

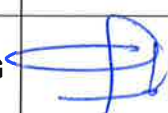

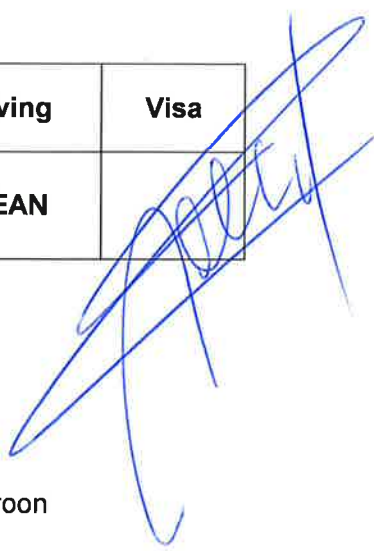


## PL-CAM-CER-014

### Description of the OLB certification Chain of Custody process (GP01 OLB CoC)

Reference: GP01 OLB CoC

Version 2.4


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## 1. HISTORY OF MODIFICATION

Index	Reason for the change	Date
Rev. 2.2	Creation of the process	May 2010
Rev 2.3		December 2010
Rev. 2.4	Adaptation of the procedure by Bureau Veritas Douala: General revision of the procedure	20/07/2018

## 2. SUBJET

This procedure defines the different stages of the certification process for forest enterprises according to the OLB CoC chain of custody.

## 3. SCOPE AND RESPONSABILITIES

This procedure applies to any company engaged in OLB CoC certification.

## 4. DEFINITIONS

### **Standard:**

Bureau Veritas Certification developed a chain of custody standard to ensure the traceability of OLB certified products. The standard defines the requirements that the company shall to be certified and is used as evaluation criteria for Bureau Veritas' OLB audits.

### **Applicant:**

Bureau Veritas Certification considers as an applicant any legal entity applying for a certification and linked contractually with Bureau Veritas Certification.

### **Outsourcing/subcontracting:**

Bureau Veritas considers as outsourcing or subcontracting an external organization involved in the production process under evaluation and which is included in the scope of the certificate through the implementation of specific chain of custody procedures.

## 5. ABBREVIATIONS

OLB : Origine et Légalité des Bois

RFQ: Request For Quotation

## 6. REFERENCES

BMS Bureau Veritas

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## 7. Origin of forest certification

In response to civil society's concerns regarding the origin and legality of forest products and wood supplies, voluntary certification schemes for forests and their management were set up in the 1990s.

Certification is an assessment process by which an independent third party attests that a product, a process or a service, is in conformity with predefined standard requirements or a referential.


The aim of OLB certification is to demonstrate that management is in conformity with national and other relevant legal requirements from the country where the forest is situated and the company registered.

The general purpose of this certification system is to certify that the forest management is legal and to control the origin of the forest products, and then to ensure the transfer of the certificate all along the supply chain including all steps in the manufacturing process up to the final consumer. That status of the forest products can only be ensured if all the links in the chain of custody (from the forest to the retailer) are certified, each link in the chain being based on the transfer of property. It is the certification process of the Chain of Custody.

### 7.1. OLB PRESENTATION

The OLB standard ("Origine et Légalité du Bois") has been developed in 2004 by Eurocertifor<sup>1</sup>, a certification body based in Paris, France. This standard was developed to respond to the concerns of the public opinion and provide forest companies with an independent mean to demonstrate the legality of their activities and of their forest products, mainly for tropical regions. Eurocertifor developed the first version of its OLB standard based on its experience in Central Africa and its knowledge of forest management and legality requirements in this region. Since then the standard has been maintained, reviewed and updated using Bureau Veritas' global experience and network. The Bureau Veritas' OLB standard is now applicable internationally. More recently the standard has been updated in order to respond to new international and national requirements on timber procurement.

<sup>1</sup> Eurocertifor was a certification body for the timber and forest industries. In 2005, the company was taken over by Bureau Veritas Certification (BVQI at that time) and all Eurocertifor's certification programmes were then included as Bureau Veritas' certification products.

