

NON COMPLIANCE GUIDELINE FOR ALL ORGANICS CERTIFICATION

(version 1_2026)

- 1. EU 848/18 Regulation and JAS**
- 2. NOP STANDARD**

REG. 2021/1698

MINOR NON-COMPLIANCE

- the precautionary measures put in place by the operator are proportionate and appropriate, and the controls that the operator has put in place are efficient according to the assessment by the control authority or control body;
- the non-compliance does not affect the integrity of the organic or in-conversion product;
- the traceability system can locate the affected product(s) in the supply chain and the product can be prevented from being imported from a third country for the purpose of placing that product on the market within the Union with reference to organic production.

MAJOR NON-COMPLIANCE

- the precautionary measures are not proportionate and appropriate and the controls that the operator has put in place are inefficient according to the assessment by the control authority or control body;
- the non-compliance affects the integrity of the organic or in-conversion product;
- the operator did not correct in a timely manner a minor non-compliance;
- the traceability can locate the affected product(s) in the supply chain and the product can be prevented from being imported from a third country for the purpose of placing that product on the market within the Union with reference to organic production.

CRITICAL NON-COMPLIANCE

- the precautionary measures are not proportionate and appropriate and the controls that the operator has put in place are inefficient according to the assessment by the control authority or control body;
- the non-compliance affects the integrity of the organic or in-conversion product;
- the operator fails to correct previous major non-compliances or repeatedly fails to correct other categories of non-compliances; and
- there is no information from the traceability system to locate the affected product(s) in the supply and the products cannot be prevented from being imported from a third country for the purpose of placing that product on the market within the Union with reference to organic production.

IN SUMMARY

Type	Key Characteristics	Impact on Integrity	Traceability	Measures	Reference to the BAG EU NC catalog
Minor non-compliance	Precautionary measures appropriate; controls of operator effective	No impact on product integrity	Traceability identifies product and prevents placement/import	Warning	X1
Major non-compliance	Precautionary Measures not effective	Affects product integrity	Traceability still functional but with deficiencies	Suppression	X2
Critical non-compliance	System highly inadequate	Compromises the integrity of the operation	Traceability failure	Suspension	X3
				Withdrawal	X4

TIMELINES TO BE RESPECTED EU and JAS **NEW**

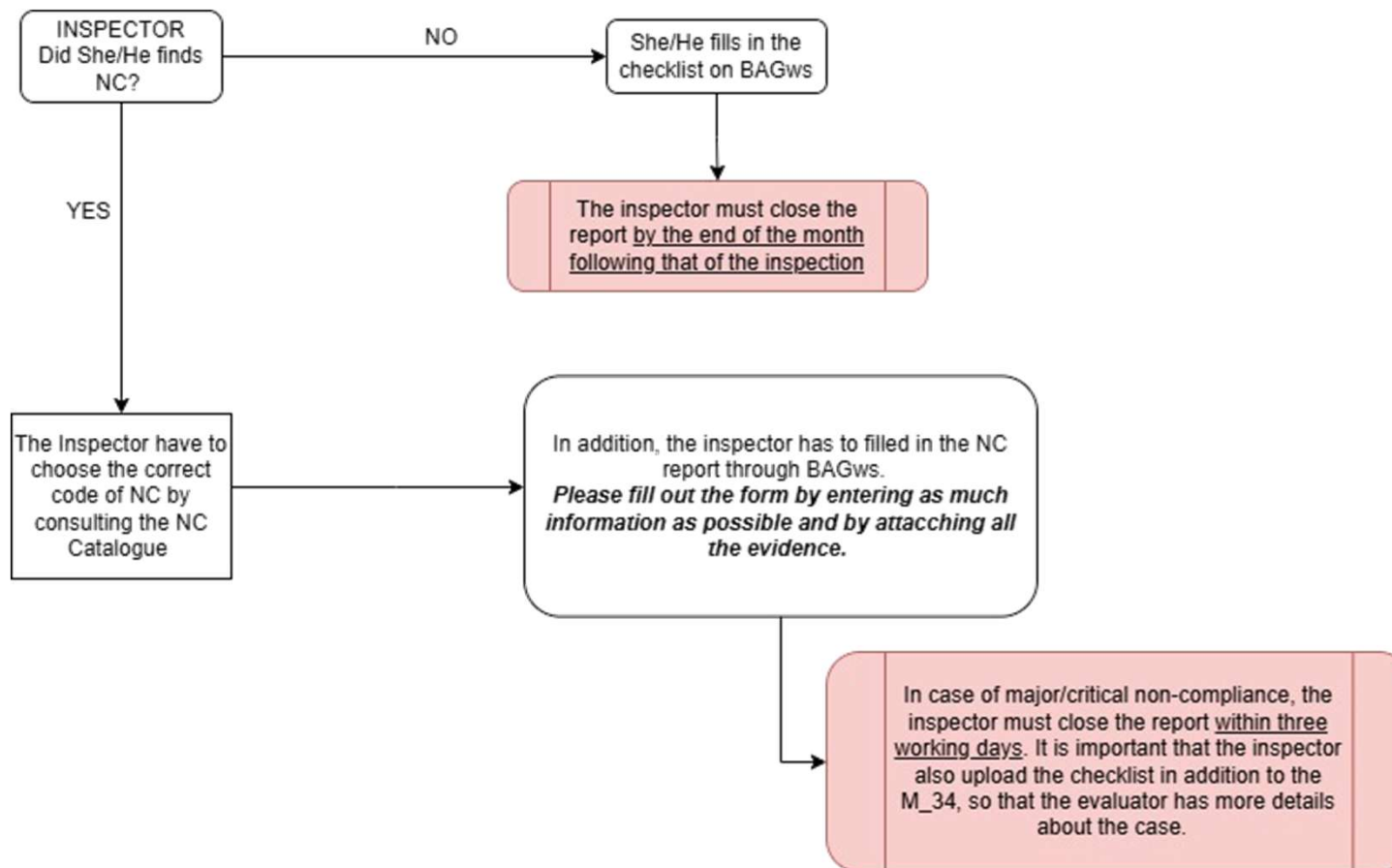
- The inspector must close the report on BAGws by the end of the month following the month of the inspection, only if no nc have been detected (e.g. If the inspection was performed on 02/02, the deadline is by the end of March)
- The inspector must close the report on BAGws **in 15 calendar days** in case of **minor NCs**;
- For NC major/critical, the inspector must close the report **within 3 calendar days**;
- From the closing date of the report on BAGws, the evaluator has **30 calendar days** to manage minor NCs and **10 calendar days** to manage major/critical NCs.

