

INSTRUCTIONS

INSPECTION OF ORGANIC OPERATORS

Ser

Objective	Establish the activities and responsibilities to carry out the inspection of organic operators within the National System of Certification of Organic Agricultural Products.
Scope	This document applies to the inspection activities carried out on organic operators by the officials of the SAG Regional Directorates or Sectoral Offices.
Performance indicator	<p>Indicator: Percentage of inspections carried out on organic operators' establishments regarding the schedule.</p> <p>(No. of inspections of organic operators' establishments (producers, processors, traders) carried out) / (No. of inspections of organic operators' establishments (producers, processors, traders) planned).</p> <p>Measurement frequency: monthly</p>

INSPECTION OF ORGANIC OPERATORS

Introduction

An organic operator is any natural or legal entity that produces, processes, or markets agricultural products designated as "organic," "ecological," "biological," or that use the prefixes "eco" or "bio."

The inspection focuses on verifying operator' compliance with organic agriculture certification regulations, whether in primary production systems, processing, or marketing, following the guiding criteria established in the Organic Agriculture Inspection Standard.

Description of the activity and/or task	Executors of the activity and/or task	Record
I. Inspection of organic producers		
<p>1. Pre-activity at the SAG office</p> <p>1.1 Information regarding the operator to be inspected must be reviewed directly by the Organic Certification Registration Service (SIRECO, from its Spanish acronym) or any official system that replaces it to discover and verify:</p> <ul style="list-style-type: none"> a) Address (location) of the establishment b) Scope of production to be inspected (plant, livestock, beekeeping, fungi, wine production) c) Validity of organic certificate d) Last inspection report from the certification entity to review: <ul style="list-style-type: none"> • Date of previous visit • Nonconformities or observations • Established deadlines e) Telephones, email, or any other contact information of the operator <p>1.2 The record of SAG inspections carried out on the operator, associated ADCs if any, as well as if the operator has been subject to sampling for pesticide residue determinations, such as fosetyl or OGM presence, must be verified.</p> <p>1.3 Prepare the necessary material to carry out the inspection:</p> <ul style="list-style-type: none"> a) Forms of transversal control act b) Forms for organic producers' inspection checklist c) Forms for complaint and summons report d) GPS e) Digital camera 	Inspecting officer or officer	<p>F-FYS-FIS-PR-002</p> <p>F-FYS-FIS-PR-003</p> <p>F-FYS-FIS-PR-004</p> <p>F-FYS-RDI-001</p> <p>F-FYS-FIS-001</p>

INSPECTION OF ORGANIC OPERATORS


<p>In the case of inspections carried out through electronic devices, verify that these are charged.</p> <p>f) Necessary materials for sampling in case the producer is selected for that purpose.</p> <p>2. Field activity</p> <p>2.1 A tour of the farm or establishment must be carried out to discover the production areas, zones, and infrastructure. Consequently, priority must be given to inspecting the supply warehouse to review infrastructure, labels, and management of stored supplies. Subsequently, a tour of boundaries and edges must be conducted to verify compliance with the buffer zone and species/breeds present.</p> <p>2.2 The irrigation system used, management of biodiversity, and management of soil must be verified.</p> <p>2.3 Subsequently review existing field records indicating the tasks carried out, their objectives, and the dates they were conducted.</p> <p>2.4 Check if there are any additional records or if within the records there are:</p> <ul style="list-style-type: none"> a) Harvest records of products and harvest records by person or machine b) Records of sales and/or purchase of products c) Records of supplies used d) Records of on-farm input production: compost, natural preparations to control pests and diseases, fertilisation, etc. <p>2.5 In the case of wild collection, the following must be verified:</p> <ul style="list-style-type: none"> a) Existence of a sustainable organic management plan for the collected species b) Verification of the defined collection area approved by the certification entity c) Traceable collection records <p>2.6 Carry out traceability exercise: the supporting information must be evaluated from the start of the cultivation or breeding of a particular product, during a specified period, comparing it with the supporting information of its harvest/collection. The daily harvest capacity (manual/mechanical) must be evaluated. Finally, the total harvest information</p>		
---	--	--