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### **7.1.1. OLB system requirements**

The OLB system requirements are defined in the OLB for Forestry Companies (FC) and timber industry companies (COC) standards.

OLB FC standard (RF03 OLB FC) includes legality elements to be evaluated in each field related to forestry activities.

OLB COC standard (RF03 OLB COC) include requirements to ensure the legal origin control and traceability of the OLB certified wood.

At the end of Bureau Veritas' OLB audit, Bureau Veritas Certification can provide an independent guarantee that all the OLB requirements are respected and can deliver a certificate which allows the use of the OLB trademark.

In addition to OLB CoC certification, Bureau Veritas had developed OLB+ requirements allowing companies to demonstrate that they respect supplementary social and environmental principles. In the present version the OLB+ has been cancelled from OLB system, the reason being that social and environmental requirements have become mandatory in OLB CoC certification given the VPA FLEGT/ EUTR context. In the other words, all certified companies now a days are OLB+ because social and environmental requirements are carefully checked under the First OLB CoC criterion (Criterion 1.1).

## **8. CERTIFICATION PROCESS**

### **8.1. DESCRIPTION OF THE CERTIFICATION PROCESS**

This document presents Bureau Veritas Certification procedures for OLB chain of custody certification.

OLB chain of custody certificates awarded by Bureau Veritas Certification demonstrate that certified companies apply all the OLB requirements to ensure the control and traceability<sup>2</sup> of the OLB certified wood. The certification verification process takes place on site and through the review of relevant documents.

### **8.2. APPLICATION FOR CERTIFICATION**

Any entity expressing an interest in OLB certification receives on request an RFQ form (Request For Quotation), the OLB Chain of Custody standard and the present document (GP01).

### **8.3. MULTI-SITE CONFIGURATION**

<sup>2</sup> For further information consult the referential ref RF03 OLB COC

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A group of companies, or a multi-site company, refers to a company owing several geographical sites (such as regional management, corporate offices, agencies or branches) and implementing a single timber chain of custody. The OLB multi-site requirements are detailed in the standard RF03 OLB Multi-site.

In such case, the implemented chain of custody shall meet the following requirements:

- Chain of custody management shall be centralized.
- All sites shall be submitted to internal audits, which results are consolidated. All the sites shall be audited before the certification audit is carried out.
- The following activities shall be centralized:
  - Documents' monitoring
  - Monitoring of corrective and preventive actions
  - Coordination and monitoring of internal audits
  - Management review

Certification concerns the implemented OLB chain of custody. It does not concern any corporate body in particular. It can be awarded to a company gathering several companies with different corporate names but which are legally or contractually linked. In addition to the previous criteria, certification is carried out on a selection of the existing sites. The audited sites will thus be selected according to the total number of sites, so that each type of installation (activity) is represented in the audited sample in a proportional way.


This approach takes into account the similarities existing within the company. It provides a representative vision of the company's compliance while avoiding redundancy.

The update list of sites shall be sent to Bureau Veritas Certification at the least 3 months before the audit anniversary date.

A list of the sites to be audited during the initial and surveillance audits shall include the headquarter, or main offices, where the general departments linked to OLB chain of custody are located, as well as an appropriate number of sites. This list shall be communicated to the company along with the audit program.

#### **8.4. REVIEW OF THE APPLICATION**

On return of the RFQ duly filled in, Bureau Veritas Certification prepares a commercial offer. The RFQ allows also Bureau Veritas Certification to receive enough information ensure that the entity is in a position to enter the certification process and to maintain the appropriate level of performance afterwards.

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Together with the commercial offer, the present document and Bureau Veritas' general and specific terms of sales are sent.

#### **8.5. CONTRACT**

When the applicant accepts Bureau Veritas Certification's commercial offer, it shall sign it and send it back to Bureau Veritas. The offer then establishes a contractual relationship between the applicant and Bureau Veritas Certification. Then the company can present itself as an "applicant for OLB certification" and indicate as such the manufacturing and/or sales' wood site to be evaluated.