TIMELINES TO BE RESPECTED NOP

NEW

- The inspector must close the report on BAGws by the end of the month following the month of the inspection, only if no nc have been detected (e.g. If the inspection was performed on 02/02, the deadline is by the end of March)
- The inspector must close the report on BAGws **in 15 days** in case of **findings**.

FLOW of ACTION - INSPECTOR

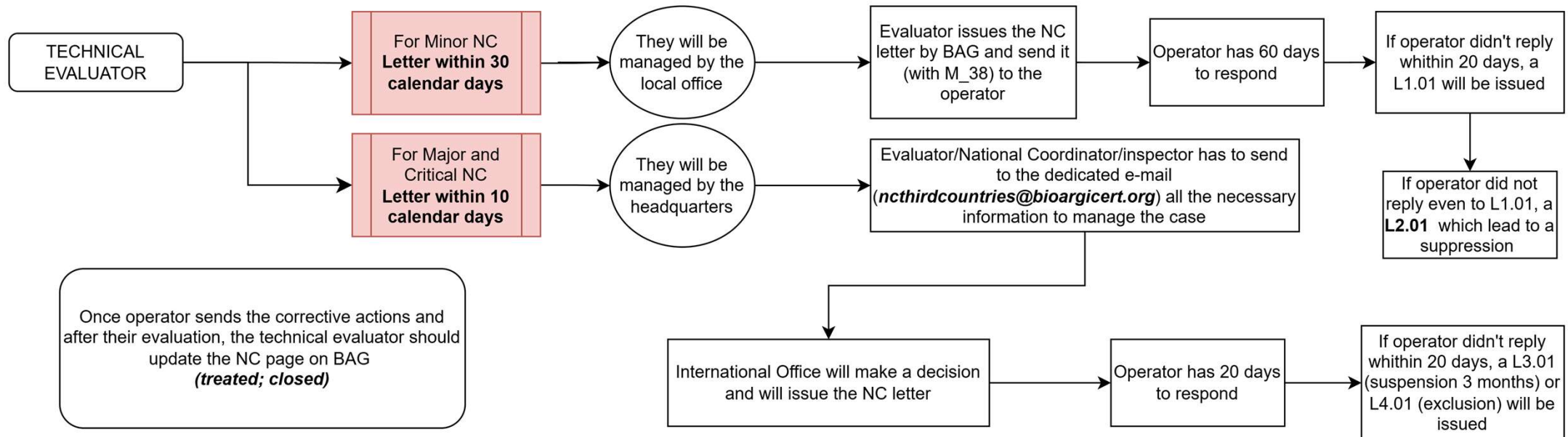


All inspectors are reminded to use the BAGws tool in the following way:

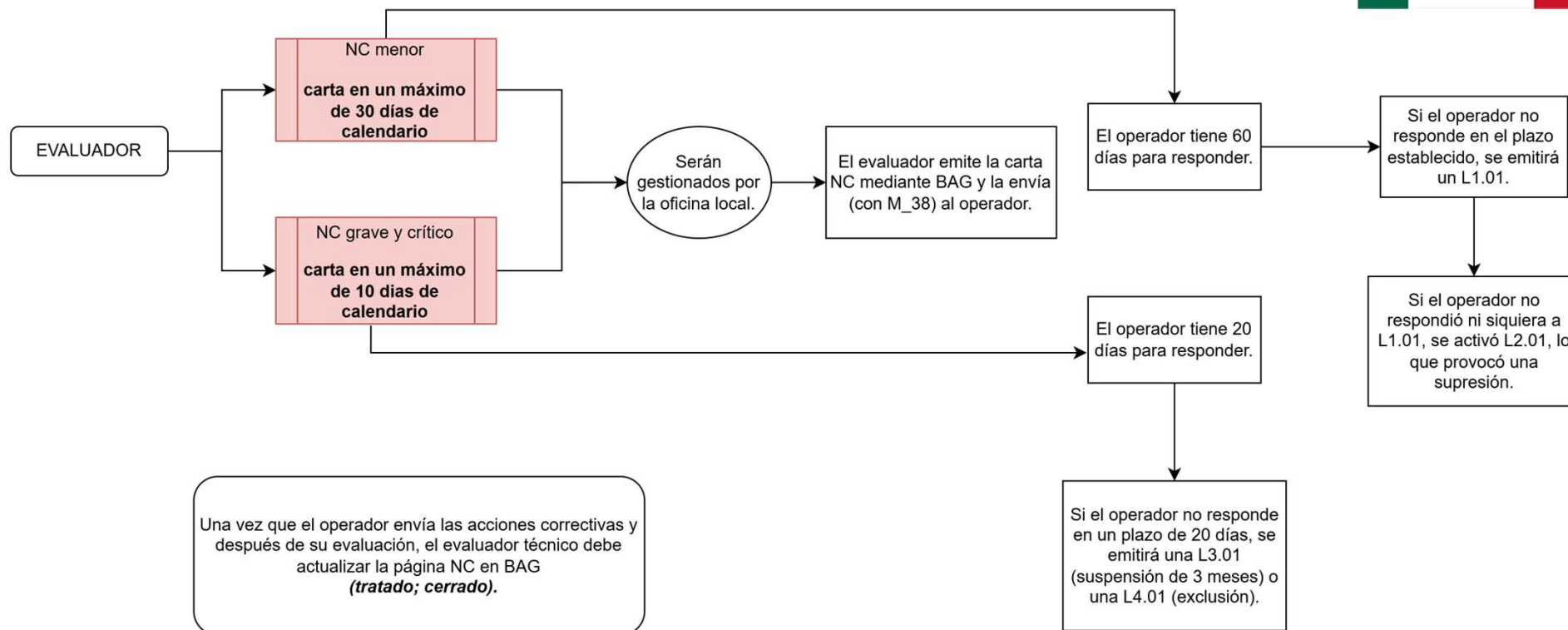
- fill out the necessary checklists;
- click temporary protocol;
- click close the report.

If the inspector do not click on the **“temporary protocol”** button, no documents will be generated (including the non-conformity report).

FLOW of ACTION – TECHNICAL EVALUATOR



FLUJO DE ACCION – EVALUADORA



NON COMPLIANCE GUIDELINE FOR NOP SCHEMES

NON COMPLIANCE NOP

Penalty Matrix				
	Minor Issues – Conditions for New or Continued Certification	Notice of Noncompliance (NONC)	Major Noncompliances – Denial or Proposed Suspension of Certification	Major Noncompliances – Denial or Proposed Revocation of Certification
Violation	➤ Noncompliant practices that: • Indicate no systemic failure¹ in OSP design or implementation <i>and</i>; • Can be easily corrected without the need for a corrective action plan.² ➤ Minor inconsistencies or omissions in records that: • Indicate no systemic failure in OSP design or implementation <i>and</i>; • Can be easily corrected without the need for a corrective action plan.	➤ Noncompliant practices that: • Indicate no systemic failure in OSP design or implementation <i>but</i>; • Are significant enough in nature or in scope to require a corrective action plan to ensure and verify compliance. ➤ Inconsistencies or omissions in records that: • Indicate no systemic failure in OSP design or implementation <i>but</i>; • Are significant enough in nature or in scope to require a corrective action plan to ensure and verify compliance.	<i>Proposed Suspension</i> ➤ Failure to resolve, successfully or within a prescribed time period, a previously issued noncompliance. <i>Combined Notice of Noncompliance and Proposed Suspension</i> ➤ Systemic failure of OSP design or implementation that demonstrates inability to comply with the regulations. ➤ Accidental or otherwise un-willful application of a prohibited substance to land.³	➤ Deliberate violation of the regulations, including: • Willful sale, labeling or representation of conventional agricultural products as organic; • Willful sale, labeling or representation of agricultural products as organic in violation of the regulations; • Willful application of prohibited substances or use of prohibited practices. ➤ Falsification or concealment of records. ➤ Refusal to provide access to a unit, facility or site for inspection⁴ or access to records applicable to organic operation. ➤ Continuing noncompliance with the regulations following a proposed suspension.

