

CERTIAPP Platform Guides

User Guide for Certification Bodies – CERTIAPP Platform

V1, 18.AUG.2026

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1. Purpose

The purpose of this document is to provide Certification Body (CB) staff with a clear and detailed guide to using the CERTIAPP platform, the tool through which the entire certification process under the CONFICERT scheme is managed.

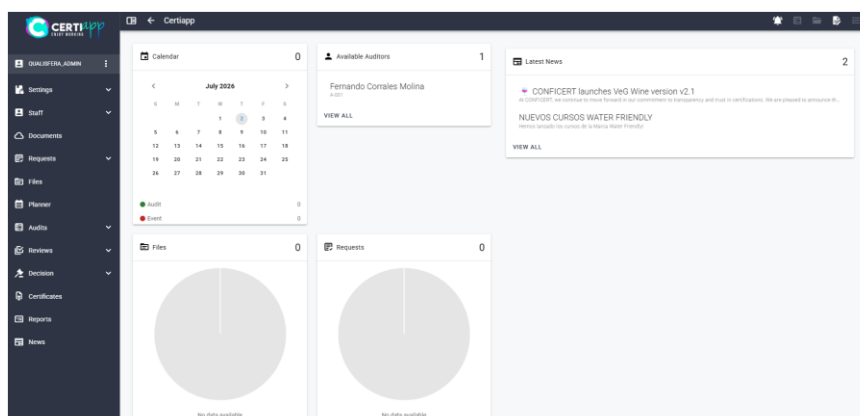
This guide describes the main tools and features available to each of the roles involved (Scheme Manager, Administrative Manager, Auditor, Technical Reviewer and Decision-Maker), as well as the procedures to follow throughout the entire certification process: from registering clients, technicians and auditors, creating and managing requests, and planning and conducting audits, to resolving and evaluating the Corrective Action Plan (CAP), making the certification decision, issuing the certificate and publishing it on the CONFICERT Transparency Portal.

The aim of this guide is to enable CB staff to work autonomously and efficiently within the platform, ensuring proper compliance with the procedures set out in the CONFICERT General Rules and facilitating clear and timely communication with operators throughout the certification process.

2. Tools

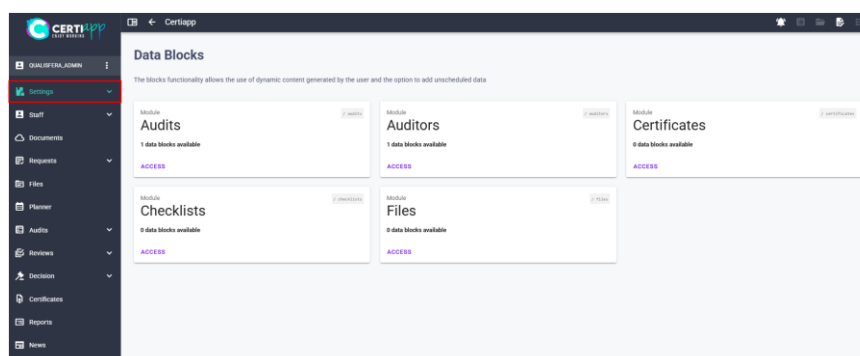
2.1. General Dashboard

The dashboard tool displays a summary of the account's activity. It includes a calendar showing scheduled audits and events, news published by CONFICERT, available auditors, and the number of existing files and requests.



2.2. Settings

This section does not require any action or modification.



2.3. Staff

2.3.1. Contacts

This section displays all client contacts, as well as any other type of contact to be added. Auditors, clients and internal staff are managed in separate sections.

The screenshot displays the Certiapp web application interface. On the left, a dark sidebar contains a menu with options: 'QUALISFERA_ADMIN', 'Settings', 'Staff', 'Contacts' (highlighted with a red box), 'Users', 'Clients', 'Auditors', and 'Internal Staff'. The main content area is titled 'Contacts' and features a red-outlined 'CREATE CONTACT' button. Below this is a table with the following data:

Name	Phone	Email	Location	Type
Mauricio Dominguez	-	-		

At the bottom right of the table, it indicates 'Rows per page: 15' and '1-1 de 1'.

New Quick Contact

✕

Details

☒ Physical person ☐ Legal entity

Name *

First last name

Second last name

CIF

Contact

Email

Phone

Others

Contact person

Contact type ▼

Position

Company

Description

Observations

CLOSE

SAVE

A screenshot of the Google Contacts application. At the top, there's a header bar with the word "Contacts" and a green "CREATE CONTACT" button. Below this is a search bar labeled "Search in contacts". A table lists contacts with columns: Name, Phone, Email, Location, and Type. One contact, "Mauricio Dominguez", is shown. At the bottom right, there are controls for "Rows per page" (set to 15) and "1-1 de 1" items. A red rectangular box highlights the "Edit" button next to the contact name.

CONTACT INFORMATION IF FOLLOW-UP HISTORY

☒ Physical Person ☐ Legal Entity

Name:

Contact:

Identification: ☐ Business Group ☐ Individual Entity

Main Address:

Others:

Clicking on a contact displays a summary of its information. To attach a document —for example, when it is an initial contact who has not yet become a client and a related initial quotation has been sent— click "Add Document".

Contact file for rolesuario.Potential

Dashboard > Contacts > Contact file for rolesuario.Potential

Mayra Sánchez
 Email: abc@abc.com
 DNI: M12345678

This contact is interested in

Observations

Access in CertiApp
 This contact doesn't have an account in CertiApp. Consider providing access by specifying an email and a password.

Documents

File Type

Name	Module	Scope	Type	Last Modification
No data available				

Rows per page: 15

A pop-up window opens where the necessary files can be attached and from which the client can also be notified by email or through an in-system notification.

Click or drag to upload files

Drag and drop the files you want to attach. These files will be securely saved in CertiAPP and recorded for the corresponding user.

Module ☒ general

Subbalances ☒ Todos

Attached to ☒ Mayra

☒ Notify the client
 Do you want to notify the client that a new document has been uploaded?

☐ Notify by email ☐ Notify by push notification

The following files will be uploaded

Addresses associated with this contact can also be added.

Contact file for rolesusuario.Potential

Dashboard → Contacts → Contact file for rolesusuario.Potential

Mayra Sánchez

abc@abc.com
Email

M12345678
DNI

This contact is interested in

Observations

Access in CertiApp

This contact doesn't have an account in CertiApp. Consider providing access by specifying an email and a password.

GRANT ACCESS **DELETE CONTACT**

2.3.2. Users

This section displays all users created from the account: clients, auditors, reviewers, decision-makers, internal staff, etc.