Bureau Veritas must also check and confirm whether a pre-audit is required.

#### **8.6. AUDIT PREPARATION**

Bureau Veritas Certification and the applicant for certification shall agree on the audit schedule proposed and the audit team's composition in order to prepare for the pre-audit or the initial audit.

The scope of the audit is based on the information provided in the application form, but can be reviewed during the preparation stage and/or adjusted and validated during the audit.

The applicant can request a revision of the audit team composition to avoid any risks of conflict of interests between the forest entity and one or several audit team members. The final choice of the audit team composition is nevertheless the prerogative of Bureau Veritas Certification.

The audit program is finalized and presented to the applicant. The documents that will have to be examined by the auditors to prepare for the audit are then requested from the applicant.

### **9. AUDITORS OF BUREAU VERITAS CERTIFICATION, WOOD & FORESTRY DEPARTMENT**


#### **9.1. AUDITOR'S QUALIFICATION**

Bureau Veritas Douala recruits as auditors only specialists from the timber industry in order to ensure the following:

- Independence
- Thorough knowledge of the industry, and of the process and industrial techniques

Additionally, to be considered as a BV Certification auditor, these specialists shall:



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- demonstrate technical competence and professional experience in the specific industry sector
- have followed a specific auditing training and training on the OLB standard
- Have validated that training by having achieved at least three audits

Finally, Bureau Veritas Certification specialized auditors are appointed for certification audits according to the following three criteria:

- Knowledge of the Company's industry sector.
- Based as close as possible to the Company's offices
- Availability on the audit dates proposed

BV Certification auditor promote a pragmatic and efficient approach. Priority is given to the evaluation of the OLB Chain of Custody system as a tool allowing the company to better manage its activities and to improve its processes.

## 9.2. AUDIT TEAM COMPOSITION

An audit team is formed of at least one BV Certification lead auditor, sometimes supported by other auditors or independent consultants, depending on the scale of the operations to be evaluated.

## 10. PRE-AUDIT

### 10.1. VALUE ADDED OF PRE-AUDIT AND REALIZATION


The pre-audit is an opportunity to precisely define the scope of the audit by reviewing the industrial process involved as well as any critical point, and to explain the audit process by one of Bureau Veritas' lead auditor. A gap analysis is performed between the company's documented system and the requirements of the OLB Chain of Custody standard.

For normal operations, a pre-audit is not compulsory in the certification process.

Nevertheless a pre-audit is a requirement when the industrial process is complex or when the company to be evaluated is large. The pre-audit is generally carried out by the auditor who will be the lead auditor for the initial audit. A pre-audit report is drafted after the evaluation and provided to the applicant; this report outlines opportunities for improvement that should be implemented before the initial audit to ensure the success of the certification process. The maximum time to implement appropriate corrective actions and demonstrate conformity shall not exceed one year after the pre-audit so that the initial main audit can be performed within 12 months after the pre-audit.

### 10.2. IMPLEMENTING CORRECTIVE ACTIONS



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Based on the findings of the pre-audit report, the applicant for certification needs to identify weaknesses in its organization and implement appropriate corrective actions in order to ensure conformity with the standard's requirements.

Then the applicant shall notify BV Certification by mail when the corrective actions have been carried out, so that BV Certification can appoint an audit team to prepare for the initial audit. A period of at least a month is necessary to prepare for an initial audit.

## **11. INITIAL AUDIT**

### **11.1. INITIAL AUDIT PROGRAM**

At least 2 weeks before the audit, Bureau Veritas Certification provides the applicant with a provisional audit program that specifies the scope of the assessment as well as a detailed schedule for the evaluation. The proposed schedule is only indicative and can be adjusted prior to or during the audit, so as to minimize disturbance to the company's activities.