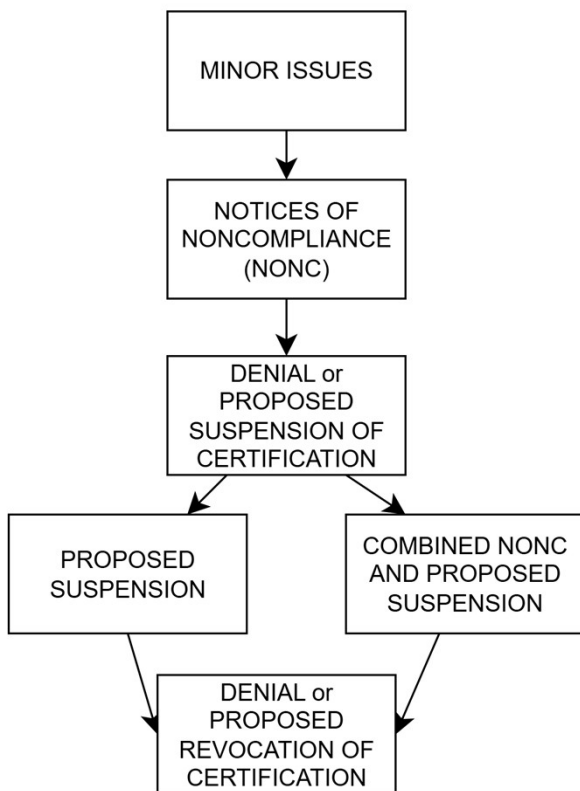
¹ A “systemic failure” would be one or more violations that show an operation is unable to comply with the OFPA and the USDA organic regulations.

² Although a minor noncompliance in this category would not require a corrective action plan by the operation, the certifier must maintain records of all cited minor noncompliances and their correction.

³ Discrete tracts of land or areas, affected by the application, may be suspended.

⁴ Pursuant to 7 CFR 205.400(c), access for onsite inspection of an organic operation must include access to noncertified production and handling areas, structures and offices.

NOP PROCEDURES



- Timeline to repond to NONC: 30 days of receipt of the NONC
- Timeline to rebut NONC: 30 days *(new 2026 BAC CRI procedure)*
To Appeal Committee (CRI)

Once the 30 days have passed, remember that you must refer to the steps listed in the [Penalty Matrix](#).

Mediation:

- A certified operation/applicant may request mediation to resolve a denial of certification or proposed suspension/revocation of certification issued by sending the mediation request within 30 calendar days of receipt of the notice;
- The control body may accept or reject a request for mediation. If rejects it, the cb must send a written notification of rejection by including the right to request an appeal, within 30 calendar days of the date of receipt of the written notification of rejection of the request for mediation.

Kindly reminder to monitoring anniversary date and to issue minor NC related.

MANAGEMENT OF NOP NONC LETTERS

The inspector in BAGWS should not open any NOP NC (remind that for the evaluator is in charge to issued the official NOP NC letter). Inspector must **ONLY** fill in the SPECIFIC FORM FOR NOP **M_34 Exit Interview** where are listed all the findings identified. The inspector must also enter in the M_34 the sections of the [NOP standard](#) that the operator has violated.

- 1) Technical evaluator must open the non-conformity on BAG, choose the type of NONC [*] then click on the “create letter” button. The NONC letter will be generated automatically;
- 2) After that, the evaluator fill in the letter, choosing the type of non-compliance (major or minor) the description and the sections of the National Organic Standards violeted;
- 3) Once the NONC letter in completed, the evaluator must to send it to the dedicated e-mail: nctthirdcountries@bioagricert.org for sign;
- 4) The letter will be signed and will be send **via PEC** to the operator (with the technical evaluator in CC) by Italy Office;
- 5) For NOP It is mandatory to archive the PEC email in the NONC document folder.

GUIDELINE TO USING THE BAG IT TOOLS

Inspector:

- how to opening an EU non conformities by BAGws;
- specific management of non-compliance NOP.

Evaluator:

- how to create EU and NOP non compliance letters;
- specific procedure for sending non-compliance letters NOP

INSPECTOR - NC DETECTION

 BioAgricert 

Create or update a not conformity report

Company name and legal seat address

ZOOT
SAVINO azienda Test
via ferrarese, 24
40100 Bangkok, TH

Cause elements

Code
A1.07 - Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB

Not conformity / measure type:

Description
A1.07 - Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB
The application and other documents do not match the reality of the company

Lot, plot surface and if applicable TMC

The inspector must provide a complete and accurate description.

The non-compliance code is automatically entered in the "description" section.

GUIDELINE TO USING THE BAG IT TOOLS

		Bioagricert srl - Certification Body NON-CONFORMITY REPORT M_34BioIT ED.03 Rev.02	
written by RS		verified by RAQ	
approved by CC 30/12/2024			
inspector	PK01 Kantaphon Pisitbanyong		operator code
operator	SAVINO azienda Test		
regist. office	VIA FERRARESE, 24 - 40100 BANGKOK (I)		
UP detection	080028 - 40100 SAN LAZZARO DI SAVENA (BO)		
date detection	03/07/2025	scheme	ORGANIC-EU
type	FAILURE		
code	description		
A1.07	Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB		
cause elements A1.07 - Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB The application and other documents do not match the reality of the company.			
lot BAC technician Kantaphon Pisitbanyong  for the company asdddddawerqaeasdf 			

All supporting evidence for non-compliance management must be attached here:

GENERAL	INSPECTION	PREVIOUS INSPECTIONS	DOCUMENTATION	CONTROL AREAS	INSPECTION ATTACHMENTS	COMPLETE
Inspection attachments +						
Inspection report and checklist No records available 0.08 / 0.00% +						

The inspector should not create a non-compliance report to state that they have not detected any non-compliance.

