

Austria Bio Garantie GmbH

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www.abg.at



Certification Program



**Section processing, trade, import and subcontracting;
National and International**



Standards:

EU Organic Reg. 834/2007 as amended; Agricultural Products from Organic Production and Products thereof (currently valid version)
As well as national and private, non-accredited organic standards like Bio Austria, Bio Suisse, Demeter, Naturland, Bioland, Bio-Hotels and other services in the organic field



Photos: AMA, ABG, A. Zollitsch, C. Holler, BMLFUW

The program will be published on www.abg-cert.com

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<p>Preface</p> <p>Austria Bio Garantie GmbH (hereinafter referred to as ABG) was founded as an organic inspection body in 1993. Its function is the inspection and certification of organic products: from the organic raw material all the way to the final processor and distributor. The ABG acts on behalf of the food authorities. Any product certified by ABG in Austria carries the code number of control body AT-BIO-301.</p>	<p>https://www.abg.at/en/</p>
<p>Accreditation</p> <p>ABG has been accredited by Accreditation Austria in accordance to ISO 17065 (formerly EN 45011) as a certification body for products since 1998. This guarantees that the inspection body certifies companies in an independent, neutral and competent way and treats all information confidentially.</p> <p>The scope of accreditation is constantly being extended to fit the needs of our customers. ABG inspects and performs certification of the companies regarding the implementation of the following, accredited guidelines:</p> <ul style="list-style-type: none"> • EU Organic Regulation (EC) 834/2007 with the implementation provisions as amended • Agricultural Products from Organic Production and Products thereof (currently valid version) 	<p>www.abg.at/en/abg/accreditation</p>
<p>Scope of application</p> <p>This program and the terms and conditions of Austria Bio Garantie constitute the foundation of inspection and certification of organic product for processing companies, including subcontracting and allows these companies to market and label their product as certified organic products. The companies as well as the consumers can trust in Austria Bio Garantie as an independent, neutral and competent inspection body.</p> <p>Any requirements are named in the specific guidelines. This program refers to the requirements according to EU Organic Regulation and the Agricultural Products from Organic Production and Products thereof (currently valid version).</p> <p>Organic product may be presented as such if they pass the requirements of the certification program of Austria Bio Garantie.</p> <p>The program is relevant for all companies who claim to be part of organic production at any point in time during production, processing and/or the distribution of products. This is relevant for certified organic product in accordance with Regulation (EC) No 834/2007 (EU Organic Regulation) and the Agricultural Products from Organic Production and Products thereof (currently valid version), for example organic food, organic animal feed and organic cosmetics.</p> <p>All customers who are part of this scope of application have access to the program via the ABG homepage.</p> <p>All current and daily-updated certificates can be found at Austria Bio Garantie's homepage www.abg.at/en.</p>	<p>https://www.abg.at/en/</p>
<p>Requirements</p> <p>In general, the basis for the production of organic products in Austria / the European Union (EU) is determined by two regulations – the Regulation (EC) No 834/2007 as amended (including all its pertaining implementation regulations) and the Agricultural Products from Organic Production and Products thereof (currently valid version) as amended. Both regulations can be downloaded from the homepage of Austria Bio Garantie www.abg.at/en.</p> <p>In addition to the generally applicable legislation regarding the production of organic products in Austria there are a number of regulations under private law (for example association regulations). Each company can decide to oblige to these if necessary. The majority of these additional regulations can be inspected and certified by Austria Bio Garantie (ABG).</p> <p>The most important general requirements are:</p> <ul style="list-style-type: none"> • Incoming goods: Origin of all ingredients. <ul style="list-style-type: none"> - All agricultural ingredients except for a few specifically defined exemptions must originate from organic agriculture. - Processing aids and additives may be used if they are part of the allowed list defined in the regulation 834/2007 as amended. - Exact inspection of incoming goods and accompanying documents. - GMO-free production: exact verification of all processing aids and additives if they are GMO-free (verification of GMO-free declarations of suppliers) • The inspected companies are obliged to disclose recipes and production 	<p>https://www.abg.at/en/</p>