### **11.2. REALIZATION OF INITIAL AUDIT**

The initial audit consists in evaluating the conformity of the applicant company against the requirements of the OLB standard, so as to make a recommendation, either positive or negative, regarding the issuance of a certificate.

#### **11.2.1 Opening meeting**

Bureau Veritas' audits start with a meeting during which the Lead Auditor confirms the scope of the evaluation, presents the procedures for the audit and confirm the schedule of the audit program together with the applicant entity in order to adjust the program proposed as needed.


The presence of the Company's managers and heads of departments is required during this opening meeting so that they can better understand the schedule, objectives and procedures of the audit and can inform relevant staff members.

#### **11.2.2 The audit process**

The activities of the audit team starts with a document review of the Applicant's documented system, followed by inspections on site and interviews.

The principal objectives of the initial audit are as follows:

- To evaluate conformity with the local and regional legal requirements;

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- To meet with employees, external contributors and stakeholder representatives if relevant;
- To perform an on-site visit at the applicant's offices. The audit team carries out an assessment of the company's system in place for ensuring that all its activities are being performed in compliance with the requirements of the OLB standard within the scope of evaluation. It will also collect detailed and relevant information on site.
- To check the coherence between the production activities and the scope of the audit. An evaluation of input and outputs to ensure coherence in the data presented is also performed.
- To report on the non-conformities identified and present them to the entity's managers and the staff concerned.

Ongoing problems with the company's documented system or proposed corrective actions to be implemented can be discussed with Bureau Veritas' auditor who will not give solutions but just inform the applicant if the corrective actions are pertinent.

### 11.3. SYNTHESIS MEETING

At the end of each audit day, meetings are organized by Bureau Veritas' audit team to sum up the audit progress and synthesize the first audit results. The non-conformities identified during the day are analyzed and presented to the Applicant to ensure that the non-conformities identified are clearly understood.

### 11.4. CLOSING MEETING


The Lead Auditor organizes a closing meeting at the end of the audit. If possible, the closing meeting should involve the same people as those who were present at the opening meeting.

The closing meeting allows Bureau Veritas' team to present the audit results and its conclusions, as well as handing in the nonconformity reports.

The Lead Auditor shall print the non-conformity reports and ask the applicant to sign them to show that the audit results have been understood and accepted.

A copy of the non-conformity reports signed by both the applicant and lead auditor shall be given to the applicant.

The audit team produces a temporary initial audit report with a clear recommendation and submits it to the Bureau Veritas' technical manager. The audit report is reviewed by Bureau Veritas Certification and then transmitted to the applicant for comments.

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## **12. NON-CONFORMITIES AND CORRECTIVE ACTIONS**

### **12.1. NON-CONFORMITIES**

The non-conformities identified during the audit are presented and commented to the applicant by the Lead Auditor. The company can then provide additional information required to demonstrate conformity, if available.

The non-conformities shall always meet the 3 following criteria:

- Be objective and motivated by failure to meet a specific standard requirement.
- Be based on facts and documented evidence.
- Be understood and accepted by the Applicant.

According to their importance, non-conformities can be raised as minor corrective actions requests or major corrective actions requests.

### **12.2. CORRECTIVE ACTIONS**

There are two types of corrective action:


- Minor corrective actions requests (minor CAR): the entity can be certified but it must demonstrate conformity with the standard's requirements within 12 months following the initial audit and at the latest before the following surveillance audit;
- Major corrective actions requests (major CAR): the entity cannot be certified as long as the major nonconformity has not been corrected. A complementary audit focused on an evaluation of the major non-conformity and corrective actions implemented shall take place before any certification decision.

If a major nonconformity is detected during a surveillance audit, the applicant entity shall demonstrate that the nonconformity has been addressed within a relatively short time frame (maximum of three months).

