

Service Level Agreement

For the Provision of Independent Verification Services

Service Agreement

The following service parameters are the responsibility of the service provider.

- Provision of independent third party assessment for MPI Plant Export Certification
 - o Evaluation and/or audit of Ministry Approved Organisation (MAO) System
 - o Verification of MPI certificates
 - o Phytosanitary Inspection
 - o Activities associated with Phytosanitary Certificates

Customer Requirements

The following service parameters are the responsibility of the customer.

- Provision of facilities for the inspection services that meet the Ministry for Primary Industries (MPI) specifications including:
 - o An area for inspection which is safe and free of hazards.
 - o Clean inspection area.
 - o Lighting in inspection area a minimum of 1,000 lux.
 - o Labour to provide assistance to the inspector during assessment, as required.
 - o An area suitable for segregation of non-conforming product.
- Provision of Export Documentation (Supplier Declaration of Conformity) identifying the volume of product for inspection, export destination.
- Provision of the entire product for inspection that has traceability to production site. [note the sample will be taken by the Phytosanitary Inspector to ensure that it meets the MPI sampling selection protocols and sample size required]
- Providing reasonable access to the facility and records required to conduct evaluations of the Organisation's system and to allow access for independent third party auditors of the IVA.
- Payment of invoices for IVA services within the stated timeframe.

Requests for Product Assessment

Client requests for product assessment must be lodged by email to: ivateam@agrchain-centre.com a minimum of 24 hours prior to product availability.

The request must include the location for the inspection, volume, type of product, product destination(s) and Import Permit(s) (if required).

Health and Safety

The following service parameters are the responsibility of the client:

- Induction onto site for Service Provider Personnel including Health & Safety guidelines, hazard identification relevant to the site and duties being undertaken, emergency evacuation procedures, location of First Aid facilities.

- Provision of facilities for the services that meet the following requirements:

- o An area which is safe and free of hazards and an environment that is not hazardous to human health.
- o Clean and covered work area.
- o Labour to provide assistance to the inspector during assessment, as required.
- o Access to toilets and break areas.

If these requirements cannot be met the inspector(s) has the right to refuse service until such time as these conditions are fulfilled.

Service Availability

The AgriChain Centre provides these services routinely Monday to Friday between the hours of 8.00 am and 5.00 pm. Independent Verification Services may be offered outside of these days and hours by prior agreement.

NOTE: The client is responsible for ensuring that they provide adequate access to the premises, personnel and system/equipment to enable assessment and surveillance.

Confidentiality

All information obtained for the purposes of conducting independent verification services is used only for its intended purpose and is treated confidentially.

All personnel undertaking these services understand the importance of confidentiality and maintain all records in a confidential manner.

The AgriChain Centre and its staff understand the importance of the Privacy Act and ensure that the information held does not breach the rules of the Act.

Where a party, other than the client or the Government agency upon whose behalf we conduct the independent verification services, requests information regarding the services, this information is not provided unless the organisation has the client's permission to do so.

Complaints & Appeals

All complaints must be submitted to The AgriChain Centre in writing outlining the specific details of the complaint along with supporting documentation, where relevant.

Complaints should be submitted as soon after the inspection / audit findings have been presented as possible.

All complaints should be directed to Director IVA & Survey, mciccioni@agrchain-centre.com or 027 445 1309.

All complaints will be acknowledged indicating the timeframe for resolution.

Where a complaint is not resolved to the satisfaction of the client, the client may escalate the complaint to MPI or JAS-ANZ.

Booking Cancellation Policy

The AgriChain Centre reserves the right to apply a cancellation fee of \$100 + GST for bookings cancelled on the same day of inspection.