



## Questionnaire for Contractual Service Provider

This questionnaire serves as an attachment to the Memorandum of Understanding for Contractual Services, intended to verify the procedures of facilities that provide contractual services for certified organic products and do not wish to apply for an Attestation of Compliance to the COR. If you are a producer planning to use the services of such a contractual service provider, you need to submit a completed and signed Memorandum of Understanding for Contractual Services and this completed questionnaire to TCO Cert prior to using the service. Both documents must be completed by the service provider. The contracted custom service is part of your Organic System Plan. The custom service operation provider may be subject to inspection at TCO Cert's discretion. The decision to inspect a facility depends on the potential risk to the organic integrity of your product using environmental, physical and social criteria. Please note that as owner of the organic product, it is your responsibility to ensure that your organic product is protected from contamination while being handled by the contract service provider.

**Please complete the following questions.**

1. Please list all organic and non-organic product(s) processed at this facility.

Organic:

Non-organic:

2. Describe processing steps/activities carried out at this facility.

3. Is your facility a 'single-line' processor?

Yes  No

If **NO**, please explain how organic and non-organic runs are separated by place or time.

4. Explain how organic and non-organic products are segregated for receiving, storing and shipping to prevent commingling/contamination.

5. Explain how organic products are identified.

6. Please list all equipment used in processing the organic products.

7. Describe procedures to ensure equipment is cleaned prior to the handling of organic products at this facility.

8. Describe what records you keep to record these activities.
9. Identify cleaning/sanitizing materials used on food contact surfaces. Please list brand names.
10. How do you ensure that the cleaning/sanitizing product residue has been removed?
11. Describe what records you keep to record these activities.
12. Identify who is in control of pest management. Is this in-house or contracted?
13. Are pest management activities recorded? <input type="checkbox"/> Yes <input type="checkbox"/> No
14. Identify pest control products that are used inside all your buildings. Please list brand names.
15. Please explain how you prevent the pest control products or other materials from contaminating the organic products.
16. If you use a prohibited substance including fogging, inside any buildings, explain how you ensure that the products and packaging materials are not contaminated.
17. What records do you keep for these activities?
18. Describe your storage facilities, including type of storage (dry, freezer, cold, bins, etc.)

19. Please describe all packaging materials that are used.	
20. Are the materials impermeable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
21. Are the materials new?	<input type="checkbox"/> Yes <input type="checkbox"/> No
22. Are packaging materials exposed to any synthetic fungicides, insecticides or fumigants?	<input type="checkbox"/> Yes <input type="checkbox"/> No
23. Do you have verification that the packaging materials are food grade?	<input type="checkbox"/> Yes <input type="checkbox"/> No
24. Does your operation perform any labeling as part of the custom service provided to organic operations? If <b>YES</b> , please describe.	<input type="checkbox"/> Yes <input type="checkbox"/> No
25. Please describe the storage and disposition of any by-product, or discarded materials from the organic processing.	
26. When processing products for organic operations, are any processing aids, or additional ingredients added to the organic product? If <b>YES</b> , please list them and not a reason for their use.	<input type="checkbox"/> Yes <input type="checkbox"/> No
27. Is water used in organic processing? If <b>YES</b> , please describe in what way?	<input type="checkbox"/> Yes <input type="checkbox"/> No
28. Source of water?	
29. Is the water potable/water quality monitored?	<input type="checkbox"/> Yes <input type="checkbox"/> No
30. Is steam used? If <b>YES</b> , does the steam have direct contact with organic products?	<input type="checkbox"/> Yes <input type="checkbox"/> No
31. Do you train employees in organic protocols?	<input type="checkbox"/> Yes <input type="checkbox"/> No
32. Do you record these trainings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
33. Who is responsible for incoming and outgoing product transportation?	

34. Describe how you ensure that the integrity of the organic product is maintained during transport.

35. Do you maintain clean transport documentation?  Yes  No

36. Please describe how the lot number or specific identify of organic product is preserved throughout the entire process.

37. Can your record keeping system balance organic product in and organic product out?  Yes  No

38. Please identify all the records that you keep for organic processing.

Incoming:	<input type="checkbox"/> copies of organic certificates	<input type="checkbox"/> scale tickets
	<input type="checkbox"/> purchase orders	<input type="checkbox"/> receiving records
	<input type="checkbox"/> contract	<input type="checkbox"/> receiving summary log
	<input type="checkbox"/> bills of lading	<input type="checkbox"/> other (specify):
In-Process:	<input type="checkbox"/> production reports	<input type="checkbox"/> sanitation logs
	<input type="checkbox"/> equipment cleanout logs	<input type="checkbox"/> other (specify):
Storage:	<input type="checkbox"/> finished product inventory reports	
	<input type="checkbox"/> other (specify):	
Outgoing:	<input type="checkbox"/> shipping log	<input type="checkbox"/> copies of organic certificates
	<input type="checkbox"/> bills of lading	<input type="checkbox"/> audit control register
	<input type="checkbox"/> scale tickets	<input type="checkbox"/> transport unit inspection/cleaning forms
	<input type="checkbox"/> purchase orders	<input type="checkbox"/> other (specify):
	<input type="checkbox"/> transaction certificates	

39. Please attach the following:

- a) Flow chart
- b) Pest trap map(s)
- c) Facilities map
- d) Copies of labels/MSDS for cleaning, sanitizing, pest control materials and processing aids used
- e) Copies of any labels that you apply, including retail and non-retail labels
- f) Food grade verification for packaging, if applicable

Please be advised that TCO Cert reserves the right to inspect any contracted service provider operation where organic product owned by TCO Cert members is being handled.

Printed Name: \_\_\_\_\_ of \_\_\_\_\_  
Facility Representative Name of Contracted Service Operation

Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_