<p>methods. During the inspection of the inspected company, the entire production process of the organic product will be traced.</p> <ul style="list-style-type: none"> • Production/processing/recipes: Organic food stuff must be kept separately from conventionally processed, produced and packaged food stuff. • Storage: organically produced food stuff must be kept separately from conventionally produced food stuff. • Labeling/identification: The specific requirements of regulation 834/2007 as amended regarding form and wording must be respected. • Documentation obligation: The process of the organic production must be complete by means of specific documents and data. <p>Further information for the specific branches can be found on the homepage of Austria Bio Garantie: www.abg.at/en as information sheets.</p>	
<p>Activities of Austria Bio Garantie</p> <p>The activities of Austria Bio Garantie include inspection and certification for the mentioned standards. The entire production process will be inspected at least once a year to guarantee the integrity of the results. In general, Austria Bio Garantie performs all inspections. If other inspection bodies are contracted to perform the inspection they must be accredited in accordance with ISO 17065 respectively meet the requirements of the standard that is being inspected. The customer must agree, before an inspection is performed by a subcontractor. If samples are taken during an inspection, they will only be sent to accredited laboratories (ISO 17025).</p>	<p>https://www.abg.at/en/</p>
<p>Employees</p> <p>Austria Bio Garantie employs competent and impartial employees for inspection and certification. The specific inspector is chosen with regard to his/her individual competence and impartiality regarding the individual company respectively the individual branches. The “four-eyes-principle” is used to assess the inspection results and is performed by an authorized competent and impartial certifier.</p>	<p>www.abg.at/en/company/team/</p>
<p>Application process for inspection and certification</p> <p>Interested customers can gather information about the requirements and the procedure for inspection and certification at the homepage of Austria Bio Garantie: www.abg.at/en or by phone under: 02262/672212.</p> <p>Upon registration of interested parties, the company data as found on the „checklist for new customers“ will be recorded in writing. The request can be made by way of phone, post, fax, email or directly on the homepage. The company will receive information material (respectively the information, where to find information on the homepage) and the offer in accordance with the current tariff schedule.</p>	<p>https://www.abg.at/en/</p>
<p>Feasibility test</p> <p>Positive feasibility:</p> <p>The filled out “checklist new customer” (= document for registration) will be handed to the feasibility test to the responsible scope manager. The data and the feasibility of the service will be checked and if necessary all uncertainties and possible additions will be added under arrangement with the client.</p> <p>The scope manager must make an assessment of the information he has received to ensure that:</p> <ol style="list-style-type: none"> a) the information about the customer and the product are sufficient for the implementation of the certification process; b) clarify any known differences in understanding between the certification body and the customer, including the agreement on standards or normative documents; c) the scope of the envisaged certification is specified; d) the means are available to carry out all evaluation activities; e) the certification body has the competence and ability to perform the certification activities <p>Negative feasibility:</p> <p>If the feasibility is not given, the entry “NOT OK” has to be made by the scope manager. In addition to that, the reason of the negative feasibility also has to be recorded and the client/company will be informed by the scope manager.</p> <p>In this form, it also has to be requested (in case of an interested customer on organic inspection/certification) if the client already had an organic inspection, and if so, who the previous inspection body was. In case of a positive response, the inspection report including measures and sanctions or notifications of authorities of</p>	

