



QM 001 Version 003

Quality Manual

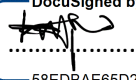
Agri-Canaan

Certification Quality Management Systems

Version 003

Valid from ...09/10/2023.....

Authorised by ...M.D.....

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QM 001

Version 003

Scope

This quality manual describes the quality management system of Agri-Canaan.

Its scope is for:

- Internal use - to communicate to staff the certification's quality policy and quality objectives, to make the staff familiar with the processes used to achieve compliance with quality requirements. This should facilitate the implementation of the quality management system as well as ensure its maintenance and required updates during altering circumstances. This should also allow effective communication and control of quality related activities and a documented base for quality system audits.
- External use - to inform Agri-Canaan's external partners about its quality policy as well as its implemented quality management system and measures of compliance with quality.



Table of Contents

Scope	2
Section 1: Welcome to Agri-Canaan.....	5
Section: 2 Agri-Canaan’s vision and mission	5
2.1: Our vision: To providing and maintaining consistent, high quality certification services.....	5
2.2: Our mission is to	5
Section: 3 Agri-Canaan’s Quality Policy.....	6
3.1: Quality parameters.....	6
Section 4: Agri-Canaan Set Up.....	8
4.1: Legal status	8
Section 5: MANAGEMENT STRUCTURE	8
5.1: The Finance Committee	9
5.2: The Impartiality Committee	9
5.4: Certification committee	9
5.5: The Appeals Committee	9
5.6: The Team	10
5.7: Scheme Manager.....	10
5.8: In-House Training	10
5.9: The Auditors and Inspectors.....	10
Section: 6 Our Quality Management System	10



QM 001

Version 003

6.1: Document and Record Control.....	11
6.2: Document Structure and Purpose of QM documents.....	11
6.3: Documentation hierarchy.....	11
6.4: QMS Non-conformities.....	12
Section: 7 Internal Audits	12
Section 8: Appeals, Reviews, Complaints and Allegations	12
Section: 9 Management Reviews	12
Section: 10 Impartiality Process	13
Section 11: Confidentiality	13
Section: 12 Publications	13
Section: 13 Finance and Liability	14
SECTION: 14 NORMATIVE DOCUMENTS	14



QM 001

Version 003

Section 1: Welcome to Agri-Canaan

Agri-Canaan, the experts in Food Safety Standards, is an Inspection, Verification, Testing and Certification Company accredited and approved by various standard owners in the agri-business sector to provide professional and practical support enabling businesses to meet their Food Safety Standards requirements.

We provide core support services to certification from farm to fork including

Global.ga.p

Local.g.a.p

GRASP

BRC

FSCC 22000

ISO 22000

Organic certification scheme (EU Equivalent)

Fair – Trade

HACCP

Section: 2 Agri-Canaan's vision and mission

2.1: Our vision: To providing and maintaining consistent, high quality certification services.

We will be the most respected provider of certification and verification services for global supply chains.

2.2: Our mission is to ...

deliver best-in-class certification, verification, and related services

QM 001 Version 003

Page 5 of 14

Issued by: Scheme Manager

Date Issued: 09/10/2023



QM 001

Version 003

provide confidence within global supply chains that the relevant social, economic and environmental standards are met offer all our services with credibility, reliability, integrity, and efficiency

Section: 3 Agri-Canaan's Quality Policy

We are determined to make a difference through our Quality: We create value for our customers by providing **correct, impartial** and highly **credible** information which our customers can use to make an impact. Since we are not only experts in providing assurance, but also strive to break down the complexity surrounding it, we gather and deliver this information in a **lean, service-focused** and **understandable** way.

For us, "quality" is a key enabler to help our customers make an impact as we deliver correct, impartial and highly credible information which they can rely on. We do not pursue quality for its own sake, but we understand quality as something worth striving for if it enables our customers improve their systems/performance and to make a difference. In this sense "quality" enables us to deliver on our mission.

The Quality System for Agri-Canaan consists of a Quality Manual and related certification documents detailed in the Document List. The Quality System is the program by which Agri-Canaan will maintain an effective and credible internal structure.

3.1: Quality parameters

To quantify quality in a single number is impossible: you will find below two sets of quality parameters that respond to certain aspects of our Quality Definition. They need to be discussed as a whole and will enable us to depict to which extent we are realizing the above-described quality in our systems and performance.

It is the duty of the Scheme Manager to perform this analysis once a year when preparing the submission report for the Management Review to enable the Leadership Team to take appropriate actions if necessary.

The quality parameters are currently calculated for the GLOBALG.A.P scheme but can as well be applied to other schemes as soon as we count with the necessary basis of data. Furthermore, parts of the parameters can be used as gauge when deciding for cooperating with another scheme.