CertiAPP Users

Search in the directory

Name	Phone	Email	Location	Contact Type		
BODEGAS PREMIUM SOLANTIS	-	conficert@conficert.org		Client		
Luz Martín	-	lucameja@gmail.com		Technician		
Fernando Corrales Molina	695 585 476	conficert@conficert.org		Auditor		

Rows per page: 15 1-3 de 3

2.3.3. Clients

This section displays a summary of all clients created in the account. To create a new client, click "Create Client".

Clients **CREATE CLIENT**

Search client

Name	Email	Phone	Location
BODEGAS PREMIUM SOLANTIS	conficert@conficert.org	-	Madrid (Spain)

Rows per page: 15 1-1 de 1

- Contact Information**

Complete the relevant information. An internal code must be assigned in the "Identification – Code" field. In the address section, indicate that it is a Fiscal address, that it is the main address ("Main Address") and that it is active.

In "Others", enter a description of the company and any other remarks considered relevant.

CONTACT INFORMATION

Physical Person Legal Entity

Name: BODEGAS PREMIUM SOLANTIS

Contact: conficert@conficert.org Phone: ADD EMAIL ADD PHONE

Identification: C-0001 B-23654789 Business Group Individual Entity

Main Address: Address: Calle Mayor, 13 Madrid (Spain) 28013 Madrid (Spain) Madrid (Spain)

Others: Bodega Premium Solantis S.A. was born in the heart of Madrid with a clear mission: to craft high-quality organic wines that respect both the consumer and the planet. Organic grapes, clean processes, and an end-to-end sustainable commitment. Because great is...

Observations

SAVE DATA

- Access Data**

This section is used to create the client's login credentials: a username and a password. The operator client can change this password later from their own profile.

- Fiscal and LOPD**

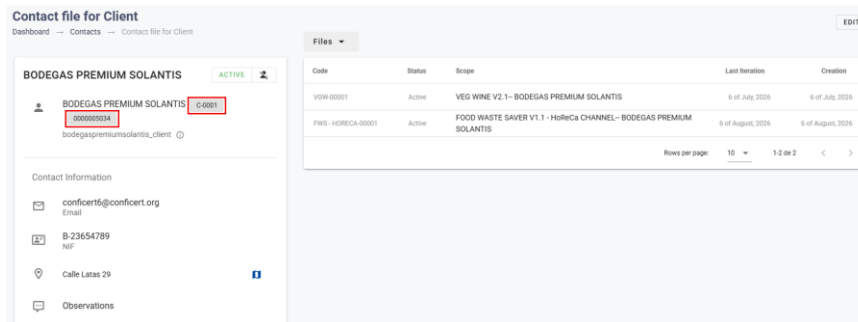
Complete the tax details and the representative's details. The "Consent" section must be left unselected, since it is up to the operator client to tick both options when reviewing their information and giving their consent.

- Follow-up History**

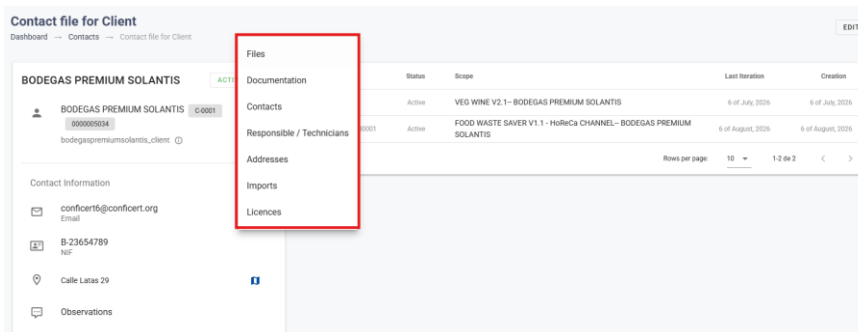
This section is used to keep track of the steps taken with the client (for example, whether the quotation has been sent, whether it has been accepted, etc.). To record a follow-up step that does not appear in the default list, enter text in the "Action to Register" field and click "Add".

Once all the information has been completed, click "Save Data" to save the operator client's details.

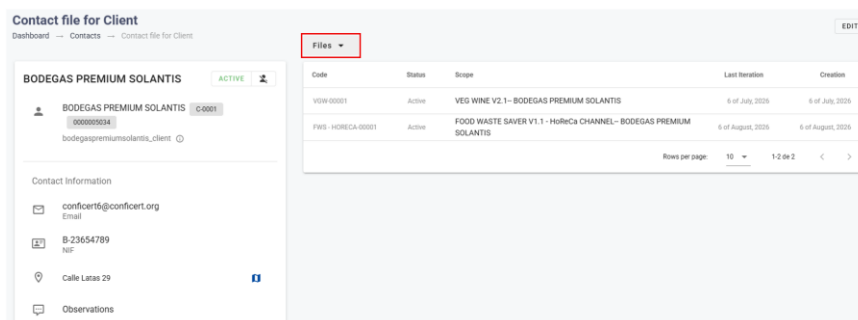
After saving, a tab is displayed showing the internal code assigned to the operator (in this example, "C-0001") and the CIN (CONFICERT Identification Number) (in this example, "0000005034").



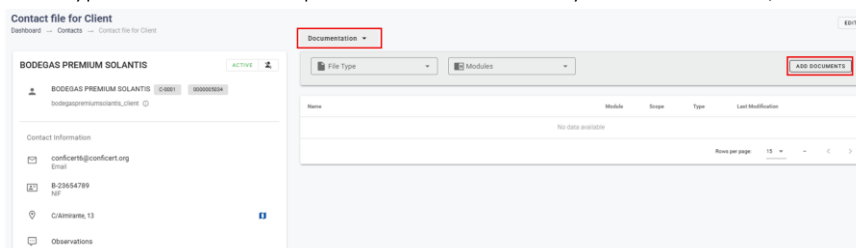
A drop-down menu with several options is also displayed:



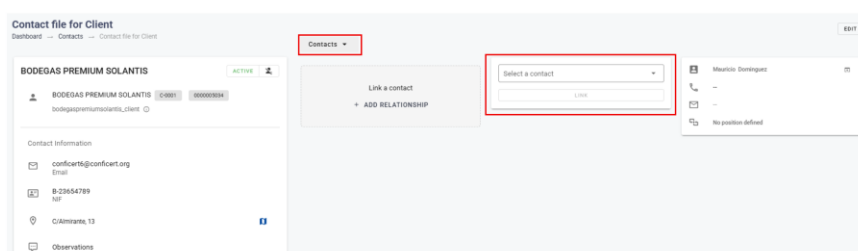
- ✓ **Files:** shows all files related to this client.