<p>the last 3 years have to be collected from the previous inspection body till countersigned the contract.</p>	
<p>Signing the contract</p> <p>If the company decides to accept the services offered, the following documents will be sent:</p> <ul style="list-style-type: none"> • 2 x Inspection contracts • Terms and conditions • Tariff schedule for company inspections • Sanction catalogue <p>The costs for inspection and certification are calculated on an hourly basis. The inspection contract states the extent of the inspection as well as the contractual period. Furthermore, possible sanctions and the sampling process are described. The terms and conditions state the extent of the inspection, the rights and duties of the customer and those of Austria Bio Garantie, the use of the logo of Austria Bio Garantie, any costs, liability, privacy, etc.</p> <p>After the signed and dated contracts have been properly returned by the customer, the contracts will be countersigned and one copy will be sent back to the company. Once the organic inspection contract is signed, the company is registered as an organic company and will be reported as such to the Food Authority. From now on, the company is bound to comply with the organic requirements for the production of organic products. The certification confirmation will be created once the organic inspection has been passed. From this point on, the organic product may be marketed within the scope of application mentioned above.</p>	<p>http://www.abg.at/en/company/general-terms-and-conditions/</p>
<p>Basic requirements to qualify for the inspection procedure</p> <p>If a company wants to enter into the inspection procedure, a complete description of the unit and/or plants and/or activities must be created. All necessary measures must be determined and implemented to ensure compliance with the requirements of the organic regulation on all levels of the company, the unit and/or the plant, and/or the activities.</p> <p>In order to standardize the necessary information, ABG has constructed structured documents (document K0341EN and other necessary specific documents for some scopes). These documents must be available in complete, updated and signed form. Together with the company plan and the organizational chart with all "organic"-relevant units/persons, these documents are the basis for the primary inspection and certification.</p>	<p>https://www.abg.at/en/</p>
<p>Necessary documents for the organic inspection</p> <p>In order to comply with the legal requirements necessary for the organic inspection, the „history“ of the organic product must be comprehensible. A defined minimum of documentation must be performed and be available during the inspection.</p> <p>On the occasion of the yearly inspection, the company must prove, that the requirements of Regulation (EC) No 834/2007 as amended together with the Agricultural Products from Organic Production and Products thereof (currently valid version) as amended and, if necessary, requirements of other licensed partners (associations or country-specific organic regulations) are being met/were met. A central point of the inspection is the check of the flow of goods. The company must prove, that a sufficient amount of organic material (or, where appropriate, raw materials meeting additional association regulations) were purchased in order to produce the relevant organic product. This must be done under consideration of recipe percentages, exploitation and warehouse inventory. In order to receive certification of the organic product, this comparison must be comprehensible and correct.</p> <p>A complete list of all documents named above is the central requirement for the flow of goods-inspection. A product accounting on IT-basis and a manually created overview of raw material purchases and product sales as well as production records can greatly reduce the effort during the flow of goods-inspection and helps to keep inspection costs low.</p>	<p>https://www.abg.at/en/</p>
<p>Documents for inspection</p> <p>The following documents must be available and, if necessary, listed in an updated overview table:</p> <p>A list of all bought agricultural resources as well as used supplements and processing aids together with the name and address of the individual suppliers and</p>	<p>https://www.abg.at/en/</p>