Recommendations can also be presented:

- Recommendations: remarks concerning either dysfunctions, or a threat which is not dealt with by the standard, or potential improvements detected by the auditors, but for an element which, however, meets the standard requirements.  
The entity can be certified but it has to take into consideration the weakness highlighted

The entity can propose a corrective action plan, if it wishes to do so, and send it to Bureau Veritas' auditors and Technical manager so as to have it approved before implementation. Nonetheless, the Applicant can also start implementing corrective

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actions to solve the nonconformities as soon as the non-conformity reports have been signed.

The original nonconformity reports must be filled in by the Company with a description of the corrective action implemented and returned to the Lead Auditor. The actions taken will be assessed and validated during the following surveillance/complementary audit by the auditors and the Bureau Veritas Certification Technical manager.

### **13. CERTIFICATION**

#### **13.1. CERTIFICATION DECISION**

The certification decision is made by the Wood and Forestry Department Manager (WFD) based on the audit findings as reported in the final audit report and after having received evidence that all major nonconformities have been closed and that the company is in conformity with the standard requirements.

Bureau Veritas impartiality Committee meets once a year and a sample of certification files are randomly taken for evaluation and comments in order to improve Bureau Veritas' performance.


Bureau Veritas Certification Committee is made of personalities from all fields related to certification and responsible forest management and wood industry (environmental and social NGOs, associations, companies, etc). The role of the Committee is to ensure the performance, integrity and credibility of Bureau Veritas Certification – Wood and Forestry Department's system.

The time limit between the initial audit and awarding the certificate granting is estimated at around 03 months, but this delay may be shorter in case of a clear and justified request by the applicant.

