

Service Level Agreement For the Provision of Independent Verification Services Relating to Plant Exports including Inspection, Loadouts & Certification



Expectations and Requirements of the Client or nominated Freight Forwarder

- Provision of facilities for the inspection services that meet the Ministry for Primary Industries (MPI) specifications including:
 - An area which is safe and free of hazards and an environment that is not hazardous to human health.
 - Clean Inspection area which is safe and free of hazards.
 - Lighting for inspection is a minimum of 1,000 lux.
 - Provide assistance for the inspector, if required.
 - Access to toilets and break areas.
- 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 MPI sampling selection protocols and sample size required.

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Expectations of The AgriChain Centre

- Impartiality of the company and its employees whilst undertaking its work.
- Competent staff who are approved to conduct the work required.
- The requested work is scheduled and undertaken in a timely manner.

Health and Safety and Site Access Requirements for the Purpose of Assessment

The client or nominated freight forwarder is responsible for induction onto inspection site for service provider personnel, including: Health & Safety guidelines; hazard identification relevant to the site; duties being undertaken; emergency evacuation procedures; and location of first aid facilities.

If these Health & Safety requirements cannot be met The AgriChain Centre personnel has the right to refuse service until such time as these conditions are fulfilled.

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 or supporting 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 2020 and ensure that information held does not breach the requirements of the Act.
- Where a party, other than the client or MPI upon whose behalf the independent verification services are conducted, requests information regarding the services, this information is not provided unless the client has given written permission to do so.

Information collected may be used in the event of a non-conformance requiring investigation or traceback as directed by MPI.

Service Availability

The AgriChain Centre provides these services routinely Monday to Friday between the hours of 8.00am and 6.00pm. Services may be offered outside of these days and hours by prior agreement.

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 as possible after the activity findings have been presented. All complaints should be directed to The IVA Management Team by emailing info@agrichain-centre.com. All complaints will be acknowledged and the timeframe for resolution indicated.

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

New Zealand's Fresh Produce Knowledge Hub

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