<p>the verification, that the purchased product is in fact organic product or an allowed, conventional product. Verification may be in form of a current, valid organic certificate of the supplier, product labels and product accompanying documents which carry the organic information in its required form and the code number of the inspection body:</p> <ul style="list-style-type: none"> • Delivery notes or invoices • Recipes • The production documentation in order to comprehend the processed amount of the individual raw materials. 	
<p>Purchase of resources</p> <p><u>Ingredients from certified organic production:</u> Generally, a processed organic product may only be constituted of organic agricultural product originating from certified organic production. The valid certificate awarded by an organic inspection body is usually the means of verification of the certified organic production.</p> <p><u>Ingredients from conventional agricultural origin and ingredients from non-agricultural origin – additives and processing aids:</u> Although the principle is that an organic product should only be constituted of organic products from organic production, the EC Regulation allows for certain ingredients of conventional quality as well as certain additives and processing aids for the production of an organic product.</p> <p>Further information on this topic can be found in the information sheets of the respective branches.</p> <p><u>Online supplier management:</u> If desired, customers can gather information about the organic suppliers online and can automatically receive the current and relevant certification results (for example Online supplier management for dairies).</p>	
<p>Declaration/labeling</p> <p>The stated goal of Regulation (EC) No 834/2007 as amended is an EU-ranging uniform regulation regarding organic agriculture. “Organic”-product counts as “Organic”, if the labeling, the advertisement or the product documents, its ingredients or feed materials give the customer the impression, that the ingredient, its individual parts or the feed material is in accordance with the requirements of this regulation.</p> <p>Labeling of an organic product or a product with organic ingredients is legally defined by the Regulation (EC) No 834/2007 as amended. If a product does not meet the requirements of the regulation completely, it may not be declared as a product from organic agriculture!</p> <p>Further information regarding this topic can be found in the information sheets on the homepage of Austria Bio Garantie.</p>	<p>https://www.abg.at/en/</p>
<div data-bbox="181 1529 352 1697" data-label="Image"> </div> <div data-bbox="437 1543 735 1700" data-label="Image"> </div> <p>Terms of use for the Austria Bio Garantie logo</p> <p>Processors are allowed to use the logo of Austria Bio Garantie for the labeling/declaration of their products for free, starting with signing of the inspection contract. The products must be in accordance with the Regulation (EC) No 834/2007 as amended respectively the Agricultural Products from Organic Production and Products thereof (currently valid version) as amended and must carry information regarding the organic production in the sale description.</p> <p>The terms of use of ABG and the combined ABG/EU-Organic logo state, how the logo of Austria Bio Garantie may be used on products and advertising. In addition to that, the obligated labeling requirements regarding the EU-Organic logo are also stated. The ABG/EU-Organic logo may not be used on specific products (for</p>	<p>https://www.abg.at/en/</p>

<p>example: conversion product, fertilizers, etc.).</p> <p>The logos are available in printing quality on the homepage. The requirements must be met during labeling as well as during advertising. An improper usage will be sanctioned.</p>	
<p>Inspection assignment/selection of the inspector</p> <p>The selection of the inspector for the particular client has to be made by the responsible scope manager considering competence and impartiality. Following aspects have to be considered:</p> <ul style="list-style-type: none"> • Experience in the respective sector • No regional business interest with/against the company • No family or economical relation to the company/ no personal or economical partiality in relation to the company • Rotation of the inspectors at the company <p>The inspector gets a list of the inspection orders and checks the individual orders for impartiality and feasibility. If the inspector is biased at a company/individual order or feasibility (for example quantitatively) is not fulfilled, the inspector has to inform ABG in writing of the reasons. The specific inspection order will be canceled.</p>	
<p>Inspections</p> <p>There are three types of inspections done by competent, impartial staff:</p> <ul style="list-style-type: none"> • <u>Main inspection</u> A full inspection of production and processing units or other areas will be carried out once a year. These inspections are usually announced. • <u>Spot check</u> The amount of spot checks will be determined for every company according to the risk model. This number will be recalculated every year; the inspections are usually unannounced. • <u>Unannounced inspections</u> At least 10 % of all inspections and visits carried out in accordance with Article 65(1) and (4) are unannounced. • <u>Additional inspection</u> The additional inspection is an inspection outside of our risk model but rather due to negative inspection results. These inspections are usually announced. • <u>Recurring inspections</u> Recurring inspections will be carried out in the new inspection period of the following year. 	
<p>Risk model to calculate inspection frequency</p> <p>A main inspection is carried out every calendar year. Other inspections (additional inspections or spot checks in the on-going year) are based on our sanction catalogue (sanction 3 and sanction 4) and on the risk-based model for determination of inspection frequency.</p> <p>- Spot checks</p> <p>The following parameters are gathered to calculate the inspection frequency:</p> <ul style="list-style-type: none"> ○ Inspection results of the on-going year (all inspections will be considered) ○ OFIS notification ○ Danger of confusion/risk of contamination ○ Allocation of assortment (percentage of organic products) ○ Number of certified products ○ Risk of market distribution/quantities ○ Activities ○ Number of employees ○ Existence of a certified quality management system 	

