conformance and asks CB for a self-declared suspension of a product
 - Product suspended = product no longer certified against the Nurture Module
 - Product annulled = product no longer grownProduct attributes:
 - Gold/Silver/Nurture Pass
 - Organic/Conventional
- c) The CB shall establish and implement procedures for collecting data updates of the accepted producers, such as production site or product area changes and inclusion/de-listing of members within a producer group.
- d) The CB shall update the GLOBALG.A.P. database whenever there is a change. The database shall be updated at the latest with the re-acceptance of products for the next certificate cycle and/or the re-certification.

4.2 Nurture Module Fees

- a) Each CB sets up and explains to its prospective clients its own detailed fee structure, which should specify the relevant Nurture Module fees. Each CB invoice to producers/producer groups, or document accompanying each invoice, shall clearly identify the Nurture Module registration fee that is paid to GLOBALG.A.P.
- b) Tesco requires transparency of the Nurture Module fees charged by CBs to producers. CBs shall inform Tesco about the fees charged to the producer on request.

5. ASSESSMENT PROCESS

5.1 General

- a) Only Nurture Module approved assessors may carry out Nurture Module assessments.
- b) Every assessor shall fulfill all sub-scope specific requirements (i.e., it is not permitted to send 2 people to an assessment to complete between them the competence of one auditor or one inspector).
- c) Only Nurture Module auditors may carry out QMS audits (Option 2 or Option 1 multisite with QMS) against the Nurture Module.
- d) CBs shall guarantee that a producer/producer group is not assessed more than 4 consecutive years by the same assessor. This rule does not apply retrospectively to assessments done before the first introduction of this rule in October 2017.

5.2 Off-Site Assessment

- a) The evaluation off-site of some control points for Option 1 announced inspections is not possible for any of the control points of the Nurture Module.
- b) However, off-site assessment is possible for the IFA control points following the rules defined in GLOBALG.A.P. general regulations.

5.3 Assessment Duration

- a) A sufficient assessment duration shall allow the assessor to assess all applicable control points, complete the checklist with sufficient comments, and present the results to the producer right after the assessment has finished.
- b) There is no minimum or maximum duration established, but an increase of 30 minutes to the duration of the IFA inspection/audit is considered sufficient to cover the Nurture Module assessment in most cases.

5.4 Unannounced Reward Program

Option 1 producers participating in the IFA Unannounced Reward Program may also apply for Nurture Module certification. In this case, Nurture Module inspections will also be unannounced as defined under the Unannounced Reward Program in GLOBALG.A.P. general regulations.

6. CERTIFICATION PROCESS

6.1 General

- a) The person who makes the certification decision or at least one member of the Certification Body Committee shall comply with Nurture Module auditor qualifications. It is not necessary that this person follows the requirements for assessor maintenance of competency defined in 3.2.3.2, but this person shall follow the initial sign-off process defined in 3.2.3.1 f).
- b) In case the certification decision is related to Option 1 and does not include a QMS, the CB still needs to have one person of the certification decision committee complying with auditor qualification. This person does not need to attend and pass the face-to-face QMS auditor training or to have 10 days experience in QMS audits.
- c) Inclusion of new sites/producers to an existing Nurture Module certificate may be done following GLOBALG.A.P. general regulations part II.

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6.2 Paper Certificate Requirements

- a) After a positive certification decision, the CB may issue a certificate according to the latest version of the Nurture Module certificate template.
- b) The paper certificate may only be issued based on the information available at that time in the GLOBALG.A.P. database for that unique GGN.

7. NURTURE INTEGRITY PROGRAMME

The Nurture Module approved CBs are subject to an ongoing integrity programme, *in addition* to the one they are subjected to as GLOBALG.A.P. approved CBs.

By extending CIPRO to the Nurture Module, it is expected that high quality assessments will be consistently performed, and knowledge and capacity building transfer within the CBs and their different branch offices will take place.