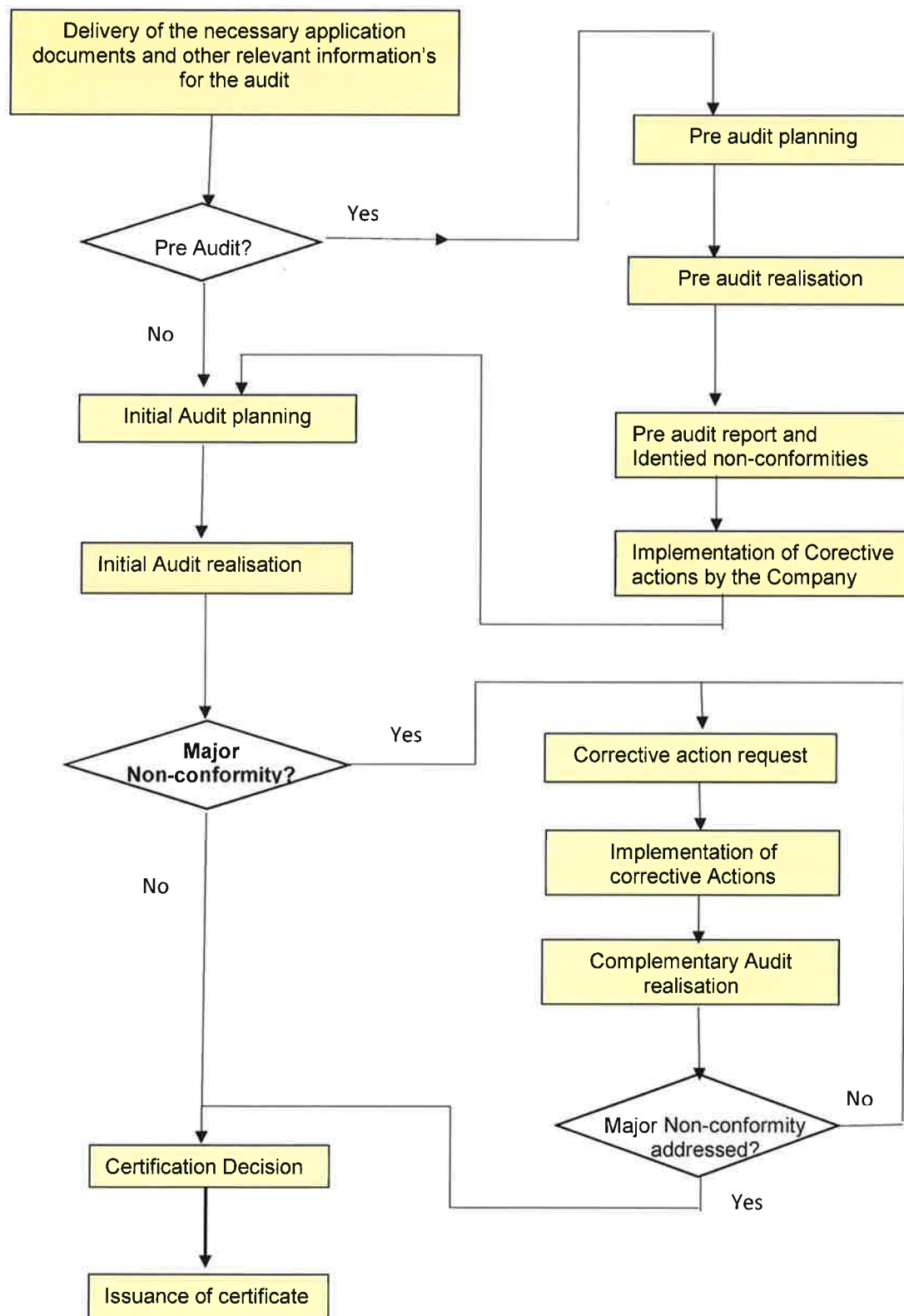
#### **13.2. AWARDING OF CERTIFICATE**


Following a positive certification decision, the certification is granted for a period of five years. A certificate number is awarded to the applicant entity who becomes a certified organization.

The company can then use the OLB trademark - while respecting the conditions of use and after validation by Bureau Veritas Certification

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### 13.3. CERTIFICATION PROCESS SYNTHESIS



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#### **14. MANAGEMENT OF DISPUTES RELATED TO THE CERTIFICATION PROCESS**

Bureau Veritas Certification developed within the scope of the OLB certification system, a process based on consultation and cooperation with third parties.

Nevertheless, if a conflict appears within the scope of a certification process, Bureau Veritas Certification has developed and implements disputes resolution procedures to ensure maximum independence and according to the following principles:

- Bureau Veritas Certification will ensure that everything is done to solve the conflict in a professional and satisfactory manner for all parties involved.
- When the conflict concerns a certification decision, Bureau Veritas' Impartiality Committee is involved in the resolution

#### **15. CERTIFICATION MAINTENANCE**

##### **15.1. SURVEILLANCE AUDITS**

Surveillance audits will take place at least annually but may be more frequent depending on the complexity of the operation and of the certificate holder's level of conformity, and on the time needed to resolve the non-conformities detected.


For the companies that are already FSC and/or PEFC Chain of Custody certified by Bureau Veritas Certification, the surveillance audit can be done through a document review on the basis of the already existing FSC and/or PEFC audit reports, and of the chain of custody procedure which the company will have implemented to demonstrate compliance with the OLB standard's requirements.

The companies that are not FSC and/or PEFC chain of custody certificate holder, will be audited on-site annually.

Surveillance audits allow Bureau Veritas to monitor:

- The conformity of the organization as assessed during the initial audit;
- The implementation of corrective actions to address minor non conformities and eventual recommendations;
- The correct use of the OLB trademark by the certified organization

If Bureau Veritas Certification identifies significant non-conformities leading to one or several major corrective action requests during the period of validity of the certificate (maximum 5 years), the company is given a specific timeline determined by Bureau Veritas' audit team (3 months maximum) to implement the necessary corrective

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actions. At the end of that period, a complementary audit is carried out (through a document review and/or field audit). Depending on the outcome of this new evaluation, the certificate is maintained or suspended for a period of time which will allow the company to correct the identified non-conformity (ies) and achieve compliance.

Each year, the certified organization shall provide Bureau Veritas Certification with the list of the products harvested from the "certified forests" or bought from certified companies and sold. The organization specifies the species, the type and volume of products sold and the name, address and contact details of the clients. This information should allow Bureau Veritas to follow the OLB products after the transfer of property.

