
CERTIFICATION SERVICE AND PRICING APAVE CÔTE D'IVOIRE

BRCGS-SCT 01

Version: 1

Information available to the public on the
website: <https://africa.apave.com>

Contents

1	Purpose and scope.....	3
2	Definitions	3
3	Product certification programme	3
4	Offer, Certification Contract and Order	5
5	Certification fee structure	5
6	Type of audit	5
7	Surcharges.....	6
8	Value Added Tax (VAT).....	6
9	Terms of payment.....	6
10	Withdrawal/cancellation	7
11	Repayment of sums paid	7
12	Guidelines for chargeable travel and subsistence expenses... 	7
13	Access to Information and Contacts.....	7

1 Purpose and scope

1.1 Presentation

This document provides an overview of the BRCGS "Global Food Safety Standard", "Global Standard for Packaging Materials" and "Global START Standard" certification services offered by Apave CI. It aims to ensure transparency of certification procedures, pricing, customer rights and complaint management processes.

For more information on the BRCGS certification programme, visit the BRCGS website at www.brcgs.com.

2 Definitions

One **man-day unit** (h/d) corresponds to one day or part of a day of service by an auditor.

The **basic fee** corresponds to the cost of one auditor and/or one lead auditor and one technical expert for one day.

The **fees paid to BRCGS** are calculated according to the BRCGS fee schedule in force.

3 Product certification programme

Apave CI is accredited by TUNAC under accreditation number <3-0021> for the scope available at www.tunac.tn.

The product certification programme is aligned with the requirements of the :

- **BRCGS Food Safety issue 9,**
- **Packaging Materials issue 7** and
- **START ! issue 2** *"not covered by accreditation"*.

It includes the following elements, among others

3.1 Assessment procedures

The product certification programme includes rigorous assessments in accordance with the requirements of the BRCGS global standards and the ISO/IEC 17065 international standard, in particular: .

3.1.1 Documentary audits

Thorough review of company documentation, including quality control procedures, production records, HACCP (Hazard Analysis and Critical Control Points) plans, and previous certifications to ensure that all processes comply with BRCGS requirements.

3.1.2 On-site audits

Carrying out audits to check that products comply with food safety and quality criteria and standards.

3.1.3 On-site inspections

Inspection visits to production facilities to assess operational practices, hygiene conditions, risk management and compliance with Good Manufacturing Practice (GMP).

3.2 Rules and procedures for issuing certification

Certification is granted after an exhaustive assessment and fulfilment of the relevant requirements. The certificate is generally issued for a period of one year, with a mandatory unannounced audit every three years in accordance with the protocols for unannounced audits (BRCGS079: Position Statement and Protocol on Unannounced Audits - Meeting the GFSI Benchmark).

3.3 Certification maintained

Annual renewal audits are carried out to ensure that products continue to meet current standards.

3.4 Extending or reducing the scope

The scope of certification can be extended to include new products or reduced if certain products no longer meet the required criteria.

3.5 Suspension, withdrawal or refusal of certification

Certification may be suspended or withdrawn in the event of serious non-compliance. Applications for certification may also be refused if the products do not meet the established criteria.

3.6 Pricing

Prices are available following the official request for certification and vary according to the scope of certification (**BRCGS-DOC8-Request for certification & BRCGS DOC28-BRCGS 2024 Certification offer**).

3.7 Financial support

APAVE CI is self-financed from the financial resources generated by its business activities.

3.8 Customer rights

- Find out about certification requirements (**PR10-BRCGS certification procedure**).
- Access audit results via the BRCGS Directory platform (www.brcgs.com/directory)
- Appeal certification decisions (**BRCGS-PR04-Procedure for handling appeals and complaints**).

3.9 Complaints and appeals handling procedures

Complaints can be submitted via the **APAVE CI** website. An impartial review is guaranteed with a response provided within **30 days**. Appeals against decisions must be submitted **within 7 days**.

4 Offer, Certification Contract and Order

4.1 Commercial and technical services

A **commercial and technical offer for the service** is prepared on the basis of the information gathered from the applicant. The number of audit days is determined in accordance with the BRCGS calculation procedure in force. After agreement, an order is requested from the company to enable invoicing.

4.2 Certification Contract

A Certification Contract is sent to the company to set out the mutual obligations of the two parties. The contract is signed by both parties.