- ✓ **Documentation:** shows all documents related to the client in general (such as the request, the contract and the documents shared with the operator), provided they have been uploaded or shared through CERTIAPP. It can be filtered by document type and module. To upload a document directly from this section, click "Add Document".



- ✓ **Contacts:** used to add the relevant contacts for this operator client.

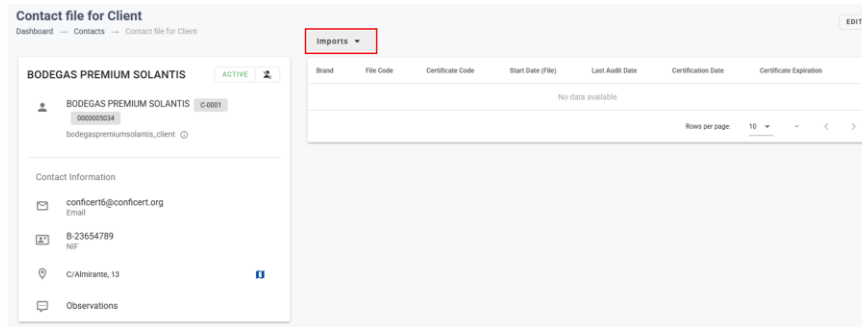


- ✓ **Responsible/Technicians:** shows the managers and technicians involved in the audit for the certification Brand. This record is voluntary and for information purposes only.

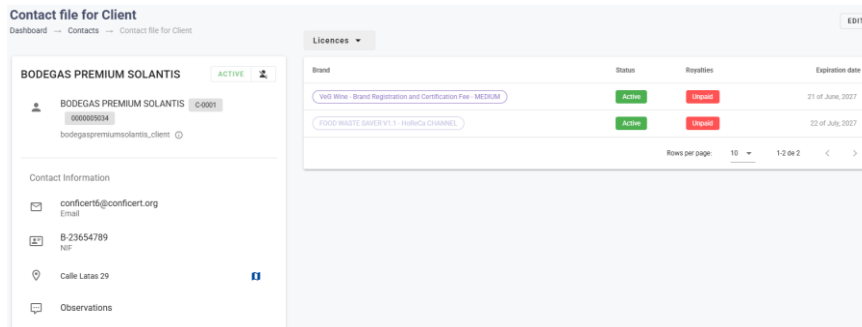
- ✓ **Addresses:** used to enter all addresses belonging to the operator. Since the fiscal address was already added during registration, it is shown by default. All sites to be audited must be added here as "Facility" type addresses and must be marked as "Active", as they are required to complete the request and generate the audits. To add a new address, click "Add Address".

All mandatory fields must be completed: location name, internal control code, "Facility" type, address, postal code and location. Optionally, the email, phone number and description of the contact person for that location can be completed; all other fields are optional.

- ✓ **Imports:** contains no relevant information.

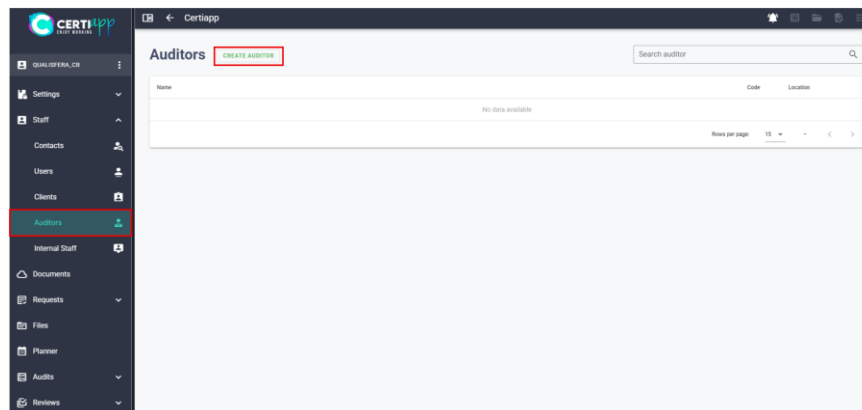


✓ **Licences:** shows all the Brands for which the operator is authorized to carry out its certification process.



2.3.4. Auditors

This section displays a summary of all registered auditors. To create a new auditor, click "Create Auditor".



A pop-up window opens where all the auditor's information must be completed.

- Contact Information**

Complete the auditor's details: first and last name, email and contact phone number (if more than one is needed, click "Add Email" or "Add Phone", as appropriate). In "Auditor Code", assign an internal control code and complete the corresponding NIF/CIF. Add an address, which can be set as fiscal or office, and mark it as active. In the "Others" field, a description or remarks can be added if considered necessary.

CONTACT INFORMATION | ACCESS DATA | EXPERIENCE AND TRAINING | AUDITOR DETAILS

☒ Physical Person ☐ Legal Entity

Name: Fernando | First Last Name: Corrales | Second Last Name: Molina

Contact: Email: conficert@conficert.org | Phone: 69585476 | + ADD EMAIL | + ADD PHONE

Identification: Auditor Code: A-001 | NF / CP: M98564585

Main Address: Address: Add new address

Others: Description: | Observations:

SAVE DATA

Address Data

☐ It is not the main address ☒ Active

Name*: Vivienda auditor

Code: VA-001 | Fiscal: Fiscal

Address*: Av. Cuatro Camino 84 | Postal Code*: 28025

Location*: Madrid | Madrid (Madrid) - Madrid / España

Email: | Phone: | Phone (2):

Description:

* Required fields before saving: Name, Address, Installation type (static), Postal Code, and Location.

CANCEL **SAVE**

• Access Data

This section is used to create the auditor's login credentials: a username and a password.

CONTACT INFORMATION | **ACCESS DATA** | EXPERIENCE AND TRAINING | AUDITOR DETAILS

User: Username: auditor01

Credentials: Password: fernandocorrales2026\$ | Repeat Password: fernandocorrales2026\$

SAVE DATA

• Experience and Training

Briefly complete the auditor's experience and training. In the "Annotations" field, follow-up actions related to this auditor can be recorded; this record is voluntary.

• Auditor Details

Enter the initials of the auditor's name and their job title. Under "Roles", select:

- **"Auditor Admin"**: if the auditor will act as auditor, reviewer and decision-maker, or as auditor only.
- **"Reviewer"**: if they will act as reviewer only.
- **"Decision Maker"**: if they will act as decision-maker only.

Optionally, the auditor's signatures can be added.