#### **15.2. EXTENSION OR REDUCTION OF SCOPE OF CERTIFICATE**

The scope of the certificate can be modified (extended or reduced) following a decision of either parties (Bureau Veritas Certification or the certificate holder). In case of scope extension, Bureau Veritas Certification reserves the right to inspect the new sites to be included within the scope of the certificate.

Any modification in the scope of the certificate cannot result in an extension of the period of validity of the certificate.

#### **15.3. RENEWAL AUDIT**

At the end of the five years certification period, the certification contract can be renewed. To do so, Bureau Veritas Certification proceeds with a complete new assessment of the certified organization (comparable to the initial audit).


Afterwards, the certification process is carried out as indicated in the sections above.

### **16. SUSPENSION OR WITHDRAWAL OF THE CERTIFICATE**

The Certification committee take a decision to suspend or withdraw a certificate if major non-conformities have been detected and are not addressed within the appropriate timeframe:

- If the non-conformity is due to an involuntary action, this may justify the maintenance of the certificate. The certificate is maintained subject to the appropriate corrective action(s) being implemented within a specific timeline.
- If the non-conformity is due to a deliberate action of the company, it may result, depending on the seriousness of the non-conformity, a temporary suspension or a definitive withdrawal of the certificate.



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In case of a serious failure to comply with the requirements of the OLB standard or the OLB label's condition of use, Bureau Veritas Douala can decide to suspend the certificate temporarily without consulting Bureau Veritas' Certification Committee.

In case of suspension, the certified company has one week to appeal the decision and provide additional information or clarification if relevant.

In order to lift a suspension, a complementary audit (through a document review or a field audit) shall take place in order to check the implementation of appropriate corrective action to address the non-conformities identified. If appropriate corrective action requests have not been implemented and conformity cannot be demonstrated, then the certificate is withdrawn.

A certificate cannot remain suspended for more than one year.

In case of suspension or withdrawal of the certificate, the entity shall cease any use of the OLB trademark, or to sell any products that the supplier has previously labelled or marked using the OLB trademark, or to make any claims that imply that they comply with the OLB requirements and shall remove all OLB trademark uses within 12 months after the termination of the certificate at its own expenses. The company shall formally inform Bureau Veritas Certification when this has been done.

## **17. TRADEMARK RULES**

Organizations with a valid OLB certificate are allowed to use the OLB trademark.

The right to use the trademark is limited to the validity period of the certificate and must be in line with the scope of the certificate

This right is automatically withdrawn when the certificate is suspended. This right is cancelled for certified organizations going into liquidation.


This right cannot be transferred to a third party. Trademark uses are limited to the following elements listed in the Trademark Usage Guidelines section (see below).

Graphic rules for use of the OLB trademarks by Certificate Holders are showed on the RF03 OLB Graphic Chart.

## **18. USE OF THE OLB TRADEMARK**

### **18.1. REQUIREMENTS FOR THE USE OF THE OLB TRADEMARK**

Whenever certified organizations use the OLB trademark, that use shall comply with the following requirements:

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- Use the OLB and Bureau Veritas Certification trademarks as required in the following paragraph (Trademark usage authorizations).
- Prior to any OLB trademark use or any reference to certification, a Project for the Use of the OLB Trademark shall be submitted to Bureau Veritas Douala for approval.
- Any invoice for OLB products shall include the species, quantity (volume or other unit) and OLB product type (in the product description), as well as the certificate reference and its validity period.
- Bureau Veritas Certification shall receive at least once a year an updated and exhaustive list of goods sold with the OLB trademark. This list shall detail the types, quantities and clients for these products.

#### **18.2. OLB TRADEMARK TOGETHER WITH BV TRADEMARK**


OLB authorization to use the trademark is specific per users' groups. In any case, Bureau Veritas certification trademark can be used along with the OLB trademark.