QM 001

Version 003

Correct, impartial, credible

#	Quality parameters
1	# audits / # current customers
2	# unannounced audited customers / # all customers
3	# appeals / # granted appeals
4	# reviews / # granted reviews
5	# reported conflict of interest cases / # cases where QMS borders are crossed
6	# accepted allegations / # of substantiated allegations that lead to NCs
7	# non-conformities per year / # repeated non-conformities
8	Audit time per checkpoint, minimum sample basis defined in Audit SOP
9	# Decertification decisions based on compliance/ # all customers

#	Quality parameters
10	# auditor evaluations requirements
11	Time until customer is allowed to trade complaints / # complaints that trigger system changes
12	
13	Service delivery times

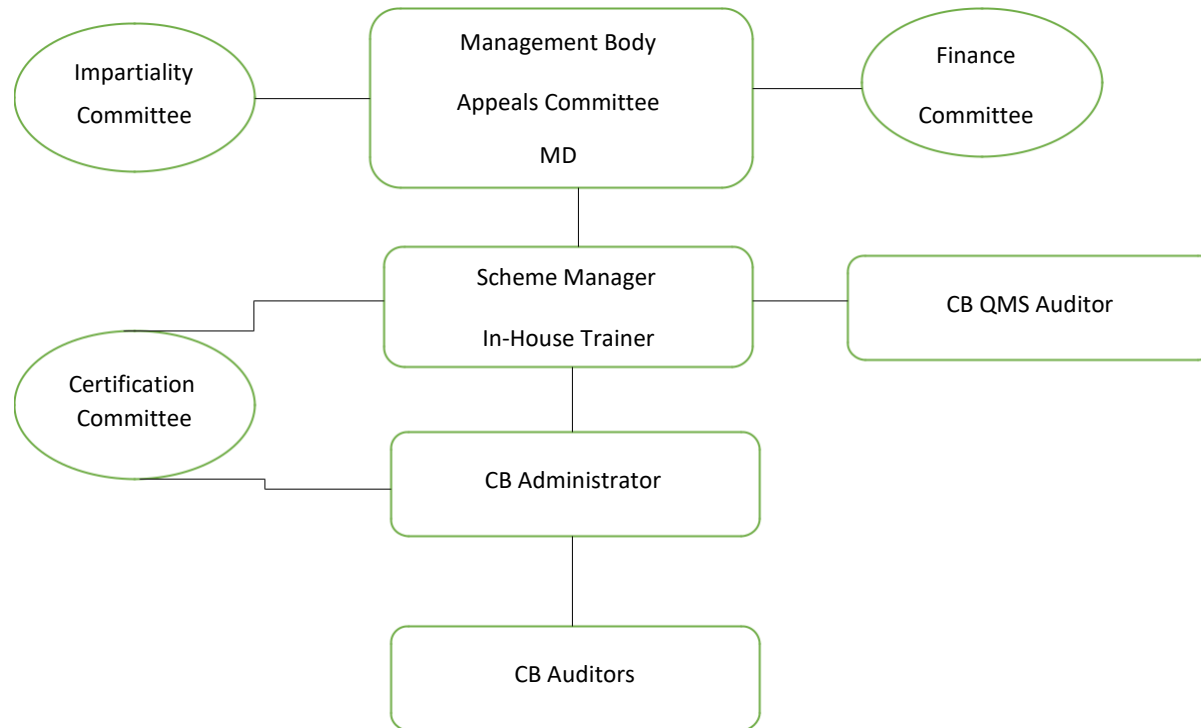


Section 4: Agri-Canaan Set Up

4.1: Legal status

Agri-Canaan is a Limited Company and registered in Zimbabwe under the Companies and Other Business Entities Act (Chapter 23:31 in year 2022). Our headquarters is located at 18832 Bishop Gaul Belvedere Harare.

Section 5: MANAGEMENT STRUCTURE





QM 001

Version 003

5.1: The Finance Committee

The Finance committee act also as Agri-Canaan's assists and offers advice to the Management team on all financial matters within Agri-Canaan

This committee also act as the advisory body and is selected with the goal of creating a balanced working group based on experience level, industry sector, geographic location and area of expertise. During several annual meetings, the finance committee reviews the performance of the company. Committee members are not agents or employees of Agri-Canaan and cannot act on Agri-Canaan behalf or enter into any binding agreements.

5.2: The Impartiality Committee

The Advisory Board acts also as Agri-Canaan's Impartiality Committee, which is supposed to safeguard Agri-Canaan's impartiality in reaching its certification decisions. All cases reported to and detected by the Quality Management Unit of possible conflict of interests which could endanger Agri-Canaan's impartiality are presented on an annual basis to the Impartiality Committee in order to get an independent view on how well Agri-Canaan handled the detected situations.