INSPECTION OF ORGANIC OPERATORS

<p>must be compared with the dispatch guides/sales invoices during the evaluated period.</p> <p>2.7 If the producer has been previously selected for sampling or if, according to the observations during the visit, the collection of one or more samples is necessary, the producer must be acknowledged that the results will be notified later, without implying a new inspection.</p> <p>2.8 For the transport of organic products, exclusive transportation must be prioritised. However, it is possible to transport organic and conventional products in the same transportation, as long as there is adequate separation between both to avoid mixing, cross-contamination, or contact with contaminants. Organic products must be properly packaged with suitable materials and clearly identified. Moreover, external packaging of organic products must indicate the name and address of the manufacturer, processor, and intermediary (if applicable) and the name and address of the recipient.</p>		
II. Inspection of organic processors		
<p>1. Pre-activity at the SAG office</p> <p>1.1 Information regarding the operator to be inspected must be reviewed directly by the Organic Certification Registration Service (SIRECO) or any official system that replaces it to discover and verify:</p> <ul style="list-style-type: none"> a) Address (location) of the establishment b) Certified final product c) Validity of organic certificate d) Last inspection report from the certification entity to review: <ul style="list-style-type: none"> • Date of previous visit • Nonconformities or observations • Established deadlines e) Telephones, email, or any other contact information of the operator f) Necessary materials for sampling in case the processor is selected for this purpose <p>1.2 The record of SAG inspections carried out on the operator, associated with ADCs if any, as well as if the operator has been subject to</p>		

INSPECTION OF ORGANIC OPERATORS

<p>sampling for pesticide residue determinations, such as fosetyl or OGM presence, must be verified.</p> <p>1.3 Prepare the necessary material to carry out the inspection:</p> <ul style="list-style-type: none"> a) Transversal forms of transversal control act b) Forms for organic producers' inspection checklist c) Forms for organic producers' inspection checklist d) GPS e) Digital camera <p>2. Evaluation of field aspects:</p> <p>2.1 A tour through the packing area, processing room, storage warehouse, etc. must be carried out to discover the flow of the organic product within the establishment, from the reception, its processing flow, and treatment for final dispatch.</p> <p>2.2 During the tour through the establishment, signage, demarcation or separation areas, packaging materials, etc. must be evaluated. If at the same time, there is conventional fruit processing on the premises, the existence of protocol and separate handling management must be verified.</p> <p>2.3 Subsequently, the following must be reviewed:</p> <ul style="list-style-type: none"> a) Copy of the valid certificate for the Chilean standard b) List of suppliers, each with their valid certificate in the case of national suppliers. For foreign suppliers, the Agricultural Product Inspection Report (IIPA, from its Spanish acronym) closed by SAG must be requested. In the case of raw materials to produce organic products, their respective certificates must also be requested c) Records of product intake and dispatch. Particularly, in the case of export products, the name of the export company responsible for their marketing must be requested d) Records of supplies used e) Records of the various losses resulting from the product transformation 		
---	--	--

 <p>SAG Ministerio de Agricultura Gobierno de Chile</p>	<p style="text-align: center;">INSTRUCTIONS</p> <p style="text-align: center;">INSPECTION OF ORGANIC OPERATORS</p>
--	--

