



**LEAF Marque  
Certification of  
“LEAF Producer Groups”**

**Quality Management System (QMS)  
Requirements**

Version 1.1 – November 2017

**LEAF Marque is an environmental assurance system recognising sustainably farmed products.**



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Quality Management System (QMS) v1.1  
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### Version History

Version Number	Date of Publication	Changes
v1.1	23 <sup>rd</sup> November 2017	New detail around roles & responsibilities. Clarification on non-conformances and agreement of businesses to internal inspections and external audits. Update style; minor typographical amendments to text; update to LEAF Marque system documentation references.

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This document establishes the requirements with which LEAF Producer Groups must comply to achieve certification. These requirements must be internally and externally assessed to ensure completeness and effectiveness.

The approach for LEAF Producer Groups is similar to that for GLOBALG.A.P. Option 2 producer groups. It is a pre-requisite that the LEAF Producer Group is certified to GLOBALG.A.P.

“LEAF Producer Group” signifies the operator of the Quality Management System. This is the legal entity which is certified.

The “producer(s)” refers to the farm(s) or farmer(s) within the LEAF Producer Group.

## 1. LEAF Producer Group Certification

- 1.1 The LEAF Producer Group must hold a certificate for GLOBALG.A.P. Option 2 prior to being inspected to LEAF Marque. For joint inspections, a LEAF Marque certificate cannot be awarded until the GLOBALG.A.P. certificate is awarded.
- 1.2 GLOBALG.A.P. Option 1 certified producers are not eligible to be certified as a LEAF Producer Group.
- 1.3 There **must** only be one Quality Management System (QMS) that delivers GLOBALG.A.P. certification and LEAF Marque certification within the Producer Group.
- 1.4 The LEAF Producer Group may be a sub-set of a larger GLOBALG.A.P. Option 2 group.
- 1.5 The LEAF Producer Group **must** be inspected by a certification body approved by LEAF to carry out LEAF Marque certification for Producer Groups. The certification body will also carry out GLOBALG.A.P. Option 2 certification.

## 2. Quality Management System (QMS)

The QMS must be robust and ensure that the group’s registered producers comply with the LEAF Marque Standard requirements.

- 2.1 The QMS must implement LEAF Marque by means of written policies and procedures. The QMS requires internal inspections to be carried out by qualified inspectors. The QMS requires systems for LEAF Marque certified products to be segregated from other products, and to be traceable to the producers within the LEAF Producer Group.  
  
If the Producer Group adds more than 10% of producers or registered hectares in any one year an external audit must be conducted to ensure the effectiveness of the QMS.
- 2.2 **Central Administration and Management:** The LEAF Producer Group must operate one QMS for the producers in the LEAF Producer Group which is centrally administered, reviewed and externally audited.
- 2.3 **NEW: Roles and Responsibilities:** The roles and responsibilities of individuals in the LEAF Producer Group must be identified such as through a management organisation chart and job descriptions. This includes responsible, competent person(s) appointed for all of the following areas:



- a. Operation of the Quality Management System
- b. LEAF Marque requirements
- c. Traceability
- d. Training
- e. Management of the registered producers of the group including handling questions, queries, complaints, appeals and sanctions
- f. Implementation of Integrated Farm Management

**2.4 Contract Duration:** The LEAF Producer Group must contract the **producers** it registers for LEAF Marque certification for the period of at least one whole year.

**2.5 NEW:** The contract between the LEAF Producer Group and the producer must include the producer's consent to be subject to internal inspections and external audits.

**2.6 Internal Inspection Procedures:** All producers in the LEAF Producer Group must be internally inspected at least annually.

### 3. **Producer Internal Self-Inspection**

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### 4. **LEAF Producer Group Internal Inspection**

4.1 A minimum of one internal inspection per annum of each registered **producer** within the LEAF Producer Group must be carried out **either** by qualified staff within the LEAF Producer Group, **a qualified** external advisor, **a qualified** consultant or subcontracted to an external verification body **which is separate from the certification body**.

4.2 This annual internal inspection must be conducted **against** the LEAF Marque Standard.

4.3 This annual internal inspection must be completed before the external verification by an approved **Certification Body (CB)**.

### 5. **External Verification by LEAF Approved Certification Body (CB)**

5.1 Audit of the **QMS** occurs once before certification; subsequent **inspections must** be repeated annually. This **audit must** demonstrate **compliance** to the criteria set out in this document and the GLOBALG.A.P. regulations. **Where the CB identifies non-conformance(s) with the QMS, including systematic failure, this prevents certification unless evidence of rectification is approved by the CB within the appropriate timescale. As defined in the LEAF Marque system rules, businesses have 3 months from the first inspection to rectify any non-conformance(s). For all subsequent inspections, businesses have 28 days to rectify non-conformance(s).**

5.2 External **audit** is annual. Selection is made by taking a random sample that as a minimum is the square **root** of the total number in the LEAF Producer Group. The sample should take into account **factors** such as crops grown **and/or animals reared**, location, size of



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production site, volume supplied, internal inspector(s), previous audits, travel time and external influences.

If the producers in the LEAF Producer Group are a subset of a larger group the calculation is based on the number in the LEAF Producer Group (for example, if the GLOBALG.A.P. group is 100, CB completes 10 producer inspections, if the LEAF Producer Group is 36 of the 100 then the CB will complete 6 LEAF Marque inspections).

5.3 The external inspection reports **must be** prepared in accordance with the requirements of **ISO 17065**.



## LEAF Producer Group Quality Management System

### 1. Administration

#### 1.1 Legally

1.1.1 Is there documentation which demonstrates that the applicant LEAF Producer Group is a legal entity?

#### 1.2 Structure

1.2.1 Is the administrative structure of the LEAF Producer Group documented?

#### 1.3 Contractual Documentation

1.3.1 Are there written, signed contracts between each **producer** and the LEAF Producer Group?

1.3.2 Does the contract include the name or unique identification of the **producer**?

1.3.3 Does the contract include contact address?

1.3.4 Does the contract include individual **producer** location?

1.3.5 Does the contract include a commitment to comply with the requirements of the LEAF Marque Standard?

1.3.6 Does the contract include an agreement to comply with **the requirements of the QMS**?

1.3.7 Does the contract include sanctions which may be applied in case of LEAF Marque requirements not being met?

1.3.8 **NEW: Does the contract include an agreement for the producer to be subject to internal and external assessments?**

#### 1.4 Producer Register

1.4.1 Is there a register maintained of all LEAF Marque **producers** included within the LEAF Producer Group scheme?

1.4.2 Does the register contain **the** name or unique number identification of the **producer**?

1.4.3 Does the register contain contact address?

1.4.4 Does the register contain **locations of** individual **producers**?

1.4.5 Does the register contain product (species/subspecies) grown **or reared for individual producers**?

1.4.6 Does the register contain **the** growing/rearing area for each product?

1.4.7 Does the register contain **date(s) of the last** internal **inspection**?

1.4.8 Does the register contain current LEAF Marque status?

### 2. Management and Operation

#### 2.1 Structure

2.1.1 Does the LEAF Producer Group have a management structure and sufficient suitably trained resources to ensure that the registered **producers** meet the requirements of LEAF Marque?

2.1.2 Is **the** organisational structure of the LEAF Producer Group documented and does it include the following where applicable:

- LEAF Marque Management Representative
- Internal **Inspection** Department/Person
- Agricultural/Livestock Technical Department/Person?



<b>2.2</b>	<b>Responsibility and Duties</b>
2.2.1	Are the duties and responsibilities of personnel involved with the Quality Management System documented, and is there a nominated individual with sufficient seniority and resources with overall responsibility for maintenance of LEAF Marque requirements within the system?
<b>3. Competency and Training of Staff</b>	
3.1	Does the LEAF Producer Group ensure that all personnel with responsibility for compliance with the LEAF Marque Standard are adequately trained and meet the defined competency requirements?
3.2	Are the competency requirements, training and qualifications for key staff documented and does it meet defined competency requirements laid out in the LEAF Marque Standard? (See LEAF Marque Standard 1.15; 2.9; 2.11; 3.13; 3.14; 3.15)
3.3	Are records of qualifications and training maintained for all key staff to demonstrate competence?
3.4	Where more than one internal inspector is used, is there a programme of training and evaluation of the internal inspector(s) (e.g. by shadow audits) to ensure consistency of standards and approach?
3.5	Is there a system in place to inform key staff of developments, issues and legislative changes relevant to the operation of the LEAF Marque Standard?
<b>4. Quality Manual</b>	
4.1	Are the operating and Quality Management System related to the LEAF Marque Standard documented and contained in a Quality Manual(s)?
4.2	Are the policies and procedures sufficiently detailed to demonstrate the LEAF Producer Group's control of the requirements of the LEAF Marque Standard?
4.3	Are the relevant procedures and policies available to registered producers and key staff?
4.4	Is the content of the Quality Manual reviewed annually to ensure that it continues to meet the requirements of the LEAF Marque Standard and the LEAF Producer Group?
<b>5. Document Control</b>	
<b>5.1</b>	<b>Quality Management System Documents</b>
5.1.1	Does the Quality Management System include: <ul style="list-style-type: none"> <li>• Quality Manual</li> <li>• Operating Procedures</li> <li>• Work Instructions</li> <li>• Internal Inspection Schedule</li> <li>• Recording Forms</li> <li>• External Standards e.g. the LEAF Marque Standard?</li> </ul>
<b>5.2</b>	<b>Quality Management System Document Control Requirements</b>
5.2.1	Is there a written procedure defining the control of documents?
5.2.2	Is all documentation reviewed and approved by authorised personnel before issue and distribution?



5.2.3	Are all controlled documents identified with an issue number, issue date, review date and appropriately paged?
5.2.4	Is any change in these documents reviewed and approved by authorised personnel prior to its distribution? Wherever possible is the explanation of the reason and the nature of the changes identified?
5.2.5	Is a copy of all relevant documentation available at all places where the Quality Management System is being controlled?
5.2.6	Is there a system to ensure that documentation is reviewed and that following the issue of new documents, obsolete documents are effectively rescinded?
<b>6. Records</b>	
6.1	Does the LEAF Producer Group maintain records to demonstrate effective control of the Quality Management System and compliance with the requirements of the LEAF Marque Standard?
6.2	Are the records related to the Quality Management Systems kept for a minimum of 2 years?
6.3	Are all records genuine, legible, stored and maintained in suitable conditions and accessible for inspection as required?
6.4	Are records that are kept on-line and electronically available during inspections and are back-ups available at all times?
<b>7. Complaint Handling</b>	
7.1	Does the LEAF Producer Group have a system for effectively managing customer complaints?
7.2	Is there a documented procedure which describes how complaints are received, registered, identified, investigated, followed up and reviewed?
7.3	Is the procedure available upon request?
7.4	Does the procedure cover both complaints to the LEAF Producer Group and against individual producers?
<b>8. Internal Inspection</b>	
<b>8.1</b>	<b>Quality Management Systems Inspections</b>
8.1.1	Is an internal inspection system in place both to assess the adequacy and compliance of the documented QMS and to inspect the procedures and producers against the LEAF Marque Standard?
8.1.2	Is the Quality Management System for all schemes inspected at least annually?
8.1.3	Are the internal inspectors suitably trained and are they independent of the area being inspected?
8.1.4	Are records of the internal inspection plan, inspection findings and follow up of corrective actions resulting from an inspection maintained and available?
<b>8.2</b>	<b>Producers Inspection</b>
8.2.1	Are inspections carried out of each registered producer at least once per year against the LEAF Marque Standard? Have all control points been inspected in full (Essential and Recommended)?





8.2.2	Is there a process for the review of the inspection reports and <b>producers'</b> status?
8.2.3	Are the original inspection reports and notes maintained and are they available for inspection as required?
8.2.4	Are new <b>producers</b> of the <b>LEAF Producer</b> Group always inspected prior <b>to registration</b> by the <b>LEAF Producer</b> Group?
8.2.5	Do the inspection reports contain the following: <ul style="list-style-type: none"> <li>• Identification of registered <b>producer</b></li> <li>• Signature of registered <b>producer</b></li> <li>• Date</li> <li>• Inspector <b>name</b></li> <li>• Products</li> <li>• Evaluation result against each LEAF Marque <b>Standard</b> control point</li> <li>• Details of any non-compliances identified</li> <li>• LEAF Marque status?</li> </ul>
<b>8.3</b>	<b>Internal Inspector Requirements</b>
8.3.1	Does the internal inspector(s) meet the following LEAF Marque Internal LEAF Producer Group Inspector requirements? <b>Have they</b> attended the LEAF Marque inspectors' training course or course approved by LEAF, or <b>have they</b> other evidence of competency?
8.3.2	Is the <b>internal</b> inspector able to take ultimate independent decisions regarding the compliance of the <b>producers</b> within the <b>LEAF Producer</b> Group, based on the internal inspection process and conclusions?
<b>8.4</b>	<b>Non-Compliances and Corrective Action Systems</b>
8.4.1	Is there a procedure to handle non-compliances and corrective actions which may result from internal inspections and/or external audits, customer complaints or failures of the Quality <b>Management</b> System?
8.4.2	Are there documented procedures for the identification and evaluation of non-compliances to the Quality <b>Management</b> System or operations?
8.4.3	Are the corrective actions following a non-compliance evaluated and is there a timescale defined for action?
8.4.4	Is the responsibility for implementing and resolving corrective actions defined?
<b>9. Product Traceability and Segregation</b>	
9.1	Is <b>LEAF Marque certified product, which is marketed as LEAF Marque certified</b> , traceable and <b>segregated</b> from non-LEAF Marque certified products?
9.2	Is there a documented procedure for the identification of products and to enable traceability from the field/orchard/greenhouse to the produce handling site of both <b>LEAF Marque certified</b> and non- <b>certified</b> products? Has a mass balance exercise been carried out to demonstrate compliance?
9.3	Does the produce handling site operate procedures which enable product to be identifiable and traceable from receipt through handling, storage and despatch?
9.4	Are there effective systems and procedures in place to <b>minimise</b> any risk of mislabelling or mixing of LEAF Marque certified and non-LEAF Marque certified products?



<b>10. Sanctions</b>	
10.1	Does the <b>LEAF Producer</b> Group operate a system of sanctions with their <b>producers</b> , which meets the following requirements defined in the LEAF Marque <b>system</b> rules?
10.2	Do the contracts with individual <b>producers</b> define the procedure for sanctions including the levels of Warning, Suspension and Cancellation?
10.3	Does the <b>LEAF Producer</b> Group have mechanisms in place to notify the LEAF Marque approved Certification Body immediately about Suspensions or Cancellations of registered <b>producers</b> ?
10.4	Are records maintained of all sanctions including evidence of subsequent corrective actions and decision-making processes?
<b>11. Withdrawal of Certified Product</b>	
11.1	Are there documented procedures in place to effectively manage the withdrawal of products when that is required?
11.2	Are there procedures that identify the types of event which may result in a withdrawal of product, the persons responsible for taking decisions on the possible withdrawal of product, the mechanism for notifying customers and the LEAF Marque approved Certification Body and methods of reconciling stock?
11.3	Is the procedure capable of being operated at any time?
11.4	Is the procedure tested in an appropriate manner at least annually to ensure that it is effective and are records of the test retained?
<b>12. Use of the LEAF Marque logo</b>	
12.1	Is the use of the LEAF Marque logo, trademark and <b>LEAF Marque</b> number on products demonstrated to be under the control of the <b>LEAF Producer</b> Group and is it in accordance with the LEAF Marque <b>system</b> requirements?
12.2	Where the LEAF Marque logo and <b>LEAF Marque</b> number is to be used, is there a written procedure defining the conditions of use in accordance with the LEAF Marque <b>system</b> rules, the <b>chain of custody</b> and/or warranty agreement and any LEAF Marque approved Certification Body regulations on certification that may apply?
12.3	Is the use of the LEAF Marque logo controlled and is the LEAF Marque register of the certified products, <b>producers</b> and trade names using the trademark maintained?
12.4	Does the use of the LEAF Marque logo follow the guidelines issued by LEAF?
<b>13. Subcontractors</b>	
13.1	Are there procedures to ensure that <b>relevant</b> services subcontracted to third parties are carried out in accordance with the requirements of the LEAF Marque Standard?
13.2	<b>For relevant services</b> , are records maintained to demonstrate that the competency of subcontractor used is assessed and meets the requirements of the <b>LEAF Marque</b> Standard?
13.3	<b>For relevant services</b> , do subcontractors work in accordance with the LEAF Producer Group Quality <b>Management</b> System and relevant procedures and is this specified in service level agreements or contracts?