Once the information is saved, the auditor's summary profile is displayed, together with a drop-down menu with the following options:

✓ Competencies

This option shows the roles the auditor performs for the assigned Brands. To add a competency, click "Add Competency".

The screenshot shows the 'Contact file for Auditor' page for Fernando Corrales Molina. The 'Competencies' dropdown menu is highlighted with a red box. Below it is a button labeled '+ ADD COMPETENCY'.

Assign an internal control code and set the role permissions for each certification Brand. For example, if the auditor will act as auditor, reviewer and decision-maker for the VeG Wine Brand, all three options must be selected in "Competence Level": Auditor, Reviewer and Decision Maker. A description and the start and end dates of this permission must also be added.

This process must be repeated for each Brand, and the roles assigned must match those previously indicated in "Auditor Details" when the profile was created. Once completed, click "Save" to save the information.

The three screenshots show the 'New Technical Competence' form at different stages of completion. The first shows the 'Code' and 'Competence Level' dropdowns. The second shows the 'Scope' dropdown and a list of roles (Auditor, Lead Auditor, Auditor Freelance, Reviewer, Decision Maker) with checkboxes. The third shows the 'Brand' dropdown and the 'Description' field.

✓ Incompatibilities

This option shows the operator clients with whom the auditor has a conflict of interest, whether for family or other reasons. To record an incompatibility, click "Add Incompatibility".

The screenshot shows the 'Contact file for Auditor' page for Fernando Corrales Molina. The 'Incompatibilities' dropdown menu is highlighted with a red box. Below it is a button labeled '+ ADD INCOMPATIBILITY'.

In the pop-up window, add an internal control code and select the operator client with whom the incompatibility exists, the corresponding Brand, the reason, and the start and end dates of the incompatibility.

New Incompatibility

Code

Client

Type to search for the client

BODEGAS PREMIUM SOLANTIS

Scope

General

Brand

Reason

Start Date

03-07-2026

End Date

03-07-2026

CANCEL

SAVE

✓ Addresses

This option is used to add addresses related to the auditor. By default, the auditor's home address entered when creating the profile is already registered. To add an additional address, click "Add Address" and complete the required fields.

Contact file for Auditor

Dashboard > Contacts > Contact file for Auditor

Fernando Corrales Molina

auditor01

ACTIVE

Contact Information

695 585 476

Contact

conficert7@conficert.org

Email

M98564585

NIF

Addresses

Vivienda auditor

Name

Fernando Corrales Molina

Business Name

Type of installation

Fiscal

Av. Cuatro Camino 84

Madrid, España

Observations

No Observations

MODIFY

ADD ADDRESS

Address Data

It is the main address

Active

Name *

Vivienda auditor

Code

VA-001

Fiscal

Address *

Av. Cuatro Camino 84

Postal Code *

28025

Location *

Madrid

Madrid (Madrid) - Madrid / España

Email

conficert7@conficert.org

Phone

695585476

Phone (2)

Description

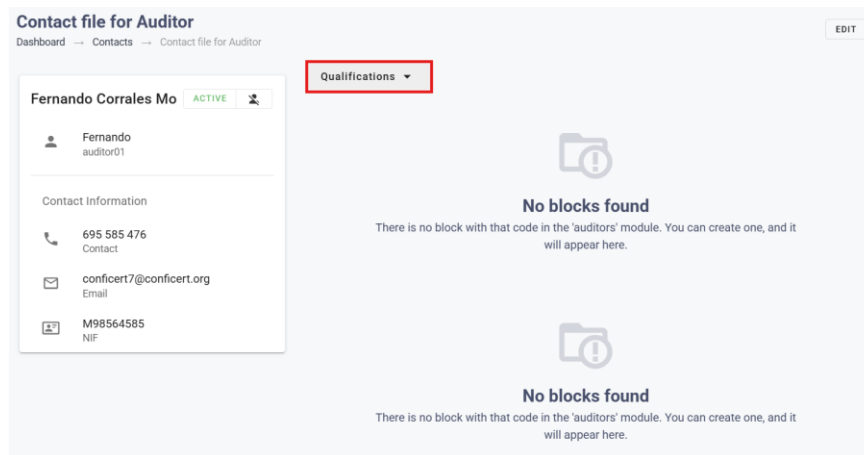
* Required fields before saving: Name, Address, Installation type (static), Postal Code, and Location.

CANCEL

SAVE

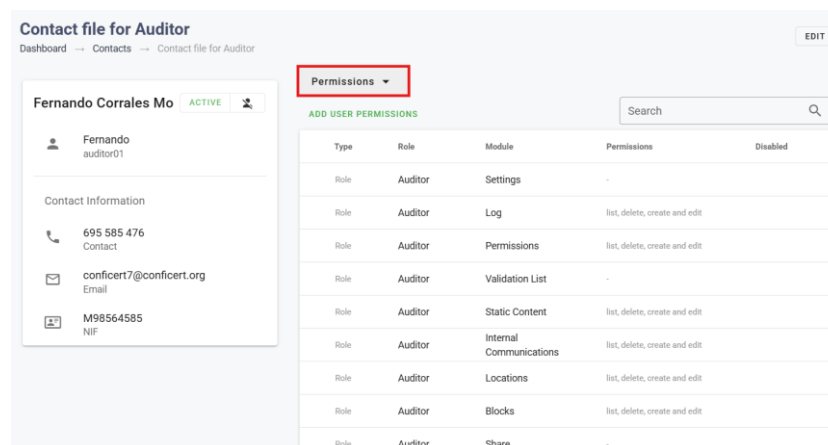
✓ Qualifications

This option contains no relevant information and does not need to be completed.



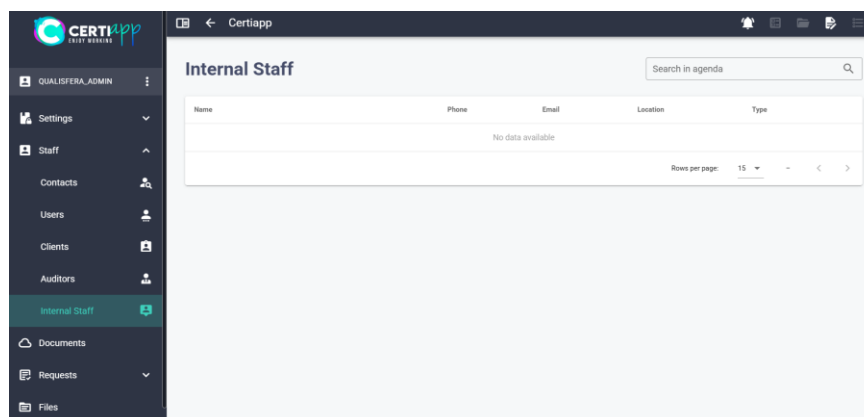
✓ Permissions

No data should be modified in this option.