<p>2.4 Carry out traceability exercise of a product and verify the quantities entered and losses obtained during its transformation</p> <p>2.5 If the processor has been previously selected for sampling or if, according to the observations during the visit, the collection of one or more samples is necessary, the processor must be acknowledged that the results will be notified later, without implying a new inspection.</p> <p>2.6 For the transport of organic products, exclusive transportation must be prioritised. However, it is possible to transport organic and conventional products in the same transportation, as long as there is adequate separation between both to avoid mixing, cross-contamination, or contact with contaminants. Organic products must be properly packaged with suitable materials and clearly identified. Moreover, external packaging of organic products must indicate the name and address of the manufacturer, processor, and intermediary (if applicable), and the name and address of the recipient.</p>		
<p>IV. Inspection of organic stores</p>		
<p>"Commerce" is considered as any establishment or virtual place where there is at least one product offered as "organic," "ecological," "biological," or that uses the prefixes "eco" or "bio," whether the establishment is certified. Different types of commerce can be identified:</p> <p>a) Wholesale commerce: Corresponds to establishments of intermediaries that do not sell their products to final consumers. They normally trade products in large quantities, which can be national or imported, of the same or different types of products.</p> <p>b) Retail commerce: Corresponds to specialised stores or established markets, where the offer of organic products is consistent over time and is sold to the final consumer. There is a wider variety of products, but in smaller quantities. There, national or imported products can be found.</p> <p>c) Occasional commerce: Establishments or virtual places where the offer of organic products is variable over time, as the operation of that commerce.</p>		

INSPECTION OF ORGANIC OPERATORS

<p>d) Online commerce: Virtual place where there is an offer of organic products through websites, apps, or social media.</p> <p>e) Restaurants: They are considered commerce only for evaluating the products used as raw materials or ingredients in the preparation of dishes or menus that indicate the existence of such products.</p> <p>1. Pre-activity at the SAG office</p> <p>1.1 Commerce information must be reviewed directly by the Organic Certification Registration Service (SIRECO) or any official system that replaces it, to discover and verify:</p> <ul style="list-style-type: none"> a) Address (location) of the establishment b) Type of commerce c) Telephones, emails, or any other contact information <p>1.2 The record of SAG inspections carried out on the commerce, and associated ADCs if any, must be verified.</p> <p>1.3 Prepare the necessary material to carry out the inspection:</p> <ul style="list-style-type: none"> a) Forms of transversal control act b) Forms for organic commerce inspection checklist c) Forms of complaint and summons report d) GPS e) Digital camera f) Necessary material for sampling if commerce is selected for that purpose. It is important to consider that the sample must correspond to a producer or processor from the same region where the inspection is carried out <p>2. Evaluation of field aspects</p> <p>2.1 A tour of the facilities, corridors, warehouses, dispatch zones, etc. must be executed, verifying the exhibition and offer of organic products. During the tour, signage, identification, and area separations must be evaluated.</p> <p>2.2 A sample of organic products on sale must be selected to check the labelling. In case of displaying some of the regulated terms: "organic," "ecological," "biological," or the prefixes "eco" or "bio," the labelling category used must be verified.</p> <ul style="list-style-type: none"> a) Organic in transition 		
--	--	--

INSPECTION OF ORGANIC OPERATORS

<p>b) 100% organic</p> <p>c) Organic</p> <p>d) Produced with organic ingredients</p> <p>e) Contains organic ingredients in less than 70%</p> <p>2.3 Review storage conditions or product exhibitions, since there are some differences depending on their nature:</p> <p>a) Fresh/loose products. There must be an area clearly identified and separated from the conventional product sales area.</p> <p>In areas established for the storage or exhibition of this type of products, there should be no conventional products. However, if it occurs, permanent physical separation measures must be implemented to avoid potential quality confusion by the consumer, in addition to possible contamination.</p> <p>b) Processed packaged products. It is not necessary the establishment of a special area, as long as the labelling prevents confusion, and the packaging minimises the possibility of cross-contamination.</p> <p>2.4 Once the previous number is evaluated, the documentary review is carried out, which implies the evaluation of records and certificates:</p> <p>a) Valid certificates of national and imported organic products. To evaluate the validity of these documents in retail, the date of production, processing, or collection of the product must be considered, not the sales date, as it may be the case that occurs much later than the date of production/elaboration of the evaluated product</p> <p>b) Transactional certificates</p> <p>c) List of organic products sold</p> <p>d) List of suppliers of organic products</p> <p>e) Records of product intake and sales, exhibition, among other aspects (D-FYS-FIS-PR-002)</p> <p>f) Disinfection, sanitisation, pest control protocols, and technical data sheets of products used</p>		
---	--	--