5.4: Certification committee

The Certification Committee has overall responsibility for all certification decisions. In the discharge of its duties, the committee may require the Administrator/Customer and Sales Representative to help and to issue Certificates based upon documented criteria, but the Certification Committee must oversee the certification process.

Members of the Certification Committee must observe the conflict of interest and confidentially provisions regarding the affairs of enterprises, which have made application for certification by Agri-Canaan. The Certification Committee shall be free from any commercial, financial or any other pressures that might influence certification decisions.

Each member of the Certification Committee shall be required to sign the Agri-Canaan confidentially and conflict of interest agreements upon their acceptance of the committee position.

5.5: The Appeals Committee

All our customers have a right to appeal against certification decisions. The Appeals Committee therefore also performs a controlling function by in-depth analysis of each appeal case. In reaching its decision, the Appeals Committee must re-evaluate the challenged certification decision, analyse the applicant's submissions as well as all other information that might be relevant to the case at hand.

The Appeals Committee shall also rule on complaints from the public.



QM 001

Version 003

5.6: The Team

All our team members are highly qualified, competent and capable of performing all duties assigned to them. All employees have detailed job specifications providing information on their functions and assigned responsibilities. The documentation of the Quality Management System (e.g., SOPs) provides further guidance on how we do our work. Besides the high qualification entry requirements, there are ongoing training programs aimed at increasing the skills following analysis of training needs

5.7: Scheme Manager

The Management is represented by the Scheme Manager who is supported in his functions by the In-house trainer and the Administrator. Together they form our Leadership Team, meeting regularly to discuss strategic and operational challenges and find solutions to problems. The Agri-Canaan Leadership Team is responsible for the implementation and maintenance of the Quality Management System.

5.8: In-House Training

In-house training is a key tool for improving Agri-Canaan's employees' skills and knowledge so that they can make a better contribution to the company's performance. This program helps employees reach their potential and by raising employee satisfaction, it is easier for the company to attract and retain quality people.

The In-house trainer designs, implements and monitors our Quality Management System in cooperation with the Leadership Team. In order to perform these tasks, the in-house trainer has direct access to the Leadership Team. He is responsible to report on the functioning of the Quality Management System. The functions of the In-house trainer are further described in a detailed job specification.

5.9: The Auditors and Inspectors

Our auditors are selected based on their skills and their abilities to deal with the complex nature of standards Certification. In order to ensure that these skills remain operational, intensive yearly training programs are compulsory for all auditors and trainers to attend. Because we place emphasis on handling the confidential information of our customers with care, our auditors are trained on and are bound to our regulations on confidentiality through their contracts. These regulations are described in detail in the QM Confidentiality SOP. Because we want to ensure that the certification process is free of influence, our auditors and inspectors have to disclose all possible conflicts of interests to us. When conflicts of interest are identified, other auditors or inspectors are used to evaluate a specific customer.

Section: 6 Our Quality Management System

Our Quality Management System (QMS) is guided by our vision, mission and Quality Policy. The ongoing improvement of our Quality Management System also draws from external feedback about our certification system. In this way, our QMS is a comprehensive planning, management and steering tool for the continuous improvement of our processes and services.

The requirements of ISO/IEC 17065:2012 are directly integrated into our processes. This means that procedures must be followed systematically.

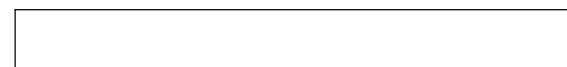
6.1: Document and Record Control

In making sure that all team members know what is expected of them and in order to ensure that everyone always has access to the latest, properly approved version of a document, we set up a procedure that defines the processes, requirements and responsibilities for document control of Agri-Canaan's Quality Management System. More details on document control can be found in the QM Document Control SOP.

6.2: Document Structure and Purpose of QM documents

If the office is on fire and only one box can be saved, then it should be the one with all QM documents, since they aim at standardizing the work within Agri-Canaan and describe how Agri-Canaan works in detail. Furthermore, they are supposed to provide any template needed in the daily work life.

6.3: Documentation hierarchy at Agri-Canaan can be seen in the following diagram





6.4: QMS Non-conformities

QMS non-conformities are defined as non-compliances against ISO/IEC 17065:2012 and Agri-Canaan implemented rules and procedures detected in our Internal Audits and External Audits, as well as identified during handling of Appeals, Reviews, Complaints and Allegations. The Scheme Manager is responsible to follow up on the implementation of the necessary corrective measures as defined in the respective procedures. The principles on handling of corrective and also preventive actions are described in QM Corrective Preventive Action SOP

Section: 7 Internal Audits

Internal Audits are conducted once a year at planned intervals in order to verify compliance with ISO/IEC 17065:2012 and adherence to Agri-Canaan's quality system. This is a very constructive process and always leads to a development of our processes. If deviations from procedures are detected, they are addressed and actions that need to be taken are followed up, leading to improvements. The results of Internal Audits are communicated to the Leadership Team.