4.3 The Certification process

The **Certification process is only initiated on receipt of a firm order and the contractual certification documents (contract)**. Before each audit, the audit manager checks the conditions of the audit with the customer's designated representative, reads the documents submitted by the customer and carries out the audit in accordance with the assignment order.

5 Structure of certification fees

5.1 Certification application fee

Sites wishing to obtain certification must submit a completed application form, full audit preparation documentation and pay an audit fee. The audit fee covers **the on-site audit, reporting, travel time, technical review and the BRCGS Service Fee** for an audit mission. **Airfare, visa, Perdiems, accommodation and catering costs** are borne in addition to the audit fees by the requesting or certified site. When a translator is required for the mission, these additional costs are borne by the customer.

Certification fees are invoiced according to a previously accepted offer drawn up on the basis of the current price list for services and Apave CI's General Terms and Conditions of Sale. The signing of the offer and the agreement or the provision of an order by the applicant constitutes acceptance of this offer.

Certification renewal fees are invoiced annually.

A request to extend the scope of application depends on the number of staff, the size of the site and the criticality of the desired area of application.

6 Type of audit

6.1 Initial audit

Audit of a company or site that does not have valid certification, within the framework of the BRCGS. This may be the first audit of a site or an audit of a site whose certification has expired.

6.2 Renewal audit

The renewal audit is an audit carried out before the expiry of the valid certification. Its purpose is to renew certification by checking that the company continues to comply with the BRCGS requirements. It is similar to the initial audit but also focuses on the evolution of the systems since the last audit.

6.3 Audit announced

Audit where the company agrees a planned audit date in advance with the certification body.

6.4 Audit not announced

Audit of the company carried out at a date not known in advance.

6.5 Combined audit

The audit is carried out in two parts:

- remote auditing of documents and records using ICT according to the IAF MD 4 requirements.
- an on-site audit focusing on production, storage, good manufacturing practice, and other on-site activities.

Audits are generally invoiced per audit unit.

The amount excludes travel and accommodation costs, which are borne by the customer in addition to the above-mentioned costs.

7 Surcharges

A pro rata increase or a percentage supplement will be applied to all certification fees depending on the operational limit.

8 Value Added Tax (VAT)

Value added tax and any other country-specific statutory costs will be charged where applicable.

9 Payment terms

9.1 General

Payment for the service must be made in CFA Francs, USD or Euros, depending on the currency chosen, up to 100% before transmission of the deliverables via the BRCGS platform.

All bank transfer charges are payable by the institution and must be communicated to the bank.

The initial audit/certification fee must be paid before certification is granted.

Services are invoiced after each assignment. Certified establishments that fail to make payment within 30 days will be suspended.

Failure to pay the fees by the deadline will result in withdrawal of certification.

9.2 Payment methods

APAVE CI accepts payment by bank transfer to APAVE CI's bank account or by cheque. APAVE CI's bank details are indicated on each invoice issued.

10 Withdrawal/cancellation

In the event that a site cancels an audit after written confirmation of acceptance of the planned audit date, APAVE reserves the right to recover from the site all costs associated with the cancellation.

11 Refund of sums paid

If sums have been paid to APAVE for an initial audit or an additional visit with a view to extending the scope and the visit is cancelled at the site's request before the scheduled date, the costs of the visit will be reimbursed, less any expenses already incurred as a result of the arrangements made for the visit. The site must contact APAVE in writing to request reimbursement of the sums paid.

12 Guidelines for chargeable travel and subsistence expenses

The following travel and subsistence expenses will be paid by the company:

- Air travel costs (APAVE auditors/experts/translators fly standard economy class) ;
- Accommodation in a single room in a hotel of a reasonable standard (minimum 3 stars); and
- Daily allowance to cover accommodation, meals and personal expenses.
- Flat-rate travel allowance for auditors/experts/translators

On-site travel costs are borne by the applicant/certified company.

13 Access to Information and Contacts

For more information, visit our website: or contact us by e-mail. Detailed information may be provided in accordance with current regulations.

Apave Ivory Coast

Abidjan, Vridi Cité
15 BP 684 ABIDJAN 15
(225) 27 21 75 32 22 /
(225) 27 21 27 05 83
<https://africa.apave.com/>

Sales Contact

Mireille DIBY
Head of Certification Unit
Tel.: (225) 07 49 19 56 06
E-mail: mireille.diby@apave.com