Certification Scheme:	ORGANIC-EU	Detection Date:	17/01/2025	Non-compliance n°:	ORGANIC-EU/2025/00173
Data Vista e Conf.:		Data Delibera:			
Detection Inspection:	☒ Inspection - 17/01/2025				
Review:	☐	Office release:	☐		
Review:	☐	Investigation:	☐		
Rec. NC:		Codification:	N / A		
From investigation:	☐				
Description:	During the Inspection No Non-conformity was observed				

BAG SYSTEM

When the inspector open a NC major/critical, BAGws send us an email (to nctthirdcountries@bioagricert.org).

The evaluator must monitor the «Open NC» box, in this box you can see all the opened/treated non-conformities of the assigned operators.

Ciao Luca

Data:

User

Search:

Certificate request There are 22 certificate requests 8 Urgent request Among these 0 are extensions	Operators w/o first inspection First inspection to perform: 0	Operator w/o Documentary evidences Documentary evidence to be issue: 0	Sign certificate request There are 0 signature requests	Untreated complaints 0 Untreated complaints
Internal audits 0 Internal audits	Insp. reports to evaluate 22 Insp. reports to evaluate	Variation appl. w/o certificate 0 Variation appl. w/o certificate	Open NC 1 Open NC [TODO]Di cui 1 irregolarita e 0 infrazioni	

BAG SYSTEM



SAVINO azienda Test (ABCempqvz) - Non compliance
[Z00T] CF: ZNDDRV80A4186035 P.Iva: 01010101010 Regione: Bangkok (ABCempqvz)

Search:



Certification Scheme	Detection Date	Codification	[TODO]Liv. Gravità	Status
ORGANIC-EU	2025-01-10	D1.04 - Inadequate agronomic practices	Nessuna	OPEN
ORGANIC-EU	2024-12-19	[TODO]AA.01 - Le misure preventive adottate non sono conformi	Grave	OPEN
ORGANIC-EU	2024-12-19	[TODO]DD.05 - L'operatore si avvale dell'esenzione prevista dall'art. 35(8) del Regolamento in modo non conforme	Critica	OPEN
ORGANIC-EU	2024-12-20	[TODO]AA.00.01 - Mancato pagamento della tariffa all'Organismo di controllo	Critica	OPEN
ORGANIC-EU	2024-12-23	[TODO]AA.00.02 - L'integrità del prodotto biologico è compromessa per cause indipendenti dall'operatore	Critica	OPEN
ORGANIC-EU	2025-03-04	A1.01 - Absence or incompleteness of documentation on contracting out operations to third parties	Nessuna	OPEN
ORGANIC-EU	2025-01-20	F2.13 - Use of unregistered drugs for aquaculture	Nessuna	OPEN
ORGANIC-EU	2025-03-07	N / A	Nessuna	OPEN
ORGANIC-NOP	2025-06-18	NOP014 - Template N Exclusion from organic sale	Nessuna	OPEN
ORGANIC-EU	2025-06-18	PT2.02 - Significant deviation between input and output calculation (mass balance)	Nessuna	OPEN
ORGANIC-EU	2025-07-03	A1.07 - Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB	Nessuna	OPEN

Once the inspector has closed the inspection report on BAGws, the evaluator will be able to see all the information contained in the non-conformity report directly on BAG.



SAVINO azienda Test (ABCempqvz) - Non Compliance
[Z00T] CF: ZNDDRV80A4186035 P.Iva: 01010101010 Regione: Bangkok (ABCempqvz)

[TODO]Specifica:

[TODO]Vecchio regole

Certification Scheme:

ORGANIC-EU

Detection Date:

03/07/2025

Non-compliance n°:

ORGANIC-EU/2025/23182

Data Vista e Conf.:

15

Data Delibera:

15

Detection Inspection:

 Inspection - 03/07/2025

Review:

☐

Office release:

☐

DaLiberatoria:

☐

Review:

☐

Investigation:

☐

[TODO]Art11:

☐

Rec. NC:

Codification:

A1.07 - Failure to com

From investigation:

☐

Description:

 A1.07 - Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB

 The application and other documents do not match the reality of the company.

The section “description” on non compliance page on BAG is linked to the section “cause elements” on non conformity report filled by inspector.