<p>The evaluation will be performed as part of certification and will always apply to the following year. Other service or project specific models for inspection frequency (for example baked goods project/store inspections) are exempt from this standardized regulation.</p> <ul style="list-style-type: none"> - Additional inspections <p>Regardless of the mentioned random inspections based on the „risk-based model for determination of inspection frequency“, additional inspections will be carried out on the basis of negative inspection results (see sanction catalogue sanction 3 and 4).</p>	
<p>Inspection procedure</p> <p><u>Preparation for inspection</u></p> <p>The inspector arranges an appointment with the company. Austria Bio Garantie sends an appointment confirmation (an appointment arrangement) including audit plan and an overview regarding the preparation (all documents relevant for inspection) to the company. The inspector professionally prepares for the inspection with the help of the company file respectively previous inspections.</p> <p><u>On-site inspection</u></p> <p>The inspector introduces him/herself and explains the procedure and the focus of the current inspection initially and will also inform about confidentiality. The inspection will be performed with the help of a checklist (either in digital or non-digital form). The inspector carries out positive documentation (note in the workflow).</p> <p>In general at each main inspection a documented flow of goods calculation is to be carried out (possible done with the document template of ABG/agroVet, which is available via ABG/agroVet ownCloud or with equivalent documentation). Relevant information related to stock of goods, goods receipt, production records, outgoing goods... must also be available. This includes positive documentation/objective proofs with regard to the check of stock of goods, which documents were checked as a basis, IT insight, etc. In case of doubt the inspector got access via ABG/agroVet's ownCloud to training documents at any time.</p> <p>In case of deviations, the sanctioning is carried out according to the sanction catalogue. The relevant operating units respectively relevant operations and operating sites will be visited together with the responsible persons.</p> <p>During inspection it will be also checked whether complaints or objections made by third parties have been received and whether measures were taken immediately. According to the inspection contract, the company is bound to inform ABG immediately about complaints by third parties (superior authority, similar inspection body, consumer) regarding products certified by ABG. Measures must be taken immediately. This is relevant for complaints aimed directly at the company and references inspection criteria.</p> <p><u>Inspection result</u></p> <p>The inspector documents the inspection result, and, if necessary, any deviations with the appropriate sanctions, in the checklist. This is the basis for the digital inspection report. The detected deviations and necessary measures including deadlines will be discussed; uncertainties and open issues will be clarified. The responsible person will take note of the documented inspection results by way of signature. The report will be send to the company via email. If it is desired by the customer or no email address is available, the report will be sent by post. The report will also be available to the company on the customer portal of Austria Bio Garantie.</p>	
<p>Taking samples/sample analysis</p> <p>According to the current organic regulation, Austria Bio Garantie is bound to take samples and analyze these samples in accredited laboratories. This must be done to detect and verify</p> <ul style="list-style-type: none"> - inappropriate means/resources for organic production - non-compliant production methods - traces of agents/resources that are not allowed in organic product. <p>The number of analyses must be at least 5 % of the number of clients for organic</p>	