2.3.5. Internal Staff

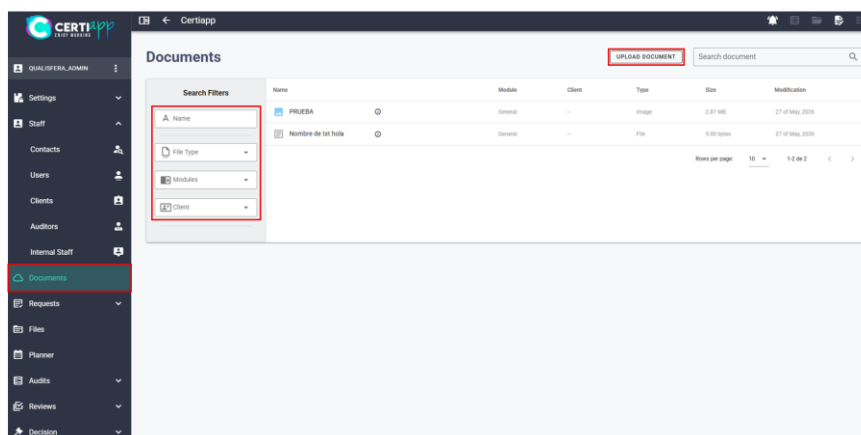
This section contains no information or data that needs to be modified.



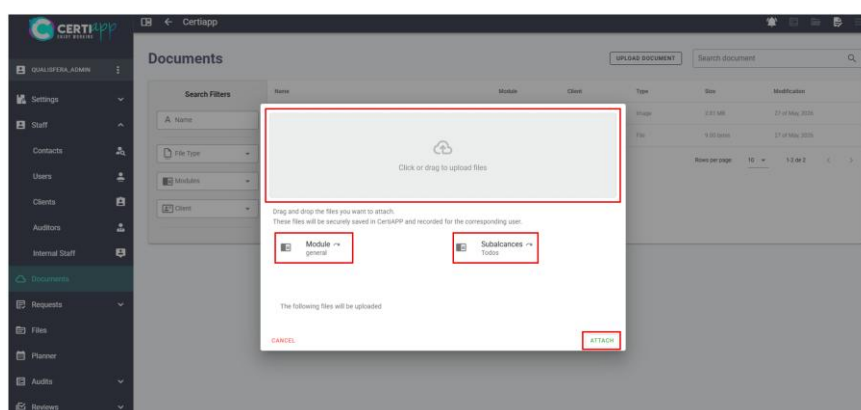
2.4. Documents

This tool displays all documents exchanged with operators, as well as those uploaded to the platform. It can be filtered by name, type, module or client.

To add a document, click "Upload Document".



When attaching the document, select the corresponding module and sub-scope, and click "Attach" to save.



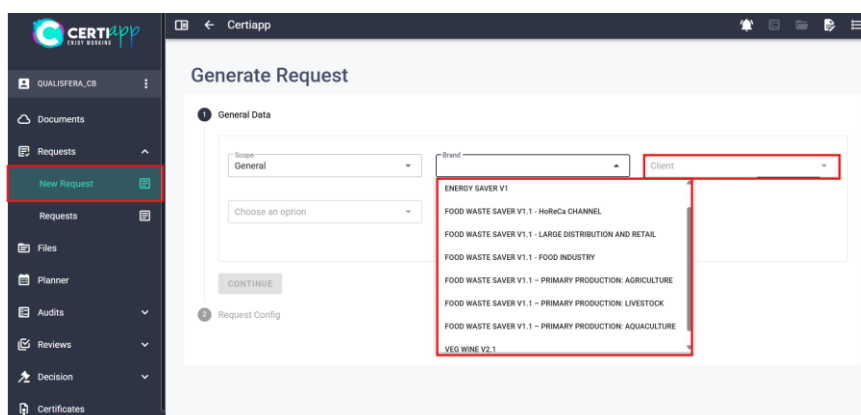
2.5. Request

2.5.1. New Request

This section is used to create the requests that will later be completed by the operator. Select the Brand ("Brand") and the corresponding client, and indicate whether it is an initial certification or a renewal process. The date is set by default to the day the request is created.

Please note that, in order to create the request, the Certification Body must have a current membership and must have paid the Annual Authorization Fee to Certify the corresponding Brand ("Annual Authorization Fee to Certify a Brand"), and must also have assigned the corresponding Brand Registration and Certification Fee ("Brand Registration and Certification Fee") to the operator. If these fees have not been purchased beforehand, the request cannot be created.

The "Brand" field displays a list of all the Brands for which the CB holds a current authorization to certify. Once the Brand is selected, the "Clients" field shows all clients that have paid the corresponding fee to start their certification process.



Once created, the request must be completed by the operator. The Certification Body can also help complete certain sections of the request if necessary.

2.5.2. Request

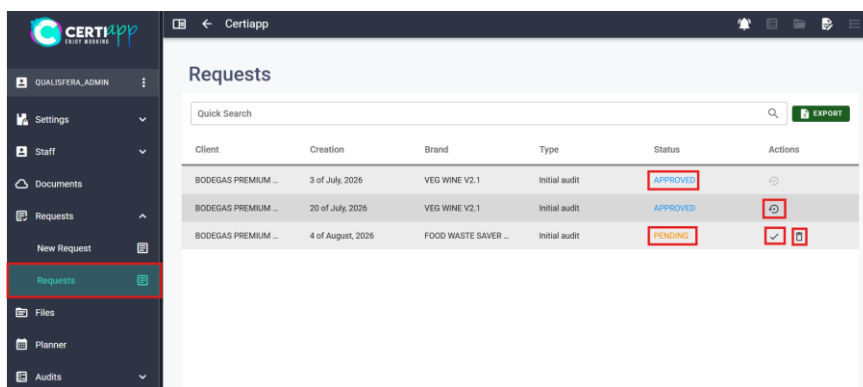
This section contains all registered requests. It shows a summary of the client, creation date, Brand, type (initial or renewal audit) and the status of the request, which can be: **Approved** or **Pending**.

As a CB, it is possible to:

- **Approve** the request (✓)
- **Delete** the request (🗑️)
- **Reopen** the request (🔄)

The request is approved once it has been checked that all the data entered by the operator is correct. It is deleted as appropriate, and it is reopened when the request has already been approved and some incorrect data needs to be edited (provided that no audit has been opened).