Certification Scheme:	ORGANIC-EU	Detection Date:	15/03/2026	Non-compliance n°:	ORGANIC-EU/2026/25945
Data Vista e Conf.:		Data Delibera:			
Detection Inspection:	☒ ☐ Inspection - 15/03/2026				
Report completion date:	24/03/2026				
Review:	☐	Office release:	☐	DaLiberatoria:	☐
Review:	☐	Investigation:	☐	[TODO]Art11:	☐
Rec. NC:		Codification:	C2.05 - Lack of separa		
From investigation:	☐				
Description:	☐ C2.05 - Lack of separation of productions and technical means not allowed in mixed farms				
Lot:	☐				
Evaluator internal notes:	☐				
Issuing date:	24/03/2026	Issuing deadline letter:	03/04/2026	Issued letter:	☒
Corrective action:	☐				
Corrective action date:		Exp. Corrective Action:	13/04/2026	Corrected:	☐

Detection date = inspection date.

Report completion date = date on which the inspector close the report on BAGws.

The count of the days available for issuing the letter will start from this date; the expiry date for the issuance of the letter will appear automatically in the box “issuing deadline letter”.

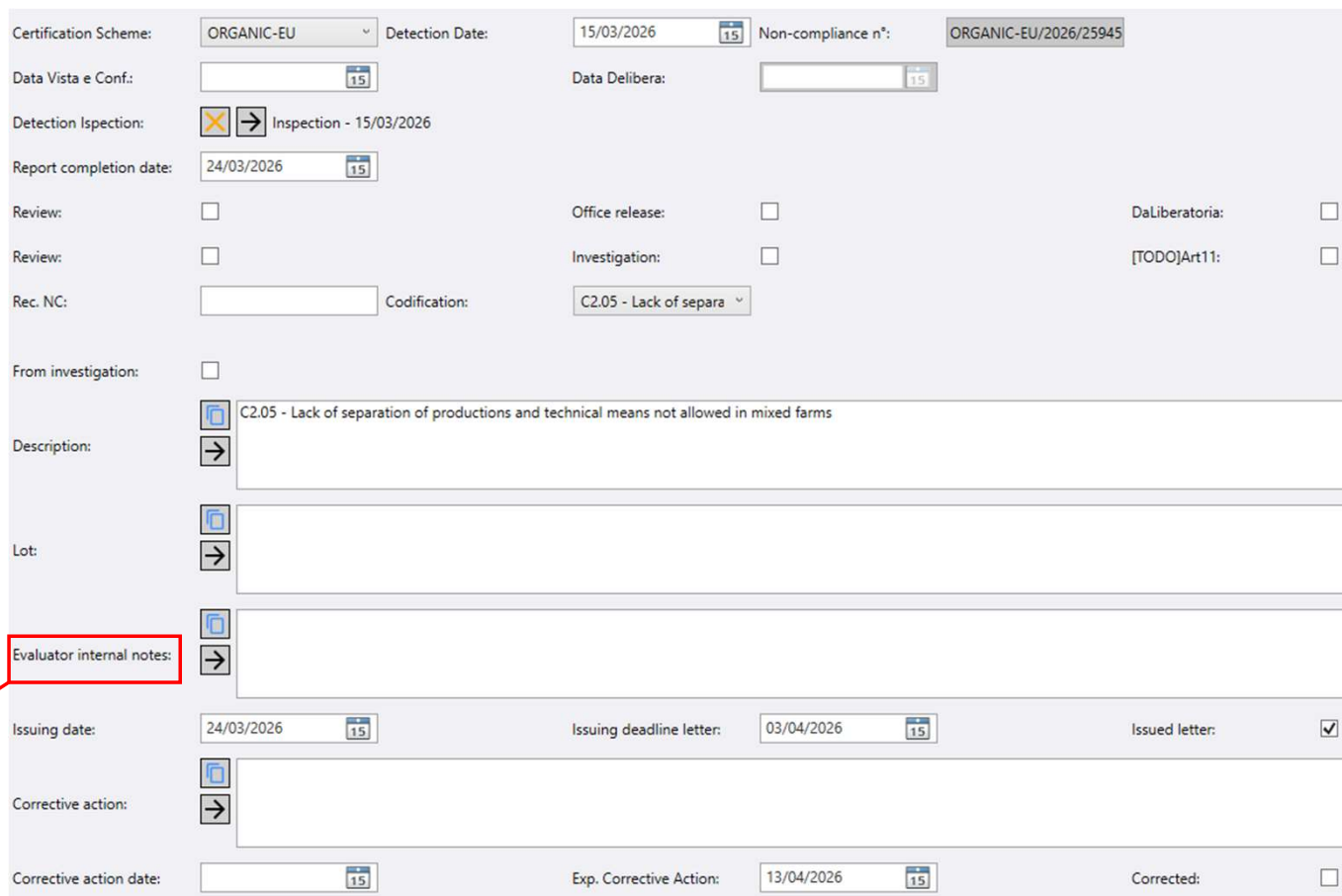
As regards the deadline for submitting corrective actions, this will also be calculated automatically based on the type of non-compliance, starting from the date of the issuing of the letter.

HOW TO CREATE THE EU NC LETTERS – STEP 1

- 1) Enter the text of the NC letter in the “description” box (please delete the NC code as it is an automatic duplicate);
- 2) The ‘lot’ (= lot code) box must be used when the decision involves a suppression;
- 3) Click on “issued letter” and “create letter”.