<p>inspection. It is in the responsibility of the inspection body to choose the company/product of which to take samples and further which will be analyzed in accredited laboratories. The following general principles have been laid down:</p> <ul style="list-style-type: none"> - strong suspicion that one of the points named above applies <ul style="list-style-type: none"> o either during the inspection or o if positive sample results are available for verification - Samples will be taken on all levels – agricultural production, processing and trade, - With an emphasis on efficient and meaningful sampling/analysis – this means that the concentration of sampling will happen in the section grain storage/-bundling/-trade. - Basically the risk model for sampling/analysis of Austria Bio Garantie also takes account of monitoring systems by the customer themselves. - Sampling will be carried out by Austria Bio Garantie based on the requirements for correct sampling and appropriate documentation. Analyses will be done by accredited laboratories. The costs will be carried by the customer. - Any further procedure will depend on the results of the analysis. 	
<p>Reporting</p> <p>Austria Bio Garantie's competent employees will assess the inspection from a technical point of view in terms of comprehensibility and correctness by way of "four-eyes principle".</p> <p>Another inspection report will be created; if no change in this process of certification occurs, the report will be available on the customer portal. If something has to be corrected in this process of certification, the customer will be actively informed about the change. Objections to this altered inspection report can be voiced in written form within 14 days. If this is not the case, the inspection report stands as accepted.</p>	
<p>Treatment of deviations and subsequent submissions</p> <p>If deviations are found during the inspection, sanctions will be assigned based on the sanction catalogue from level 1 to level 5. If the inspection assigns sanctions 4 or 5, they must be addressed immediately!</p> <p>Submissions of customers must be in form of a written text and re-evaluated. The company can only receive a certificate once all sanctions and measures are cleared.</p>	<p>https://www.abg.at/en/</p>
<p>Certificate</p> <p>If all conditions are met, the company will receive an (or more) updated certificate/s as well as an invoice. The certificate will not be issued or subsequently withdrawn if the inspection and certification costs are not paid. The Austria Bio Garantie GmbH is entitled to send the inspection results to the responsible Authority and possibly to further authorized persons. The certificate is valid until 31.12. of the following year, based on the main inspection.</p>	<p>https://www.abg.at/en/</p>
<p>Publication of the certificates</p> <p>Together with other inspection bodies, Austria Bio Garantie operates the certification platform EASY-CERT. The current certificates can be downloaded for free by customers and consumers from our Homepage www.abg.at/en in the menu item "Certificates/EASY-CERT". The platform gives access to certificates and further information regarding the certified companies of Austria Bio Garantie and other inspection bodies including their partners as well as recognition for private standards.</p>	<p>http://www.easy-cert.com/htm/zertifikate.htm?ks=3504822&sprache=en</p>
<p>Monitoring of certificates and logos</p> <p>The use of certificates and quality logos is stated in the terms and conditions. Customers are encouraged to inform ABG about changes in the company or the product as soon as possible. During the inspection procedure, a proper use of the certificate as well as quality logos will be checked. All employees and inspectors are bound to inform the office location about any violations.</p> <p>If an improper use of a valid certificate is found, an appropriate sanction will be assigned. If the use of an invalid certificate is found, the company will be asked to hand in a valid certificate. If no valid certificate exists, a sanction will be defined</p>	<p>http://www.abg.at/en/company/general-terms-and-conditions/</p>