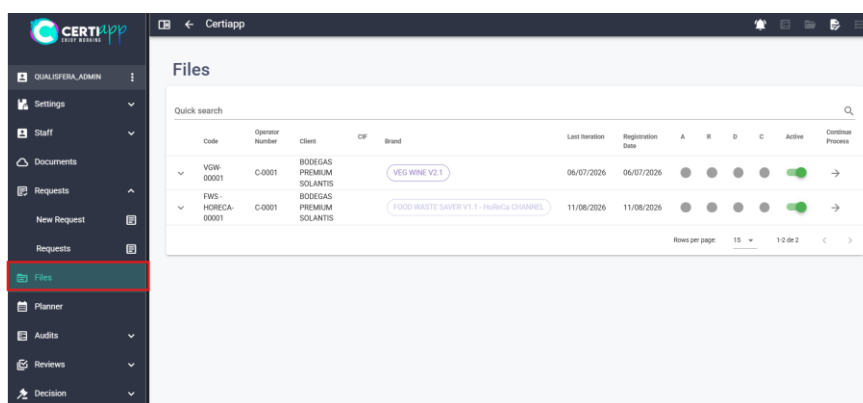
The request can only be edited while it is in "Pending" status. Once it moves to "Approved" status, it cannot be edited unless it is reopened first.



Client	Creation	Brand	Type	Status	Actions
BODEGAS PREMIUM ...	3 of July, 2026	VEG WINE V2.1	Initial audit	APPROVED	🔄
BODEGAS PREMIUM ...	20 of July, 2026	VEG WINE V2.1	Initial audit	APPROVED	🗑️
BODEGAS PREMIUM ...	4 of August, 2026	FOOD WASTE SAVER ...	Initial audit	PENDING	✓ 🗑️

2.6. Files

Once the request has been approved, this section displays a summary of all files. The progress of the file in its latest iteration can be viewed through steps A (Audit), R (Review), D (Decision) and C (Certificate), as well as whether that iteration is active or inactive.



Code	Operator Number	Client	CF	Brand	Last Iteration	Registration Date	A	R	D	C	Active	Continue Process
✓ VGR-00001	C-0001	BODEGAS PREMIUM SOLANTIS		VEG WINE V2.1	06/07/2026	06/07/2026	●	●	●	●	●	→
✓ FWS-HORECA-00001	C-0001	BODEGAS PREMIUM SOLANTIS		FOOD WASTE SAVER V1.1 - INURICA CHANNEL	11/08/2026	11/08/2026	●	●	●	●	●	→

When opening a file, the file code, start date, creation date and last update date are displayed.

Scrolling down, there is a drop-down menu with the following options:

Production facility	Operator	Premises	Production facility	Address	Contact Person	Restaurant
Production facility 1	OPERATOR 1	PREMISES 1	Production facility 1	15, 28023, Madrid (Madrid) / Spain Calle Mercurio 92, 28023, Madrid (Madrid) / Spain	Rosa Selgas Manager r.selgas@bodegas.es 66599885477	Restaurant
Production facility 2	OPERATOR 2	PREMISES 2	Production facility 2	15, 28023, Madrid (Madrid) / Spain Calle Mercurio 92, 28023, Madrid (Madrid) / Spain	Nelly Rosales Manager n.rosales@bodegas.es 695048885	Restaurant
Production facility 3	OPERATOR 2	PREMISES 3	Production facility 3	15, 28023, Madrid (Madrid) / Spain Calle Lata 29, 28023, Madrid (Madrid) / Spain	Mario Jimenez Manager m.jimenez@bodegas.es	Restaurant

✓ **Products**

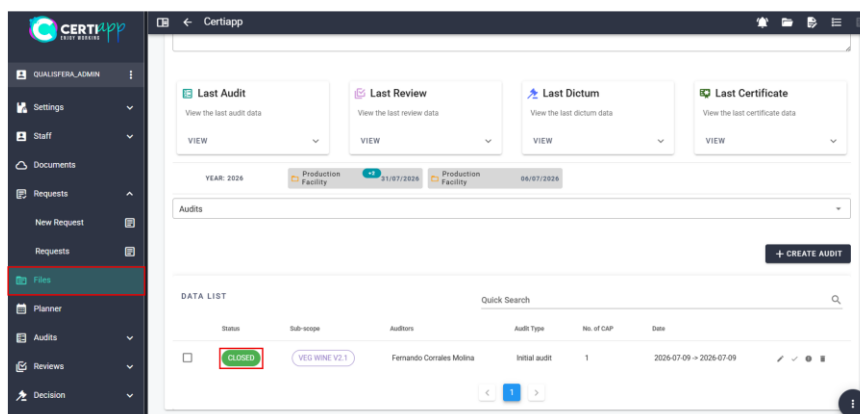
Shows all the sites declared in the request, together with the data that defines the audit.

Locations	Requested information of the FWS H...	Operator	Premises	Production facility	Address	Contact Person	Restaurant
Todos los emplazamientos	Selección todos los productos de todos los gr...	ROSEAA	OPERATOR 1	PREMISES 1	Production facility 1	15, 28023, Madrid (Madrid) / Spain Calle Mercurio 92, 28023, Madrid (Madrid) / Spain	Rosa Selgas Manager r.selgas@bodegas.es 66599885477
Production Facility	Requested information of the FWS HoreCa Channel ...	OPERATOR 2	PREMISES 2	Production facility 2	15, 28023, Madrid (Madrid) / Spain Calle Mercurio 92, 28023, Madrid (Madrid) / Spain	Nelly Rosales Manager n.rosales@bodegas.es 695048885	Restaurant
Production facility 2	Requested information of the FWS HoreCa Channel ...	OPERATOR 2	PREMISES 3	Production facility 3	15, 28023, Madrid (Madrid) / Spain Calle Lata 29, 28023, Madrid (Madrid) / Spain	Mario Jimenez Manager m.jimenez@bodegas.es	Restaurant