The NC letter and the M_38 will be generated automatically.

This new box can be used when, for example, the evaluator have to reclassify a NC code. (e.g. the inspector choose A1.07 when in fact A1.05 is correct).



Certification Scheme: ORGANIC-EU Detection Date: 15/03/2026 Non-compliance n°: ORGANIC-EU/2026/25945
 Data Vista e Conf.: Data Delibera:
 Detection Inspection: Inspection - 15/03/2026
 Report completion date: 24/03/2026
 Review: Office release: DaLiberatoria:
 Review: Investigation: [TODO]Art11:
 Rec. NC: Codification: C2.05 - Lack of separa
 From investigation:
 Description: C2.05 - Lack of separation of productions and technical means not allowed in mixed farms
 Lot:
 Evaluator internal notes:
 Issuing date: 24/03/2026 Issuing deadline letter: 03/04/2026 Issued letter: ☒
 Corrective action:
 Corrective action date: Exp. Corrective Action: 13/04/2026 Corrected: ☐

Bioagricert Srl Unipersonale
soggetta a direzione e coordinamento di FoodChain ID Inc.
Via dei Macabraccia 8 | 40033 Casalecchio di Reno (BO)
Tel. 051 562158 | Fax 051 564294
www.bioagricert.org | info@bioagricert.org



LS_NC_MIN ed01 rv01 of 18/03/2026

Protocol n°{protocollo}
Non-compliance n°{numero}

To the attention of
{ragionesociale}
{sedelegale}
Operator code {codiceoperatore}

The undersigned control body for organic production Bioagricert srl, on the basis of what is established by EU Reg. 848/18 and related provisions, communicate to the operator at the address the NON-COMPLIANCE MEASURE described below.

Table with 2 columns: Field (AREA OF NON-COMPLIANCE, NON-COMPLIANCE CODE, DETECTION DATE, MEASURE APPLIED, TYPE, ACCESSORY MEASURE / NOTES, DESCRIPTION, REGULATION OF REFERENCE, ELEMENT OF CAUSE) and Value placeholder.

Table with 2 columns: Field (TREATMENT AND FORMULATION OF CORRECTIVE ACTIONS and ASSOCIATED TIMELINE, REITERATION) and Description.

The formulation of the treatment and the proposal for corrective actions must take place on the M_38 form attached to this letter; the completed and signed form must be sent to the email address nctthirdcountries@bioagricert.org within 60 days of receipt of this communication.

The operator has the right to appeal against the measures adopted by Bioagricert. The appeal must be submitted to the Appeals Committee (CRI) within 30 days of receiving this communication, via certified email to bioagricert@pec.bioagricert.org or via registered mail with return receipt. The appeal must be signed by the legal representative (or his/her proxy if submitted by another person) and contain at least the precise indication of the contested provision, an explanation of the reasons for the appeal and supporting documentation. The appeal does not interrupt the execution of the measures adopted until a different ruling by the CRI. The cost of the appeal is borne by the losing party.

for Bioagricert
CEO
Alessandro Lombardi

Bioagricert Srl Unipersonale
soggetta a direzione e coordinamento di FoodChain ID Inc.
Via dei Macabraccia 8 | 40033 Casalecchio di Reno (BO)
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M_38 ed01 rv01 of 18/03/2026

NON-COMPLIANCE COMMUNICATION REPLY FORM

Non-compliance n°{numero}
{ragionesociale}
{sedelegale}
Operator code {codiceoperatore}

Table with 2 columns: Field (AREA OF NON-COMPLIANCE, NON-COMPLIANCE CODE, DETECTION DATE, MEASURE APPLIED, TYPE, ACCESSORY MEASURE / NOTES, DESCRIPTION, REGULATION OF REFERENCE, ELEMENT OF CAUSE, REPLY TIMING) and Value placeholder.

DESCRIPTION OF THE ACTION PLAN FOR THE CORRECTION OF NON-COMPLIANCE

The action plan for the correction of non-conformity means the actions that the operator must adopt, with the relative timing, in order to correct and prevent the recurrence of the ascertained non-conformity and includes, if applicable, the updating of precautionary measures and controls.

Fare clic o toccare qui per immettere il testo.

ATTACHMENTS (supporting evidence of what declared must be attached)

Fare clic o toccare qui per immettere il testo.

Fare clic o toccare qui per immettere il testo.

Fare clic o toccare qui per immettere il testo.