INSPECTION OF ORGANIC OPERATORS

<p>g) Cleaning protocols and technical data sheets for the products used. The supplies used in the spraying and cleaning shelves or materials in contact with fresh organic products must be included in the list "Approved Supplies for Use in Organic Agriculture" available on the SAG website.</p> <p>2.5 In the case of imported products, the General/Master Certificate and the associated Transactional Certificate must be requested. Only if there is a valid Equivalence Agreement with the product's origin will the presentation of a Transactional Certificate be accepted.</p> <p>General/Master Certificate: Document issued by a Certification Entity that validates the production/processing of one or more products according to the organic standards of the country of origin. For instance, if the product comes from Peru, it must be certified under the Peruvian organic standards. On the contrary, if the product comes from Peru and the certificate accompanying the consignment to be imported was issued under NOP (USA), it is not considered valid.</p> <p>To evaluate the validity of this document, the date of production, processing, or collection of the product must be considered, not the date of sales, as may be the case that occurs much later than the date of production/elaboration of the evaluated product.</p> <p>Transactional Certificate for imported products: Document issued by a Certification Entity to validate that the quantity of the product traded at the time of importation to the country has a direct connection with the product information contained in the General/Master Certificate. For this Transactional Certificate to be considered valid, it must clearly indicate its association with the General/Master Certificate.</p> <p>2.6 If the commerce has been previously selected for sampling or if according to the observations during the visit, the collection of one or more samples is necessary, the producer must be acknowledged that the results will be notified later, without implying a new inspection.</p> <p>2.7 For the transport of organic products, exclusive transportation must be prioritised. However, it is</p>		
--	--	--

INSPECTION OF ORGANIC OPERATORS

<p>possible to transport organic and conventional products in the same transportation, as long as there is adequate separation between both to avoid mixing, cross-contamination, or contact with contaminants. Organic products must be properly packaged with suitable materials and clearly identified. Moreover, external packaging of organic products must indicate the name and address of the manufacturer, processor, and intermediary (if applicable), and the name and address of the recipient.</p>		
<p>V. Closure of the Inspection</p>		
<ol style="list-style-type: none"> 1. Once all the contents of the Inspection Checklist have been reviewed and compliance has been verified, the result of the activity must be explained to the Technical Responsible for the interviewee. 2. If there are corrective and/or improvement measures that do not constitute an offence, these must be registered in the observation section of the checklist. As positive feedback, the same situation must be carried out when the inspection fully complies with the regulatory requirements, even beyond what is expected. As a recommendation, it is also proposed to document this feedback through email from the respective office head to the person responsible for the inspected establishment. 2. If one or more violations of the regulations are found, a Complaint and Summon Report (ADC) must be issued. 3. In the case of detecting non-compliance by the Certification Entity responsible for the inspected operator, the inspecting officer must notify their regional legal unit so it can notify the region where such entity is located, attaching all supporting information of the detected non-compliance. So that the inspecting officer can carry out a new inspection in that region and issue a Complaint and Summon Report, if applicable. The Organic Agriculture Department at the Central Level must be copied when this notification occurs between regions. 3. Both the Inspection Checklist and Inspection Report must be signed by the technical responsible or interviewee, as well as by the inspecting officer, leaving copies of both 		

<p>documents at the inspection site. If an ADC is issued, a copy must also be left with the inspected. If the technical responsible or interviewee refuses to sign the documents, this incident must be properly registered in the Inspection Report and ADC, if applicable.</p> <p>4. Each time an inspection is carried out, the activity must be registered in the Organic Certification Registration System (SIRECO), as well as in the Transversal Inspection System, within 10 days after the inspection.</p>		
---	--	--