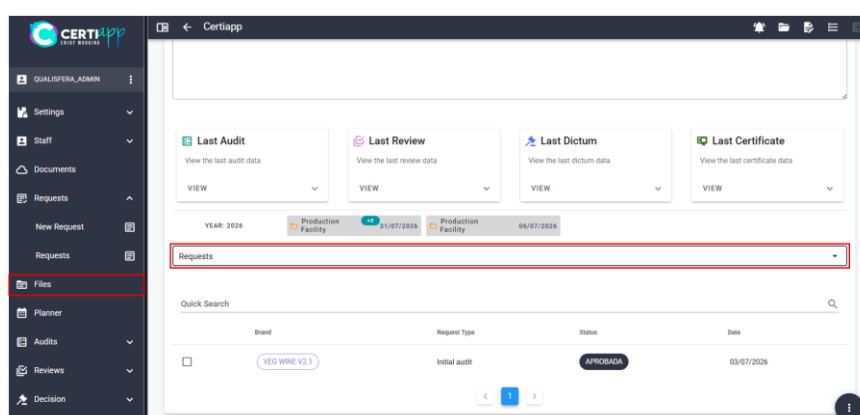
✓ **Audits**

Shows the audits created for this operator. The status can be:

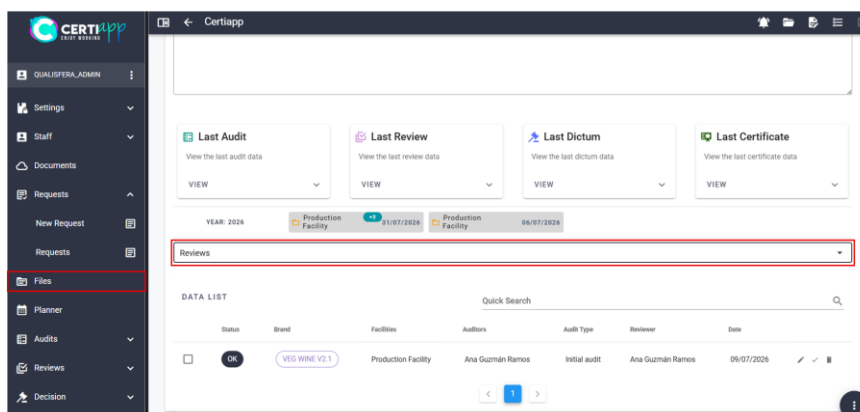
- **Planned:** when the audit has just been created.
- **Open:** when a checklist has been assigned.
- **Closed:** once the audit has been completed, together with the evaluation of the corrective action plan.



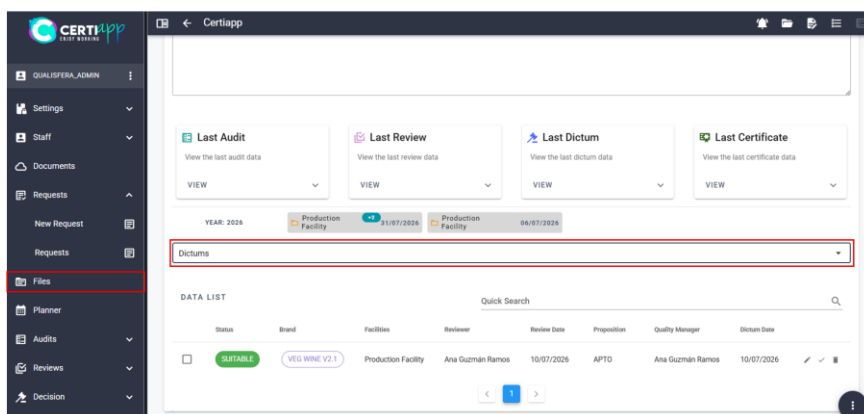
- ✓ **Request**
Shows the previously approved and completed requests.



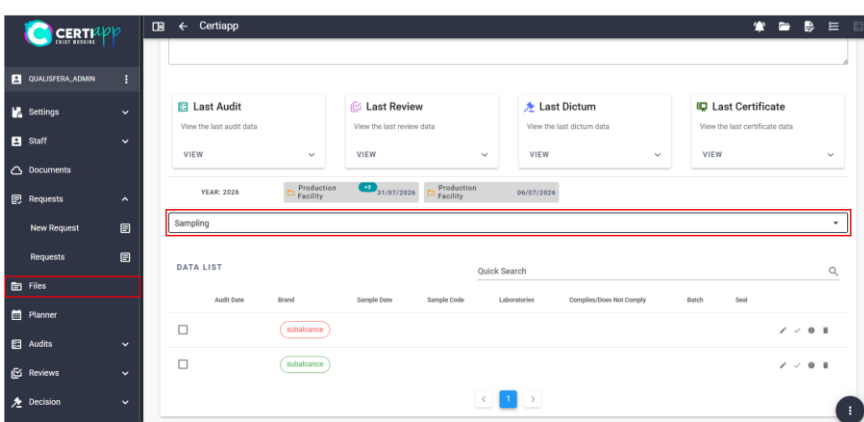
- ✓ **Reviews**
Shows when the file moves to the technical review phase.



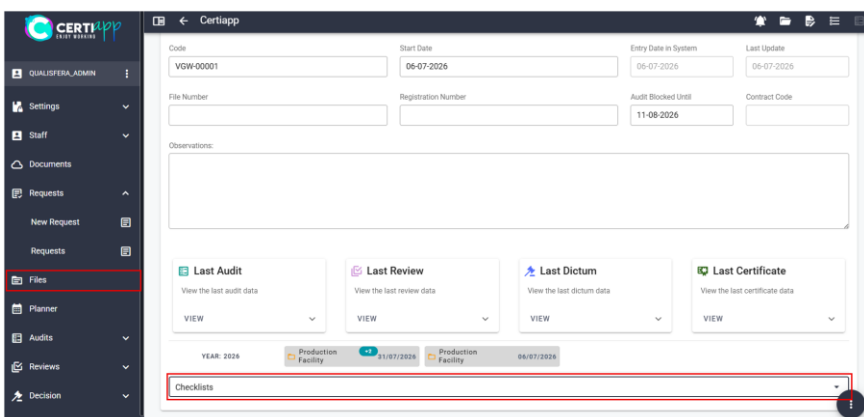
- ✓ **Dictums**
Shows when the file moves to the decision phase, as well as the result —Suitable or Not Suitable— once the decision-maker has made the corresponding decision.



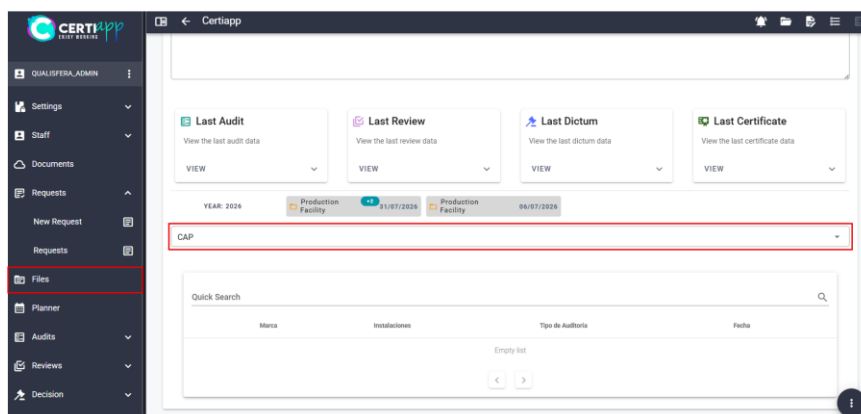
- ✓ **Samplings**
Shows the samples for this file, attached during the audit.