Fare clic o toccare qui per immettere il testo.

date

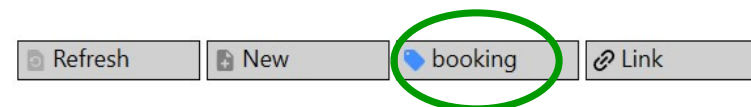
operator signature

HOW TO CREATE THE NC LETTERS – STEP 2 (generate protocol number)

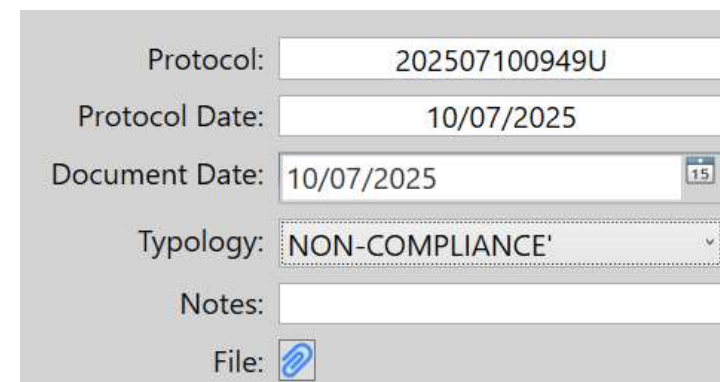
4) Click on the paper clip;



5) Click on «booking»;



6) Enter the «document date» and the «typology» by selecting «NON-COMPLIANCE»;

A screenshot of the bioagricert web interface showing a form for creating a non-compliance letter. The form contains the following fields: 'Protocol:' with the value '202507100949U', 'Protocol Date:' with the value '10/07/2025', 'Document Date:' with the value '10/07/2025' and a calendar icon, 'Typology:' with a dropdown menu showing 'NON-COMPLIANCE', 'Notes:' with an empty text area, and 'File:' with a paper clip icon.

7) Copy and paste the protocol number in the NC letter;

8) The letters must be send to the dedicated e-mail address: nctthirdcountries@bioagricert.org

The letters will be signed and returned to the sender evaluator.

EXAMPLE OF EU NC MANAGEMENT

When m_38 received → click on «corrected» flag and write in the section «corrective action».

The end date of an EU nc can be the same date of documental review (e. g. application to be revised, a minor condition example) or can be close after the inspection, if necessary.

Certification Scheme:	ORGANIC-EU	Detection Date:	15/03/2026	Non-compliance n°:	ORGANIC-EU/2026/25945
Data Vista e Conf.:		Data Delibera:			
Detection Inspection:	☒ ☐ Inspection - 15/03/2026				
Report completion date:	24/03/2026				
Review:	☐	Office release:	☐	DaLiberatoria:	☐
Review:	☐	Investigation:	☐	[TODO]Art11:	☐
Rec. NC:		Codification:	A1.07 - Failure to com		
From investigation:	☐				
Description:	☒ A1.07 - Failure to compile or update and incorrect filing of company registers and other mandatory documents and/or documents agreed with the CB ☐ Deficiency in record management: missing harvest record of crop xxxx of december 2025				
Lot:	☒ ☐				
Evaluator internal notes:	☒ ☐				
Issuing date:	24/03/2026	Issuing deadline letter:	23/04/2026	Issued letter:	☒
Corrective action:	☒ operator reply with m_38 see prot. xxxxxxx and evidence xxxxxxxx (harvest record of dec 2025) ☐ the effectiveness will be verified during next inspection				
Corrective action date:	30/03/2026	Exp. Corrective Action:	24/05/2026	Corrected:	☒
End Date:					
Closing Notes:	☒ ☐				

STEP FOR CREATE THE NONC NOP ON BAG

SAVINO azienda Test (ABCempqvz) - Non Compliance
[Z00T] CF: ZNDDRV80AA41B6035 P.Iva: 01010101010 Regione: Bangkok (ABCempqvz)

[TODO]Specifica: [TODO]Nessuna

Certification Scheme: **ORGANIC-NOP** Detection Date: 11/07/2025 Non-compliance n°: ORGANIC-EU/2025/00000

Data Vista e Conf: Data Delibera:

Detection Inspection: Review: Office release: DaLiberatoria:

Review: Investigation: [TODO]Art11:

Rec. NC: Codification: N / A

From investigation: N / A

Description: Lot: Treatment:

NOP001 - Template A NONC Applicant
NOP002 - Template B Approval for certification
NOP003 - Template C Denial certification for Applicant
NOP004 - Template D Combined NONC and denial Applicant
NOP005 - Template E_1 Letter of resolution of NONC
NOP006 - Template E_NONC
NOP007 - Template F NOPS or NOPR rev 01
NOP008 - Template G Combined NONC and NOPS rev 01
NOP009 - Template H NOPS or NOPR with willful rev 01
NOP010 - Template I Notice of suspension or revocation rev 01
NOP011 - Mediation Agreement
NOP012 - Template L Acceptance mediation request
NOP013 - Template M Rejection of mediation
NOP014 - Template N Exclusion from organic sale
NOP015 - Template E_2 NONC anniversary date

- 1) Select «ORGANIC NOP» in the certification scheme section;
- 2) Choose the right template.

NOP NONC MANAGEMENT

NONC screen

When CORRECTIVE ACTION received → close the NC in BAG with the same date of NC resolution (or, in case of first applicant with BAC, the letter of approval of certification, NOP002 Template B).

Resolution screen

→ When NC resolution/approval of certification signed and sended to the operator, remind to close it in BAG.