7.1 General Rules for Certification Body Integrity

- a) As an overarching principle, the Nurture Module will be integrated into planned CIPRO activities. That is, if a CB being assessed is also an approved Nurture Module approved CB, then their Nurture Module activities will be added to that assessment.
- b) All Nurture Module approved CBs shall have a CB office assessment within the first two years of operation of the Nurture Module, thereafter on a risk-based frequency.
- c) The CB is expected to demonstrate compliance to the Nurture Module scheme rules, certification body and integrity programme rules, and associated requirement documents.
- d) Several activities may be carried out as part of the CB surveillance in addition to the ones part of CIPRO. These may include, but are not limited to, the following activities focused on Nurture Module certifications:
 - (i) Office assessments to check CB certification performance.
 - (ii) Producer assessments or witness CB assessments to check CB assessment performance.
 - (iii) Check of assessment report quality.
- e) A risk-based approach will be taken to the checking of assessment reports to determine frequency and volume of reports checked and will take into consideration:
 - (i) Country
 - (ii) Product
 - (iii) CB performance
- f) The checking of reports will include, but not exclusively:
 - (i) Assessment timing
 - (ii) Sampling of producer group members
 - (iii) Correct assessment process
 - (iv) Correct interpretation of Nurture Module questions
 - (v) Implementation of the Nurture Module in the QMS
- g) Any complaints made to GLOBALG.A.P. from producers, Tesco primary suppliers, or other stakeholders about a GLOBALG.A.P. approved CB who is also approved for the Nurture Module will be brought to the attention of the NGC.
- h) The appropriate number of webinars will be performed by GLOBALG.A.P. with all CBs for the purpose of harmonizing and achieving consistency across the programme.
- i) GLOBALG.A.P. will periodically report the CB performance back to the NGC using an agreed format.

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7.2 Operational Rules of the Nurture Integrity Programme

- a) The performance against the scheme rules and the certification body and integrity programme rules will form the basis of the NGC meetings held quarterly where there will be GLOBALG.A.P. leadership representation.
- b) Tesco, GLOBALG.A.P., and Food Experts will have regular communication in addition to joint NGC meetings to ensure efficient running of the programme.
- c) Tesco may report to GLOBALG.A.P. details of potential non-conformances, such as maximum residue level exceedances, detection of products not included in the plant protection products lists, and similar issues identified by testing programmes to enable follow up activities with CBs as required.

7.3 Sanctioning of Certification Bodies

- a) The NGC will evaluate the results of the integrity programme activities and decide the corresponding sanctions according to the rules described in GLOBALG.A.P. general regulations part III and the Nurture Module certification body and integrity programme rules.
- b) CBs and assessors who pose a brand reputational risk to Tesco may be sanctioned. This may include removal from the Nurture Module.

7.4 Benchmark KPI Score and Maintenance of Certification Body Performance

- a) The NGC will set yearly minimum benchmark KPI scores that have to be achieved by all Nurture Module approved CBs.
- b) These benchmark KPI scores will be communicated to all Nurture Module approved CBs and during application for Nurture Module approval.
- c) Nurture Module approved CBs that fail to meet the minimum benchmark KPI score will be put under surveillance by the Nurture Module integrity programme and shall show improvement within the 12 months following the notification from GLOBALG.A.P. Secretariat. GLOBALG.A.P. will be responsible for assigning additional integrity assessments and additional evaluations to give the CB the possibility to improve its KPI score.
- d) The NGC may decide to extend the surveillance period.
- e) If the CB does not sufficiently improve its performance by the end of the surveillance procedure, the NGC reserves itself the right to terminate the approval of the CB for the Nurture Module.

8. NURTURE MODULE SANCTIONS PROCESS

As a private label programme, the NGC reserves the right to operate a sanction process independently, but not exclusively, from CIPRO. The Nurture Module sanctions process is applicable to CBs and their employees and/or contractors representing or operating on behalf of the CB and can ultimately result in suspension from the Nurture Module. Tesco reserves the right to inform their suppliers and producers of sanctioned CBs.

8.1 Investigations

- a) The NGC will thoroughly investigate allegations made against a CB or representative(s) or areas of concern regarding conduct, which will result in the most appropriate steps agreed to address any issues identified. The NGC will start such an investigation as soon as it is made aware of allegations and conclude as soon as is reasonably possible. There will be justification for any delay. The investigation will require the CB representatives involved to provide information, and it is important that full cooperation is given, as they will be given the full opportunity to explain their point of view and any mitigating circumstances.

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To establish the whole situation, the investigation may also look at information provided by other people (e.g., other CB representatives, producers, produce marketing organizations, and Tesco primary suppliers). The investigation may also take into account CIPRO activity and guidance.

- b) Examples of unacceptable conduct may include but are not limited to:
- Fraud
 - Bribery
 - Contravention of Nurture Module scheme rules/certification body and integrity programme rules or other obligatory guidelines published by Tesco and GLOBALG.A.P.
 - Misleading/Deception
 - Misinterpretation
- c) Whilst the investigation is ongoing, the NGC reserves the right to temporarily suspend a CB and/or representative(s). Suspended CBs and representatives stop carrying out Nurture Module assessments (or associated activities) for a period of time. Examples of reasons for a temporary suspension may include, but are not limited to:
- to protect CBs or representatives, Tesco, GLOBALG.A.P., other colleagues, or the integrity of the investigation
 - there is evidence to suggest that a serious offense has been committed
 - to provide time for a full and fair investigation to be carried out

