	Imperial Biosolutions Pvt Ltd.	Doc no.	IBSPL-CD-SOP-45
		Issue no.	01
	RIGHTS AND DUTIES - OPERATOR	Issue date	17.02.2025
		Revision no.	00
		Revision date	00

1. Purpose

This procedure establishes the Rights & Duties of the Operators of Imperial Biosolutions Pvt Ltd.(IBSPL) inspection and certification activities

2. Scope

This procedure is applicable to Rights & Duties of the Operators pertaining to certification.

3. References

IBSPL-CD-QM-01- Quality Manual

4. Responsibility

Quality Manager/ Certification Head

5. Description

5.1. General

A Rights & Duties of the Operators is a set of rules, guidelines, and ethical standards that define acceptable behaviors, practices, and responsibilities of operator.

5.2. Policy


Key aspects of the policy include:

RIGHTS AND DUTIES -OPERATOR

- 5.2.1. Notify IBSPL Immediately upon becoming aware of any infringement of the applicable standards;
- 5.2.2. Notify IBSPL as soon as possible of any significant changes to their products, production process, address, contact information, acreage expansion, management, or ownership;
- 5.2.3. Wait for IBSPL to determine whether a re-inspection is necessary and confirm approval before marketing any new products or product formulations arising from modifications to the aforementioned point in relation to the qualifying standards;
- 5.2.4. Do not promote any goods that are not included in the scope certificate that is currently in effect in relation to the qualifying standards;
- 5.2.5. Grant IBSPL, access to the property, staff, equipment, pertinent records and documents, and any production facilities not covered by certification.
- 5.2.6. Such visits will be during working hours and may be made without prior notice to check compliance to the qualifying standards or in response to complaints received;
- 5.2.7. Give IBSPL, the standard owners, permission to enter the premises at any time and collect samples for analysis, with or without advance notice;

APPROVALS:

PREPARED BY	APPROVED BY
QUALITY MANAGER	CERTIFICATION HEAD

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- 5.2.8. Permit IBSPL to subcontract testing laboratory to take samples and analysis of the samples as necessary and to allow such subcontractors the same access and other rights in presence of IBSPL Personnel during sampling;
- 5.2.9. Adhere to the qualifying standard requirement about the products, businesses, services, locations, and facilities; ensure that all participants in the production chain of a certified product have written contracts with explicit roles.
- 5.2.10. Respect all applicable laws, rules, and guidelines when utilizing any trademark or certification logo connected to the qualifying standards;
- 5.2.11. Respond appropriately to any complaints made regarding the Operator or its products, and keep a record of the actions taken by the Operator to address those complaints;
- 5.2.12. No other certification logo, trademark, sign, or indicator may be used for any purpose that is confusingly similar to any IBSPL-owned certification logo or trademark.
- 5.2.13. The Operator liable for any costs, claims, expenses, damages, losses, liabilities, or actions resulting from or connected to any misrepresentation about or violation of certification contract
- 5.2.14. The operator must make necessary arrangements for smooth conduct of the inspection and surveillance (if required) or investigation of any complaint received, which includes documentation and records verification, field visit or site visit, interview with staff, examining equipment and any subcontract int activities;
- 5.2.15. The operator must not create any dispute for the IBSPL by making any statement in communication media by using any means like brochure, pamphlet or advertising regarding its product certification that the certification body may consider misleading or unauthorized.
- 5.2.16. Maintains records and relevant supporting documents for production and processing and handling or wild collection activities for organic products that are or are intended to be sold, labelled or otherwise represented as organic in accordance with the NPOP standards
- 5.2.17. The operator preferably does financial transaction in Indian currency

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