Certified Chain of Custody companies processing timber and timber by-products as well as distributors of timber products can:

- Use the OLB trademark on products, as long as they respect the volumes defined by the credit system rules applying between supplies and finished products, either on the actual product, the packaging or the shipping documents (label, notes, and so on), provided that:
  - the corresponding certificate reference appears as well (OLB-CERT/FC 00000000);
  - the following statement is included "Origin and Legality of this timber product are certified by an independent organization, according to OLB standards".

*Note that the claim mentioned above is not required when the timber product is marked directly through a stencil or by pokerwork.*

- Use the OLB trademark on the organization's promotional or commercial documents provided that:
  - the corresponding certificate reference appears as well (OLB-CERT/FC 00000000);
  - the following statement is included "This forestry organization received certification from an independent certification organization, according to OLB standards, which guarantee the traceability and legality of timber until their first processing (and so on)".

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Other specific claims can be authorized by Bureau Veritas Douala for specific trademark use. Specific requests should be made in writing to Bureau Veritas Douala who will consider and authorize each submitted request on a case by case basis.

### **18.3. OLB TRADEMARK GUIDELINES**

Although it is not a requirement under the OLB standard, it is recommended that companies with secondary processing activities issue monitoring forms for their finished products, when they origin from the same batch. Despite the lack of a formalized traceability system, this would allow the company to guarantee the geographical origin of a batch of products after secondary processing.

## **19. TRADEMARK MONITORING**

National offices of Bureau Veritas Certification are in charge of supervising the OLB usage by the certified OLB organizations. This role can also be delegated to an OLB trademark steering committee, who can also monitor the use of the OLB Trademark.

Overall, the monitoring of the OLB trademark use is carried at two levels:


- The first level corresponds to a systematic control prior to the trademark being used, after submission of the project to Bureau Veritas Douala for approval.
- The second level corresponds to a continuous random monitoring process. OLB trademark misuse can be reported to Bureau Veritas Certification during:
  - Control visits, surveillance audits or unexpected control visits carried out by Bureau Veritas Certification auditors, or
  - Conflicts (complaints or protests) arising from one of the stakeholders, or
  - Denunciation, written or oral, from a third party.

Whenever auditors observe a misuse, it shall be recorded and mentioned in the report submitted to the OLB Program manager. Bureau Veritas Douala systematically identifies the origin of the observed misuse and proceeds as follows:

### **19.1. NON-CONFORMITY WITH OLB TRADEMARK RULES**

When a misuse is not against the rules for OLB trademark use nor affect the quantity of products with the trademark, such misuse can be addressed through appropriate Corrective Action Request (CAR) to ensure the misuse will not be recurrent.

Implementation of the corrective actions shall be monitored during the next audit.

	<b>Description of the OLB certification Chain of Custody process</b>	<b>PL-CAM-CER-014 Rev. 2.4</b>
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### **19.2. IN CASE OF MAJOR NON-CONFORMITY**

When misuse is against the rules for OLB trademark use or affect the quantity of products using the OLB trademark, Bureau Veritas Certification can request a new audit to take place to monitor the certified organization. An audit report indicating the importance of the observed non-conformity is submitted to the OLB Program Manager. The OLB Program Manager will evaluate the report, surveillance audit report or conflict management report and make a decision resulting in the suspension or withdrawal of the certificate. The organization may be temporarily or permanently banned from the list of certified organizations. The OLB Program Manager will assess the importance of the misuse, and he will assess the non-conformity with standards' requirements. In this particular case, the OLB Program Manager will be the only judge. He/she will not be asked to justify his/her decision.

## **20. OLB TRADEMARK MANAGEMENT**

The OLB trademark steering committee is responsible for the management of the present rules for the use of the OLB Trademark.

Should a problem be observed while using the present guidelines, auditors or the OLB Program Manager may request modifications from the OLB trademark steering committee.

However, any modification shall be approved by the OLB Program Manager.