8.2 Sanctions

The purpose of any sanction is to make CBs/representatives aware of unacceptable conduct and how to improve. Sanctions will be chosen on a case-by-case basis and will depend on the severity of the offense. Sanctions can also be applied for unacceptable CB KPI performance. Examples of possible sanctions include, but are not limited to:

- Formal warning of improvement
 - Re-training
 - Witness assessments at the cost of the CB
 - Withdrawal of producer/producer group Nurture Module certificates
 - Re-assessment of producers/producer groups at the cost of the CB
 - Suspension (either regionally or globally)
- a) Suspension of a CB or representative(s) will be for as short a period of time as possible, although this will vary depending on the individual circumstances of the case. Factors that will be taken into account are:
- severity of the issue
 - previous sanctions
 - cooperation during the investigation and management of consequences of any suspension
 - KPI performance
 - CIPRO activity/guidance
- b) Once the period of suspension has been completed, the CB/representative(s) may apply to re-join the Nurture Module. The application will be subject to the same criteria and costs as if the CB/representative were applying to join the Nurture Module for the first time.

8.3 Appeals Process

All decisions will be made without discrimination. In addition, the NGC will endeavour to make fair and consistent decisions while bearing in mind that no two cases are ever exactly alike. If the CB/representative(s) does not agree with the outcome of an investigation, they can appeal in writing, explaining why they are dissatisfied, within 14 calendar days of receiving the written decision. If they appeal after 14 days, then they will be asked to provide an explanation as to why the appeal was submitted late. The detailed reason for the appeal must be provided.

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The NGC is authorized to make a different decision if they deem it appropriate. For example, options open to them are, but are not limited to:

- uphold the appeal, giving a lower level of sanction or no sanction
- uphold the appeal and reinstate the CB/representative(s) if suspended, giving a lower level of sanction or no sanction
- agree that the sanction was correct in all the circumstances

The CB/representative(s) will be advised of the outcome of the appeal as soon as reasonably practical (there will be a justification for any delay). This is the final stage of the sanctions process, and the NGC reserves the right to conclude the process and make their decision final.

9. IMPARTIALITY OF THE CERTIFICATION BODY

- a) The CB shall not undertake a Nurture Module assessment at any assessment site where the CB has carried out consultancy services relating to the content of the IFA standard for Fruit and Vegetables and/or Flowers and Ornamentals, or the Nurture Module in the past 2 years.
- b) The CB shall not solicit or undertake consultancy services at any assessment site where the CB has carried out a Nurture Module assessment relating to the content of the IFA standard for Fruit and Vegetables and/or for Flowers and Ornamentals, and/or the Nurture Module in the past 2 years.
- c) CBs acknowledge that conducting consultancy services at producers for the IFA standard for Fruit and Vegetables and/or for Flowers and Ornamentals and/or for the Nurture Module may reduce the number of Nurture Module assessments available to them to conduct.
- d) Consultancy services conducted by the Nurture Module approved CBs shall not relate in any shape or form to the IFA standard for Fruit and Vegetables and/or Flowers and Ornamentals and/or for the Nurture Module.
- e) Any exceptions to this section need to be agreed with Tesco in writing, whose consent will be granted on a case-by-case basis and will not be unreasonably withheld.

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VERSION/EDITION UPDATE REGISTER

New Document	Replaced Document	Date of Publication	Description of Modifications
180827_NURTURE_CB_Rules_Integrity_Programme-V_11_2_en	171006_Nurture-CB_Rules_Integrity_Programme-V_11_2_en	27.08.2018	2.3 Added a 6-month notification deadline for CBs 3.2.3 Changes to assessor application procedure and maintenance of competency requirements 7. Changes and clarifications to Nurture Module integrity programme 8. Nurture Module sanction process added 9. Impartiality of the CB added Annex 1 Producer confirmation process adapted to new procedure Alignment of several Nurture Module rules to IFA rules Minor formatting and spelling corrections
210104_Nurture_Module_CB_Rules_Integrity_Programme_V_11_2-2_en	180910_NURTURE_CB_Rules_Integrity_Programme-V_11_2_en	04.01.2021	Changed spelling to "Nurture" Removed no longer relevant references to TN10 3.2.3.1 f) Included exam re-take procedure. Added clarification on timing 3.2.3.1 k) Added notification requirement 3.2.3.3 e) Added clarification for sign-off requirements 5.1 d) Corrected mistake to match IFA wording 6.1 a) Transferred from Nurture Guidelines the procedure for certifiers Annex 1 Deleted as no longer relevant Minor formatting and spelling corrections

210104_Nurture_Module_CB_Rules_Integrity_Programme_V11_2-2_en

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