according to the valid sanction catalogue.	
<p>Sanction 1 warning</p> <p>This warning is issued if minor violations take place and usually contains a deadline.</p>	https://www.abg.at/en/
<p>Sanction 2 increased obligation to record and report</p> <p>This sanction calls for an improvement of records/transparency or submitting of documents. This sanction usually has a deadline.</p>	
<p>Sanction 3 additional, fee-based inspection</p> <p>This fee-based additional inspection can be issued if the transgressions under sanction 1 and 2 repeat themselves. This sanction is useful for deficiencies with a time limit that demand an additional inspection. This sanction can also be issued for serious deficiencies that do not demand an exclusion of the product batch.</p>	https://www.abg.at/en/
<p>Sanction 4 exclusion of the affected batch of product from merchandising as a certified product according to the legal basis</p> <p>This sanction is issued when a product or a company is being excluded from merchandising – with reference to the legal basis. The duration of this merchandising ban for the product or the company must be arranged with the authorities.</p> <p>The Food Authority of the responsible state will receive a proposal of the sanction and the case will be further worked on in consultation with the Authority. After the decision of the Food Authority has arrived, the situation will be assessed.</p>	https://www.abg.at/en/
<p>Sanction 5 termination of the inspection contract</p> <p>The company terminates the inspection contract or the license holder is faced with an unsolvable situation regarding the inspection contract or serious violations. The company will receive the following information in written form: „From this date on, you may not declare your product with regard to organic agriculture during marketing and labeling. Furthermore, the logo / code number of Austria Bio Garantie may not be used anymore. If advertising material of Austria Bio Garantie is being used, we will point out, that it has lost its validity starting immediately. The certificate is now invalid, the original must be returned to our office immediately.” If the certificate and/or labels are being used wrongly after the termination of the contract, we reserve the right to take legal measures. The responsible Food Authority will also receive this information.”</p> <p>The termination will be recorded in the address- and certification data bank and any product will not be published on the certification platform EASY-CERT starting immediately. The certificate will lose its validity (if the certificate has been sent already) respectively no new certificate will be issued. Fake certificates will be published on EASY CERT.</p>	www.abg.at/en https://www.easy-cert.com/html/home.htm?sprache=en
<p>Termination of the inspection contract</p> <p>This sanction is not issued during an inspection. This sanction is a matter under private law between processing plant/trader and inspection body. It is in the jurisdiction of the inspection body to decide if certain violations call for a termination of the inspection contract. If this is the case, the authorities will be informed. A consensual and proper termination of the inspection contract does not fall under sanction 5, but must still be reported to the authorities.</p>	https://www.abg.at/en/
<p>Changes in the jurisdiction</p> <p>The company is bound to inform ABG immediately in written form about significant changes in the company with regard to the information given in the company description.</p> <p>The company is bound to inform ABG immediately in written form if the company wants to withdraw from the inspection system or if the inspected company / company branch is passed on to another legal entity / is being operated by another legal entity.</p> <p>The company is bound to pass on all rights and obligations from the finalized contract/s to the legal successor/s.</p> <p>Austria Bio Garantie will take further action (potentially a renewed inspection and certification) and will issue a new certificate if necessary.</p>	http://www.abg.at/en/company/general-terms-and-conditions/
<p>Keeping and storing documentation</p> <p>The companies are bound to keep documentation required by Austria Bio Garantie. The documentation must be in the mandatory form and covering all required</p>	http://www.abg.at/en/company/general-terms-and-conditions/

<p>contents. They must be kept for at least 10 years. Austria Bio Garantie ensures, that all information will be treated confidentially and that the documents will be stored safely.</p>	
<p>Appeals, complaints and objections</p> <p>The transparency of the activities of Austria Bio Garantie is very important. If companies are unclear with regard to the inspection and certification activity, the company can contact ABG, in written form or via phone or homepage.</p> <p>The company as well as third parties has the opportunity to file a written complaint and objection with regard to decisions during inspections, audits as well as certification. The case will be rechecked by means of the “four-eye-principle”. Any further handling of the case will be done by impartial persons. Anybody that was involved in a previous decision regarding the case may not be part of any further decisions in a leading role.</p> <p>Due to legal reasons, concrete objections and complaints must be sent to us within 14 days in written form.</p> <p>Additionally, the company is obliged to document complaints of third parties regarding inspection and certification activities. Austria Bio Garantie must be informed in written form immediately and measures have to be taken. This will be inspected respectively depending on the situation; measures will be taken.</p>	<p>http://www.abg.at/en/company/complaints-and-appeals/</p>
<p>Changes of the Regulation</p> <p>The company must meet product requirements and ensure that the product is in accordance with the requirements.</p> <p>Austria Bio Garantie will inform companies about changes of the regulation and necessary adjustments immediately.</p> <p>Austria Bio Garantie will decide if it is necessary to change the certification program due to changes in the guideline. ABG will set a deadline until which all necessary requirements must be implemented by the companies (if this is not mentioned in the changed regulation).</p>	<p>https://www.abg.at/en/</p>
<p>Marketing of the program</p> <p>Companies certified and meeting certification requirements may reference the certification program of Austria Bio Garantie.</p>	