Section 8: Appeals, Reviews, Complaints and Allegations

Agri-Canaan welcomes feedback about our customers' experience with Certification or the opinions of other parties about the handling of certification or any other related matters. All appeals, review requests, allegations and complaints submitted to Agri-Canaan are investigated by the Quality Appeals Committee:

A **complaint** describes the situation of a customer expressing its dissatisfaction with the services of Agri-Canaan.

An **appeal** occurs when a customer does not agree with a certification decision Agri-Canaan took and wants to challenge it. When the customer hands in an appeal, the case will be handed over to the Appeals Committee coordinated by the Quality Manager.

A **review request** can be handed in when an operator questions an evaluation decision related to detected non-conformities, suggested corrective measures and/or objective evidence. In this case the Review Committee will be convened.

In order to ensure objectivity, we guarantee that all relevant information is gathered and analyzed by staff members that were not involved in the case.

Section: 9 Management Reviews

The purpose of a Management Review is to ensure the continuing stability, adequacy and effectiveness of the organization's Quality Management System. This means that once per year our goals are evaluated against our performance, results of Internal Audits are considered, complaints against our services are investigated and the general state of company affairs are evaluated. Findings of such Management Reviews are reported to the Leadership Team in accordance with **QM Management Review SOP**



QM 001

Version 003

Section: 10 Impartiality Process

Agri-Canaan has implemented a process in 2023 which shall ensure impartiality in its certification decision taking. One element is that all staff that detects possible conflicts of interest reports these to the Scheme Manager who in turn then presents these to the Impartiality. Another element is that the QM Unit performs annual random case checks in order to filter certification cases with a higher potential for conflicts of interests and evaluates if certification decisions have been taken impartially Committee. Our Risk Matrix which constitutes an annex to this Standard Operating Procedure is reviewed for accuracy on an annual basis and updated if any changes to our system occurred which influence the previously identified risks to impartiality and the corresponding mitigation methods

Section 11: Confidentiality

We treat all customer specific information as confidential and only release this information when forced to do so by a Court of Law or only after obtaining the consent of the customer concerned by signing our certification contract.

Agri-Canaan actively controls that confidentiality regulations are adhered to and acts when confidentiality is breached. Further details on these regulations can be found in the **QM Confidentiality SOP**.

Section: 12 Publications

In order to provide a more accessible service to our customers and to inform the public as much as possible, Agri-Canaan publishes the following documents on its website: www.agri-canaan.com.

This Quality Manual,

Access to Information procedure

All relevant information relating to our Certification System including information about the certification process, fees and many more.

Agri-Canaan maintain through (publications, electronic media, or other means) and make available upon request the following documents using the prescribed form **AGF0026**.

- Evaluation procedures, rules, and procedures for granting, maintaining, extending, or reducing the scope of, suspending, withdrawing, or refusing certification.
- A description of how the certification body obtains financial support and general information on the fees charged to applicants and to clients.
- A description of the rights and duties of applicants and clients, including requirements, restrictions, or limitations on the use of the certification body's name and certification mark and on the ways of referring to the certification granted.

QM 001 Version 003

Page 13 of 14

Issued by: Scheme Manager

Date Issued: 09/10/2023



QM 001

Version 003

Section: 13 Finance and Liability

Agri-Canaan is exclusively funded by the fees it charges to its customers. Detailed information about the fee system can be retrieved from the Agri-Canaan website <http://www.agri-canaan.com>

Agri-Canaan has professional liability insurance which covers one million euros (1,000,000 euros) of professional liability insurance per case and in the annual aggregate of "liability insurance" for professional errors and omissions.

SECTION: 14 NORMATIVE DOCUMENTS

Agri-Canaan abides to the certification and accreditation rules for a GLOBALG.A.P. Integrated Farm Assurance (IFA), Food Safety and of SANAS the accreditation body for conformity assessment bodies.

The requirements of accreditation are set out in in the international standard also called ISO/IEC standards and additional accreditation requirements set by SANAS and can be found at www.sanas.org.za

The latest versions of all normative documents for GLOBALG.A. P can be downloaded free of charge from the GLOBALG.A.P. website www.globalgap.org/documents.

These documents are relevant to the CB and all applicants and GLOBALG.A.P. certificate holders seeking certification: