



CERTIFICATE OF ACCREDITATION



United States Department of Agriculture

Agricultural Marketing Service

National Organic Program

Iowa Department of Agriculture and Land Stewardship

502 East 9th Street, Des Moines, IA 50319

meets all the requirements prescribed in the USDA National Organic Program Regulations

7 CFR Part 205

as an Accredited Certifying Agent

for the scope of

Crops, Wild Crops, Livestock and Handling Operations

This certificate is receivable by all officers of all courts of the United States as prima facie evidence of the truth of the statements therein contained. This certificate does not excuse failure to comply with any of the regulatory laws enforced by the U.S. Department of Agriculture.

Status of this accreditation may be verified at <http://www.ams.usda.gov>

Certificate No: **NP7205JZA**
Effective Date: **April 29, 2017**
Expiration Date: **April 29, 2022**

Ruihong Guo, Ph.D.
Acting Deputy Administrator
National Organic Program

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NATIONAL ORGANIC PROGRAM: CORRECTIVE ACTION REPORT

AUDIT AND REVIEW PROCESS

The National Organic Program (NOP) conducted a desk audit as part of the NOP's assessment of the Iowa Department of Agriculture and Land Stewardship (IDALS) organic program. The NOP reviewed the auditor's report to assess IDALS's compliance to the USDA organic regulations. This report provides the results of NOP's assessment.

GENERAL INFORMATION

Applicant Name	Iowa Department of Agriculture and Land Stewardship (IDALS)
Physical Address	502 East 9th Street, Des Moines, Iowa 50319, U.S.A.
Mailing Address	502 East 9th Street, Des Moines, Iowa 50319, U.S.A.
Contact & Title	Ms. Katie Hyde, Organic Handler Specialist
E-mail Address	katie.hyde@iowaagriculture.gov
Phone Number	515-281-5783
Reviewer & Auditor	Melissa Lahullier, NOP Reviewer; Alison Howard, Auditor
Program	USDA National Organic Program (NOP)
Review & Audit Date(s)	Corrective actions review: January 12, 2021 NOP assessment review: August 7 – 10, 2020 Onsite audit: May 18 – 22, 2020
Audit Identifier	NOP-23-20
Action Required	No
Audit & Review Type	Midterm Assessment
Audit Objective	To evaluate the conformance to the audit criteria; and to verify the implementation and effectiveness of IDALS's certification system.
Audit & Determination Criteria	<i>7 CFR Part 205, National Organic Program as amended</i>
Audit & Review Scope	IDALS's certification services in carrying out the audit criteria during the period: 07/28/2017 through 02/14/2020.

IDALS is a state agency accredited on April 29, 2002 by the USDA National Organic Program for Crops, Livestock, Wild Crops and Handling/processing. The IDALS Organic Certification Program certifies 309 operations to the following certification scopes: Crops (248), Livestock (46), Wild Crop (0) and Handlers (43). IDALS' office is in Des Moines, Iowa, and provides certification services in Iowa, Missouri, Kansas, Nebraska, South Dakota, Minnesota, and Wisconsin. Certification services are performed by the Program Manager, three organic certification reviewers, and eight inspectors (one IDALS employee and seven contractors).

NOP DETERMINATION

The NOP reviewed the audit results to determine whether IDAL's corrective actions adequately addressed previous noncompliances. The NOP also reviewed any corrective actions submitted as a result of noncompliances issued from Findings identified during the audit.

Any noncompliance labeled as "**Cleared**," indicates that the corrective actions for the noncompliance are determined to be implemented and working effectively. Any noncompliance labeled as "**Accepted**" indicates acceptance of the corrective actions and verification of corrective action implementation will be conducted during the next audit.

Noncompliances from Prior Assessments

AIA-1332-20 – Cleared.

AIA-1333-20 - Cleared.

AIA-1334-20 - Cleared.

Noncompliances Identified during the Current Assessment

AIA-1625-20 -Accepted. 7 C.F.R. §205.670(g) states, "If test results indicate a specific agricultural product contains pesticide residues or environmental contaminants that exceed the Food and Drug Administration's or the Environmental Protection Agency's regulatory tolerances, the certifying agent must promptly report such data to the Federal health agency whose regulatory tolerance or action level has been exceeded. Test results that exceed federal regulatory tolerances must also be reported to the appropriate State health agency or foreign equivalent."

Comments: *IDALS does not fully carry out the procedures of NOP 2613 Instruction Responding to Results from Pesticide Residue Testing. The auditor's review of pesticide residue analysis reports found that when residues are not detected, IDALS is not always informing operations that their product may be sold as organic.*

Corrective Action: IDALS updated their Non-Detect Notice template to inform operations that their product may be sold as organic when residues are not detected. IDALS began using the revised template on September 17, 2020 and submitted a copy of the compliant template along with an example of a letter that had been sent to an IDALS client using the updated template.

AIA-1627-20 – Accepted. 7 C.F.R. §205.404(b)(1) states, "The certifying agent must issue a certificate of organic operation which specifies the: Name and address of the certified operation;"

Comments: *IDALS organic certificates do not fully comply with the requirements of the USDA regulations and NOP 2603 Organic Certificates. The auditor's review of certification files found that certificates do not contain the physical address of the certified operation, an issue date, and the statement, "Certified to the USDA organic regulations, 7 CFR Part 205."*

Corrective Action: IDALS updated policy 4.7 "Issuing the Certificate of Organic Operations" in its Iowa Organic Certification Program (IOCP) Policy Handbook to requires IDALS' organic certificates to contain the operations physical address (if different from the operation's mailing address), the issue date and the statement "Certified to the USDA organic regulations, 7 CFR

Part 205.” IDALS submitted compliant templates for organic certificates and is currently using the templates for issuing organic certificates.

AIA-1629-20 – Accepted. 7 C.F.R. §205.501(a)(2) states, “A private or governmental entity accredited as a certifying agent under this subpart must: Demonstrate the ability to fully comply with the requirements for accreditation set forth in this subpart.”

Comments: *IDALS does not consistently demonstrate the ability to fully comply with the requirements for accreditation. The auditor’s review of IDALS’ Policies and Procedures Handbook found that the Export section of the Handbook does not include a policy/procedure for producers exporting to Korea and Switzerland. Additionally, IDALS processed a NAQS Import Certificate of Organic Processed Foods for export to Korea on 2/20/2020 using an obsolete version of the form.*

Corrective Action: IDALS updated their Iowa Organic Certification Program (IOCP) Policy Handbook to include procedures for producers exporting products to Switzerland and Korea. IDALS also issued a correct version of the NAQS Import Certificate of Organic Process Foods form. IDALS plan to keep up to date with the requirements for international arrangements by monitoring email updates from the NOP, utilizing the NOP Blackboard Learning Center and attending any webinars or other meetings put on by the NOP regarding international information.

AIA-1630-20 – Accepted. 7 C.F.R. §205.662(e)(1) states, "If the certified operation fails to correct the noncompliance, to resolve the issue through rebuttal or mediation, or to file an appeal of the proposed suspension or revocation of certification, the certifying agent or State organic program's governing State official shall send the certified operation a written notification of suspension or revocation."

Comments: *IDALS does not consistently issue Notices of Suspension when its certified operations fail to correct noncompliances, resolve the issue through rebuttal or mediation, or file an appeal of the proposed suspension of certification. The auditor’s review of certification files found that IDALS accepted an operation’s request to surrender certification as a resolution to a Notice of Proposed Suspension. In response to the surrender request, IDALS issued the operation a Notice of Noncompliance Resolution.*

Corrective Action: IDALS updated section 4.10 “Failure to Continue Certification – Processor & Producer” in its Iowa Organic Certification Program (IOCP) Policy Handbook to state that an operation surrendering its certification after receiving a Notice of Proposed Suspension shall not be issued a Notice of Resolution. IDALS discussed the policy revision with staff at a staff meeting on September 21, 2020.

AIA-1631-20 – Accepted. 7 C.F.R. §205.501(a)(7) states, “A private or governmental entity accredited as a certifying agent under this subpart must: have an annual program review of its certification activities conducted by the certifying agent's staff, an outside auditor, or a consultant who has expertise to conduct such reviews and implement measures to correct any noncompliances with the Act and the regulations in this part that are identified in the evaluation.”

Comments: *IDALS program review reports do not meet the requirements of NOP 2025 Internal Program Review Requirements. The auditor’s review of IDALS’ 2019 and 2020 program review reports found that they did not include an assessment of prior findings and implemented corrective actions of prior program reviews.*

Corrective Action: IDALS updated section 10.1 “Internal Audit” in its Iowa Organic Certification Program (IOCP) Policy Handbook to require the internal auditor to assess prior findings and implementation of corrective actions from prior program reviews. The new policy implementation was communicated to staff at a staff meeting September 21, 2020 and IDALS plans to conduct its 2021 internal audit accordance with the updated policy.

AIA-1632-20 – Accepted. 7 C.F.R. §205.403(d) states, “The inspector must conduct an exit interview with an authorized representative of the operation who is knowledgeable about the inspected operation to confirm the accuracy and completeness of inspection observations and information gathered during the on-site inspection. The inspector must also address the need for any additional information as well as any issues of concern.”

Comments: *IDALS’ inspectors do not conduct exit interviews at unannounced inspections. The auditor’s interviews with staff found that exit interviews were being conducted at announced inspections, but not at unannounced inspections.*

Corrective Action: IDALS currently has only one inspector conducting unannounced inspections. The IDALS Program Manager met with staff to review section 2.5 “Unannounced Inspection” in the Iowa Organic Certification Program (IOCP) Policy Handbook and its implementation. Following IDALS 2020 Midterm Assessment, IDALS immediately began conducting exit interviews at unannounced inspections and has created and implemented “Exit Interview Form – Unannounced Inspections (Form I417IN-OC20)” for recording the exit interview.

AIA-2236-20 – Accepted. 7 C.F.R. §205.404(b)(1) – (4) states, “The certifying agent must issue a certificate of organic operation which specifies the: Name and address of the certified operation; Effective date of certification; Categories of organic operation, including crops, wild crops, livestock, or processed products produced by the certified operation; and Name, address, and telephone number of the certifying agent.;

Comments: *IDALS’s process for issuing organic certificates does not fully comply with the USDA organic regulations and the requirements of NOP 2603 Instruction Organic Certificates. The auditor’s review of certification files found that IDALS is not issuing updated organic certificates at least annually. IDALS only issues operations an updated Product Addendum page when new items become certified, and not the full organic certificate at least annually. The Product Addendum is a part of IDALS’ organic certificate, as it does not contain all the required elements of an organic certificate.*

Corrective Action: IDALS' full organic certificate is composed of two documents - the organic certificate and the product addendum. IDALS updated its product addendum template to include the certificate issue date, anniversary date and effective date as well as the addendum issue date. IDALS will issue the full organic certificate annually, and issue only an updated addendum when a new product is added or removed. IDALS began using the updated product addendum template on October 9, 2020.

AIA-2250-20 – Accepted. 7 C.F.R. §205.403(a)(2)(ii) states, “The Administrator or State organic program's governing State official may require that additional inspections be performed by the certifying agent for the purpose of determining compliance with the Act and the regulations in this part.”

Comments: *IDALS does not conduct unannounced inspections of its certified operations according*

to the requirements of NOP 2609 Unannounced Inspections. The auditor's review of IDALS' Unannounced Inspection Policy found that IDALS contacts operations by phone no more than 4 hours prior to beginning the unannounced inspection. NOP 2609 Unannounced Inspections only allows prior notification to be given to an operation in special cases where extenuating circumstances make it impossible to conduct an unannounced inspection without giving the operation prior notification.

Corrective Action: IDALS updated section 2.5 “Unannounced Inspection” in their Iowa Organic Certification Program (IOCP) Policy Handbook to state that an unannounced inspection cannot include prior notice to the operation except where extenuating circumstances make it impossible to conduct an unannounced inspection of the operation without prior notification. The policy was revised on June 26, 2020 and implemented for the first unannounced inspection that occurred after that date. IDALS' Program Manager reviewed the new policy with the IDALS inspector responsible for conducting unannounced inspections.

AIA-2251-20 – Accepted. 7 C.F.R. §205.406(c) states, “If the certifying agent has reason to believe, based on the on-site inspection and a review of the information specified in §205.404, that a certified operation is not complying with the requirements of the Act and the regulations in this part, the certifying agent shall provide a written notification of noncompliance to the operation in accordance with §205.662.”

Comments: *IDALS does not consistently issue its certified operations a Notice of Noncompliance even though the review of the inspection report indicates that the operation does not comply with the USDA organic regulations. The auditor's review of certification files found instances where IDALS did not provide operations with a written notification of noncompliance for noncompliant practices identified during the operations' onsite inspections. The noncompliant practices were relayed to the operations as “Continuous Improvement Points” in the Notification of Certification Letter.*

Corrective Action: IDALS plans to conduct training on how to apply the NOP's Penalty Matrix and when to classify findings as minor noncompliances or major noncompliances on July 7, 2021.

AIA-2252-20 – Accepted. 7 C.F.R. §205.662(a)(3) states, “When an inspection, review, or investigation of a certified operation by a certifying agent or a State organic program's governing State official reveals any noncompliance with the Act or regulations in this part, a written notification of noncompliance shall be sent to the certified operation. Such notification shall provide: the date by which the certified operation must rebut or correct each noncompliance and submit supporting documentation of each such correction when correction is possible.”

Comments: *IDALS' Notices of Noncompliance do not consistently include the operation's right to rebut the noncompliance. The auditor's review found two Notices of Noncompliance that did not inform the operation of its right to rebut the noncompliance.*

Corrective Action: IDALS updated section 8.1 “Issuing Notices of Noncompliance” in their Iowa Organic Certification Program (IOCP) Policy Handbook to state that Notices of Noncompliances must include a statement informing the operator that he or she has the right to rebut the noncompliance and the procedure for doing so. IDALS' held a staff meeting September 21, 2020 to review the updated policy and submitted a compliant Notice of Noncompliance that included the operation's right to rebut the noncompliance to demonstrate the corrective action had been implemented.

AIA-2247-20 - Accepted. 7 C.F.R. §205.403(c)(2) states, “The on-site inspection of an operation must verify: That the information, including the organic production or handling system plan, provided in accordance with §§205.401, 205.406, and 205.200, accurately reflects the practices used or to be used by the applicant for certification or by the certified operation;”

Comments: *IDALS’ inspectors do not fully verify an operation’s compliance with the USDA organic regulations under §205.236, §205.239 and §205.240. The auditor’s review of certification files found that inspectors are not verifying a livestock operation’s compliance with pasture practices for each type and class of animal with actual DMI from grazing, actual days grazed, confinement, and grazing season for the geographical region. Additionally, inspectors are not fully verifying compliance with origin of livestock requirements during the review of record-keeping, including livestock purchase/sales records.*

Corrective Action: IDALS conducted training for inspectors on April 7, 2021 on how to verify compliance with the pasture practices requirements as well as origin of livestock requirements. The training also covered new forms that IDALS has implemented, such as the IDALS’ Organic Dry Matter Intake Calculator form, the IDALS’ Organic Animal Movement Log and the IDALS Organic Livestock Feeding Record form. IDALS provided a copy of the training agenda and the training presentation. Additionally, IDALS updated its inspection report template to include additional questions for the inspector to verify about pasture management.

NATIONAL ORGANIC PROGRAM: CORRECTIVE ACTION REPORT

AUDIT AND REVIEW PROCESS

An onsite renewal assessment of Iowa Department of Agriculture and Land Stewardship (IDALS) organic program was conducted on July 24, 2017. The National Organic Program (NOP) reviewed the auditor's report to assess IDALS' compliance to the USDA organic regulations. This report provides the results of NOP's assessment.

GENERAL INFORMATION

Applicant Name	Iowa Department of Agriculture and Land Stewardship (IDALS)
Physical Address	502 East 9 th Street, Des Moines IA 50319
Mailing Address	502 East 9 th Street, Des Moines IA 50319
Contact & Title	Maury Wills, Bureau Chief, Ag. Diversification & Mkt. Dev. Bureau
E-mail Address	Maury.Wills@Iowaagriculture.gov
Phone Number	515-281-5783
Reviewer & Auditors	Rebecca Claypool, NOP Reviewer; Jason Lopez and Lars Crail, On-site Auditors.
Program	USDA National Organic Program (NOP)
Review & Audit Dates	Corrective action: December 20, 2017 NOP assessment review: August 17, 2017 Onsite audit: July 24-28, 2017
Audit Identifier	NP7205JZA
Action Required	No
Audit & Review Type	Renewal Assessment
Audit Objective	To evaluate the conformance to the audit criteria; and to verify the implementation and effectiveness of IDALS's certification
Audit & Determination Criteria	7 CFR Part 205, National Organic Program as amended
Audit & Review Scope	IDALS's certification services in carrying out the audit criteria during the period: June 27, 2014 through July 24-28, 2017

The National Organic Program (NOP) conducted an accreditation renewal onsite audit of the Iowa Department of Agriculture and Land Stewardship (IDALS) on July 24-28, 2017.

IDALS is a state agency accredited on April 29, 2002 to the USDA National Organic Program for crops, livestock, handling, and wild crops. The IDALS Organic Certification Program certifies 390 operations to the following certification scopes: crops (330), livestock (53), and handlers (53). IDALS' office is located in Des Moines, Iowa, and provides certification services in the States of Iowa, Wisconsin, Minnesota, South Dakota, Nebraska, Missouri, and Kansas. As of January 2017, IDALS will no longer accept certification applications from outside Iowa.

Certification services are performed by the program director, three organic certification specialists, one administrative personnel, one staff inspector, and contract inspectors.

NOP auditors conducted two witness audits of an annual crops/livestock operation inspection and a handling operation inspection. The two operations produce berries, commodity grains, pasture and hay. The livestock operation was a cow-calf beef cattle operation. The handling operation was a multi-ingredient feed processing facility.

NOP DETERMINATION:

NOP reviewed the onsite audit results to determine whether IDALS's corrective actions adequately addressed previous noncompliances. NOP also reviewed any corrective actions submitted as a result of noncompliances issued from Findings identified during the onsite audit.

Non-compliances from Prior Assessments

Any noncompliance labeled as “**Cleared**,” indicates that the corrective actions for the noncompliance are determined to be implemented and working effectively. Any noncompliance labeled as “**Outstanding**” indicates that either the auditor could not verify implementation of the corrective actions or that records reviewed and audit observations did not demonstrate compliance. Any noncompliance labeled as “**Accepted**” indicates acceptance of the corrective actions and verification of corrective action implementation will be conducted during the next onsite audit.

NP4174NNA.NC1 – Cleared

NP4174NNA.NC2 – Cleared

Non-compliances Identified during the Current Assessment

Any noncompliance labeled as “**Accepted**,” indicates that the corrective actions for the noncompliance are accepted by the NOP and will be verified for implementation and effectiveness during the next onsite audit.

NP7205JZA.NC1 – Rebuttal Accepted.

NP7205JZA.NC2 – Accepted. 7 C.F.R. §205.504(b)(1) states “A copy of the procedures to be used to evaluate certification applicants, make certification decisions, and issue certification certificates;”

Comments: *The IDALS quality manual does not have a procedure on mediation activities. Mediation is offered as a method of resolution to a notice of proposed suspension but no further information is available to IDALS personnel on this process or possible results of mediation.*

Corrective Action: IDALS updated their Administrative Policies and Procedures Handbook to include a mediation policy in section 8.9(a). The policy requires mediation requests be submitted in writing and successful mediation will result in a Settlement Agreement. IDALS instructed their staff on the implementation of the policy, and submitted the revised policy to the NOP.

NP7205JZA.NC3 – Accepted. 7 C.F.R. §205.662(a) states, “When an inspection, review, or investigation of a certified operation by a certifying agent or a State organic program's governing State official reveals any noncompliance with the Act or regulations in this part, a written notification of noncompliance shall be sent to the certified operation.”

Comments: *IDALS issued a noncompliance notification for failure of an operation to submit its annual update. The noncompliance notification was issued eight months after the anniversary date and should have been issued shortly after the deadline.*

Corrective Action: IDALS updated their Administrative Policies and Procedures Handbook section 4.10 to state that handlers and producers, that do not submit an annual update, will be issued a notice of noncompliance 30 days after the renewal due dates, February 15th and April 15th, respectively. IDALS staff were involved in the development of the policy and are aware of the new procedure. IDALS submitted the updated Administrative Policies and Procedures Handbook.

NP7205JZA.NC4 – Accepted. 7 C.F.R. §205.662(c) states, “When rebuttal is unsuccessful or correction of the noncompliance is not completed within the prescribed time period, the certifying agent or State organic program’s governing State official shall send the certified operation a written notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the noncompliance.”

Comments: *IDALS issued a notification of suspension four months after the proposed suspension effective date. IDALS should have issued the suspension shortly after the deadline to request mediation or file an appeal.*

Corrective Action: IDALS updated their Administrative Policies and Procedures Handbook section 8.3 Noncompliance Control Numbering to include a tracking system for noncompliances. Each noncompliance is given a unique control number and entered into the log. Reviewers are responsible for tracking their notices and updating the log. IDALS submitted and updated Administrative Policies and Procedures Handbook and staff meeting notes documenting the development and implementation of the new numbering system and tracking log.

NATIONAL ORGANIC PROGRAM: CORRECTIVE ACTION REPORT

AUDIT AND REVIEW PROCESS

An onsite renewal assessment of Iowa Department of Agriculture and Land Stewardship (IDALS) organic program was conducted on July 24, 2017. The National Organic Program (NOP) reviewed the auditor's report to assess IDALS' compliance to the USDA organic regulations. This report provides the results of NOP's assessment.

GENERAL INFORMATION

Applicant Name	Iowa Department of Agriculture and Land Stewardship (IDALS)
Physical Address	502 East 9 th Street, Des Moines IA 50319
Mailing Address	502 East 9 th Street, Des Moines IA 50319
Contact & Title	Maury Wills, Bureau Chief, Ag. Diversification & Mkt. Dev. Bureau
E-mail Address	Maury.Wills@Iowaagriculture.gov
Phone Number	515-281-5783
Reviewer & Auditors	Rebecca Claypool, NOP Reviewer; Jason Lopez and Lars Crail, On-site Auditors.
Program	USDA National Organic Program (NOP)
Review & Audit Dates	Corrective action: December 20, 2017 NOP assessment review: August 17, 2017 Onsite audit: July 24-28, 2017
Audit Identifier	NP7205JZA
Action Required	No
Audit & Review Type	Renewal Assessment
Audit Objective	To evaluate the conformance to the audit criteria; and to verify the implementation and effectiveness of IDALS's certification
Audit & Determination Criteria	<i>7 CFR Part 205, National Organic Program as amended</i>
Audit & Review Scope	IDALS's certification services in carrying out the audit criteria during the period: June 27, 2014 through July 24-28, 2017

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IDALS is a state agency accredited on April 29, 2002 to the USDA National Organic Program for crops, livestock, handling, and wild crops. The IDALS Organic Certification Program certifies 390 operations to the following certification scopes: crops (330), livestock (53), and handlers (53). IDALS' office is located in Des Moines, Iowa, and provides certification services in the States of Iowa, Wisconsin, Minnesota, South Dakota, Nebraska, Missouri, and Kansas. As of January 2017, IDALS will no longer accept certification applications from outside Iowa.

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NOP DETERMINATION:

NOP reviewed the onsite audit results to determine whether IDALS's corrective actions adequately addressed previous noncompliances. NOP also reviewed any corrective actions submitted as a result of noncompliances issued from Findings identified during the onsite audit.

Non-compliances from Prior Assessments

Any noncompliance labeled as “**Cleared**,” indicates that the corrective actions for the noncompliance are determined to be implemented and working effectively. Any noncompliance labeled as “**Outstanding**” indicates that either the auditor could not verify implementation of the corrective actions or that records reviewed and audit observations did not demonstrate compliance. Any noncompliance labeled as “**Accepted**” indicates acceptance of the corrective actions and verification of corrective action implementation will be conducted during the next onsite audit.

NP4174NNA.NC1 – Cleared

NP4174NNA.NC2 – Cleared

Non-compliances Identified during the Current Assessment

Any noncompliance labeled as “**Accepted**,” indicates that the corrective actions for the noncompliance are accepted by the NOP and will be verified for implementation and effectiveness during the next onsite audit.

NP7205JZA.NC1 – Rebuttal Accepted.

NP7205JZA.NC2 – Accepted. 7 C.F.R. §205.504(b)(1) states “A copy of the procedures to be used to evaluate certification applicants, make certification decisions, and issue certification certificates;”

Comments: The *IDALS quality manual does not have a procedure on mediation activities. Mediation is offered as a method of resolution to a notice of proposed suspension but no further information is available to IDALS personnel on this process or possible results of mediation.*

Corrective Action: IDALS updated their Administrative Policies and Procedures Handbook to include a mediation policy in section 8.9(a). The policy requires mediation requests be submitted in writing and successful mediation will result in a Settlement Agreement. IDALS instructed their staff on the implementation of the policy, and submitted the revised policy to the NOP.

NP7205JZA.NC3 – Accepted. 7 C.F.R. §205.662(a) states, “When an inspection, review, or investigation of a certified operation by a certifying agent or a State organic program's governing State official reveals any noncompliance with the Act or regulations in this part, a written notification of noncompliance shall be sent to the certified operation.”

Comments: *IDALS issued a noncompliance notification for failure of an operation to submit its annual update. The noncompliance notification was issued eight months after the anniversary date and should have been issued shortly after the deadline.*

Corrective Action: IDALS updated their Administrative Policies and Procedures Handbook section 4.10 to state that handlers and producers, that do not submit an annual update, will be issued a notice of noncompliance 30 days after the renewal due dates, February 15th and April 15th, respectively. IDALS staff were involved in the development of the policy and are aware of the new procedure. IDALS submitted the updated Administrative Policies and Procedures Handbook.

NP7205JZA.NC4 – Accepted. 7 C.F.R. §205.662(c) states, “When rebuttal is unsuccessful or correction of the noncompliance is not completed within the prescribed time period, the certifying agent or State organic program’s governing State official shall send the certified operation a written notification of proposed suspension or revocation of certification of the entire operation or a portion of the operation, as applicable to the noncompliance.”

Comments: *IDALS issued a notification of suspension four months after the proposed suspension effective date. IDALS should have issued the suspension shortly after the deadline to request mediation or file an appeal.*

Corrective Action: IDALS updated their Administrative Policies and Procedures Handbook section 8.3 Noncompliance Control Numbering to include a tracking system for noncompliances. Each noncompliance is given a unique control number and entered into the log. Reviewers are responsible for tracking their notices and updating the log. IDALS submitted and updated Administrative Policies and Procedures Handbook and staff meeting notes documenting the development and implementation of the new numbering system and tracking log.

NATIONAL ORGANIC PROGRAM: CORRECTIVE ACTION REPORT

AUDIT AND REVIEW PROCESS

The U.S. Department of Agriculture, Agricultural Marketing Service, National Organic Program (NOP) conducted an onsite mid-term accreditation assessment of the Iowa Department of Agriculture & Land Stewardship (IDALS) from June 23-27, 2014 in Des Moines, Iowa. The NOP reviewed the auditor's report on July 11, 2014 to determine IDALS' capability to operate as an USDA accredited certifier.

GENERAL INFORMATION

Applicant Name	Iowa Department of Agriculture & Land Stewardship (IDALS)
Physical Address	502 East 9th Street, Des Moines, IA 50319
Mailing Address	SAME
Contact & Title	Maury Wills, Program Director
E-mail Address	Maury.Wills@idals.state.us
Phone Number	515-281-5783
Reviewer(s) & Auditor(s)	Janna Howley, NOP Reviewer; Patricia Heckart and Alan Kohles, Onsite Auditors.
Program	USDA National Organic Program (NOP)
Audit & Review Date(s)	July 11, 2014: Noncompliances identified. August 20, 2014: Corrective Actions reviewed
Audit Identifier	NP4174NNA
Action Required	No
Audit & Review Type	Mid-Term Assessment
Audit Objective	To evaluate the conformance to the audit criteria; and to verify the implementation and effectiveness of IDALS's certification system.
Audit & Determination Criteria	<i>7 CFR Part 205, National Organic Program as amended</i>
Audit & Review Scope	IDALS's certification services in carrying out the audit criteria during the period: June 2011 – June 2014

Organizational Structure

IDALS is established under Iowa code chapter 159. It is established as the certification body pursuant to Iowa code Sections 190C.4.2. and 190C 13.1. The Agricultural Diversification and Market Development Bureau of IDALS is responsible for the administration of the Organic Certification Program.

IDALS is currently approved as a certifying agent to the USDA National Organic Program (NOP) for the scopes of crops, livestock, and handling/processing. IDALS currently has 348 clients certified to the NOP standard: 313 for crops, 53 for livestock, and 50 for handling.

IDALS certifies clients to the NOP in the United States with certified clients located in Iowa, Kansas, Minnesota, Missouri, Nebraska, South Dakota, and Wisconsin. IDALS does not currently certify any grower groups. All certification activities are conducted out of the main office in Des Moines, IA.

NOP DETERMINATION:

NOP reviewed the onsite audit results to determine whether IDAL's corrective actions adequately addressed previous noncompliances. NOP also reviewed any corrective actions submitted as a result of noncompliances issued from Findings identified during the onsite audit.

Non-compliances from Prior Assessments

Any noncompliance labeled as "**Cleared**," indicates that the corrective actions for the noncompliance are determined to be implemented and working effectively. Any noncompliance labeled as "**Outstanding**" indicates that either the auditor could not verify implementation of the corrective actions or that records reviewed and audit observations did not demonstrate compliance.

NP9201EEA.NC1 – Cleared

NP1164NNA.NC1 – Cleared

AIA4083BJR.NC1 – Cleared

AIA4083BJR.NC2 – Cleared

Non-compliances Identified during the Current Assessment

Any noncompliance labeled as "**Accepted**," indicates that the corrective actions for the noncompliance are accepted by the NOP and will be verified for implementation and effectiveness during the next onsite audit.

NP4174NNA.NC1 – Accepted - 7 CFR §205.403 (c)(1-2) states, "The on-site inspection of an operation must verify: (1) the operation's compliance or capability to comply with the Act and the regulations in this part; (2) that the information, including the organic production or handling system plan, provided in accordance with §§205.401, 205.406, and 205.200, accurately reflects the practices used or to be used by the applicant for certification or by the certified operation." *Review of retail products available during the review audit found that the operation was using labels that had not been submitted or approved by the ACA and were not included in the OSP. The inspector had not reviewed the labels during the previous inspection. The labels in use were incorrect. There was no "Certified organic by" statement on the labels per §205.303 (b)(2). The operation had submitted a label for the popcorn, which was approved, however, this was not in use nor had its use been verified during an inspection. In addition, the farmer indicated that hay bales were ground by a service that brought equipment in to grind the hay bales on a custom basis. This was not described in the OSP nor did the inspector note this during the previous inspection.*

Corrective Action:

1. Label Review: IDALS conducted a follow-up witness inspection of the contract inspector. The contract inspector failed to review the farm's IDALS-approved labels, and neglected to report that the farm was not using the labels. The IDALS File Reviewer

contacted the farm to inform them that they needed to submit popcorn seed and egg labels for approval. The labels have since been submitted, reviewed and approved. Until more complete training can be provided at the winter training meeting, IDALS met with the inspector to review this aspect of the inspection process in an effort to increase his awareness to review labels used on farm products. IDALS also witnessed an on-farm inspection conducted by this inspector to ensure that he is conducting inspections appropriately. Additional training will be provided to all inspectors during an annual winter training meeting regarding the labeling of farm products for direct sales to consumers.

2. Service not included in OSP: IDALS conducted a follow-up witness inspection of the contract inspector. The inspector failed to report custom hay grinding service that was missing from the operation's OSP. The inspector also neglected to report this to IDALS. The operation has since updated their OSP to include sufficient information related to the custom service. IDALS met with inspector to discuss and emphasize the need to go over details of the OSP and view all aspects of farm practices in an effort to gain a more complete understanding of the farming operation. Additional training will be provided to all inspectors during their annual winter training meeting regarding the verification of any custom services provided to the operation.

NP4174NNA.NC2 – Accepted - 7CFR §205.403 (e)(1) states, “At the time of the inspection, the inspector shall provide the operation's authorized representative with a receipt for any samples taken by the inspector.” *IDALS personnel collected samples for testing during 2013. A form was completed in each case that indicated what was collected, where and by whom. This form was signed by the operator. However, no receipt was left with the operators for the samples taken.*

Corrective Action: IDALS has made their Sampling Form in triplicate. Inspectors will leave a copy of the completed form with the operator as a receipt of the sample taken. Use of the new form began on July 22, 2014.

AUDIT INFORMATION

ACA Name:	Iowa Department of Agriculture & Land Stewardship (IDALS)
Est. Number:	N/A
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Contact & Title:	Maury Wills, Organic Program Director
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Auditor(s):	Jonathan D. Melvin, Regional Accreditation Manager (RAM)-Central Region
Program:	USDA National Organic Program (NOP)
NOP Audit Date(s):	September 9th to October 26, 2011
Audit Identifier:	NP1164NNA
Action Required:	No
Audit Type:	Corrective Action Audit pertaining to the Surveillance – Accreditation Renewal Audit
Audit Objective:	To verify continuing compliance to the requirements of the audit criteria.
Audit Criteria:	7 CFR Part 205, National Organic Program, Final Rule, December 21, 2000.
Audit Scope:	The company's quality manual including personnel, processes, procedures and related records.
Location(s) Audited:	Desk

IDALS's first rounds of corrective actions were received by the NOP for review on September 9, 2011. On September 12, 2011, the submitted corrective actions were reviewed and found to be inadequate. A request for additional information from IDALS was sent and these corrective actions were received by the due date of September 16, 2011.

FINDINGS

The corrective actions submitted and reviewed were shown to be "Submitted and Accepted" for the one outstanding non-compliance and one new non-compliance identified during the Surveillance-Reaccreditation Renewal Audit. These corrective actions will be reviewed for implementation at the next on-site audit.

NP9201EEA.NC1 – Submitted and Accepted. NOP §205.406 (b) Continuation of certification states, "Following the receipt of the information specified in paragraph (a) of this section, the certifying agent shall within a reasonable time arrange and conduct an on-site inspection of the certified operation pursuant to §205.403." *Records indicate that the time from initial application or renewal application to final certification does not meet this requirement. Records show that in at least one certification of a livestock/crop operation where application was received on March 14, 2008; the initial review was performed on October 03, 2008; the inspection was performed on November 14, 2008; the inspection report was submitted on November 26, 2008; the final review was performed on April 28, 2009; and the*

final decision on certification was performed on April 28, 2009. Additionally, ten other files were evaluated for the times from renewal request to final certification. The following time-lines were identified: a) 3 files – 8 months; and b) 7 files – 14-23 months. The findings do not represent a reasonable time to achieve continuation of certification. **Corrective Action:** IDALS has identified files that have not been serviced in a timely manner in 2009 and are determining the reason for delay. Letters of Non-compliance and Proposed Suspension will be issued to clients who have not submitted requested materials by the stated date and hopefully this will urge clients to submit required materials so that inspections may proceed in a timely manner. Otherwise a Notice of Suspension will be issued when authorized by the NOP Compliance Team. Additionally, IDALS plans to improve the system for monitoring the status of each file by either enhancing or replacing the existing database. IDALS will work with department staff that is qualified to assess and develop such a database program for tracking file activities. Organic Program staff will be trained on this system and various monitoring and response functions will be delegated to specific staff members. **Verification of Corrective Action:** Review of client files indicate that in seven of nineteen files, the certification decision was made more than six months after the renewal information was received from the client. IDALS requested additional information from clients after inspections were made which slowed the process for recertification. Letters of non-compliance and proposed suspension were issued for clients who did not submit the requested materials in the time frame that was set by IDALS, but IDALS staff did not follow up on the timeliness of any further submissions. Hence, the certification decisions were delayed. **Corrective Actions:** IDALS submitted corrective actions indicate that one staff person is monitoring the internal database to make sure that each step of the certification process is being done for each applicant in a timely manner. If files have been overlooked or delayed for some reason, she checks with the staff member who is holding the file to determine what must be done to move it along...staff member identifying the issue is maintaining a tracking system for those specific issues; and that person logs continued contact with the producer or processor in an effort to see the task completed. A full evaluation of effectiveness of these modifications will be completed after the 2011 year. Second improvement in the IDALS system noted by IDALS is that IDALS now contract with an independent organic inspector to conduct farm inspections. This allows IDALS to complete inspections in a timely manner but allows IDALS to reassign the staff person whose time was split because of retirements to file review and inspections to only file reviews. The corrective actions provided have been submitted and accepted.

NP1164NNA.NC1 – Submitted and Accepted. NOP §205.405 (a) Denial of certification states, “When the certifying agent has reason to believe, based on a review of the information specified in §205.402 or §205.404, that an applicant for certification is not able to comply or is not in compliance with the requirements of this part, the certifying agent must provide a written notification of noncompliance to the applicant. When correction of a noncompliance is not possible, a notification of noncompliance and a notification of denial of certification may be combined in one notification.” *Review of certification files revealed that IDALS denied certification to one client who had requested certification for crops. IDALS issued a letter of non-compliance and denial of certification in one notification. The client corrected the non-compliances and submitted a description of the corrective actions to the certifying*



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agent. IDALS reviewed the corrective actions submitted and granted certification. A combined letter of non-compliance and denial of certification can only be issued when correction of the non-compliances is not possible. In this case, IDALS did not follow the procedure as outlined in the NOP Final rule.

Corrective Actions: IDALS submitted corrective actions indicated that the combined Notice of Non-compliance and Denial of Certification issued in error was atypical for the program. A copy of the modified Policy Manual Section 7.8, was submitted which specified procedures related to issuance of a Notice of Non-compliance and Denial when combined in one notification for clarification. In addition, an example of this type of Notice was provided. The corrective actions provided have been submitted and accepted.