- ✓ **Checklist**
No information is displayed in this section.



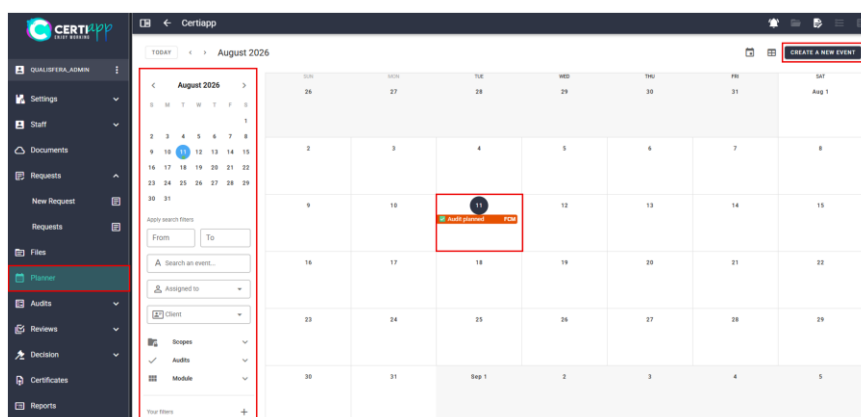
- ✓ **CAP (Corrective Action Plan)**
No information is displayed in this section.



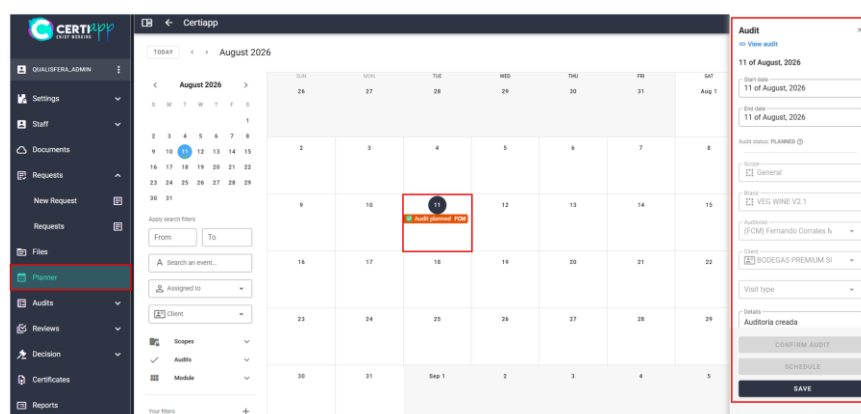
2.7. Planner

The "Planner" section is an interactive calendar showing all planned activities, including the audits created, which appear here automatically. It can be filtered by time period, event title, person assigned to the event or operator client.

New events can also be created to keep everything organized in a single calendar.



Clicking on an event displays the information related to it.



2.8. Audits

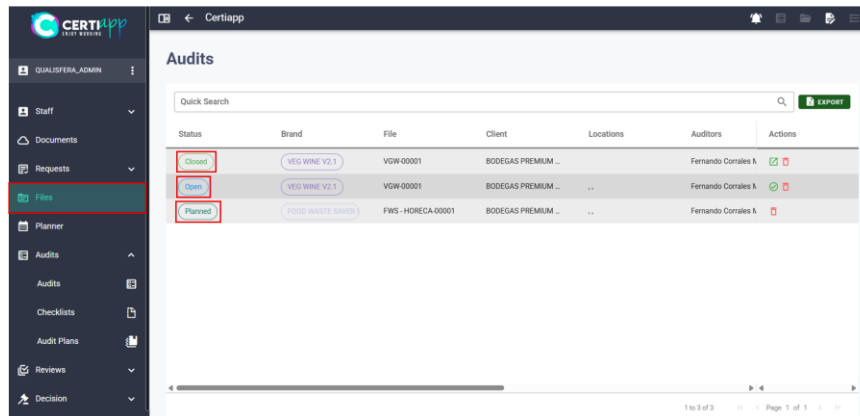
2.8.1. Audits

This section displays a summary of all audits for all clients, including the status, Brand, file number, client and the assigned lead auditor.

The audit status can be:

- **Planned:** when the audit has just been created.

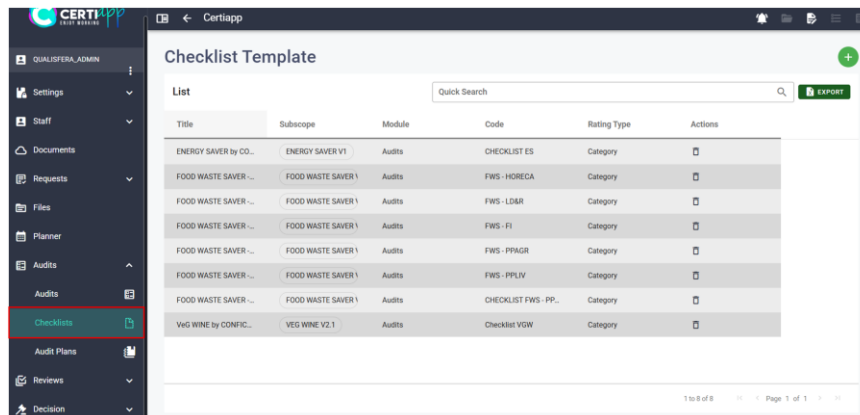
- **Open:** when a checklist has been assigned to the operator.
- **Closed:** once the audit has been completed, after the evaluation of the operator's Corrective Action Plan.



Status	Brand	File	Client	Locations	Auditors	Actions
Closed	VEG WINE V2.1	VGW-00001	BODEGAS PREMIUM ...		Fernando Corrales A.	
Open	VEG WINE V2.1	VGW-00001	BODEGAS PREMIUM ...	..	Fernando Corrales A.	
Planned	FOOD WASTE SAVER	FWS - HORECA-00001	BODEGAS PREMIUM ...	..	Fernando Corrales A.	

2.8.2. Checklist

This section contains the checklists for all the Brands for which the CB holds a certification authorization and whose fee is up to date. No action is required in this section.



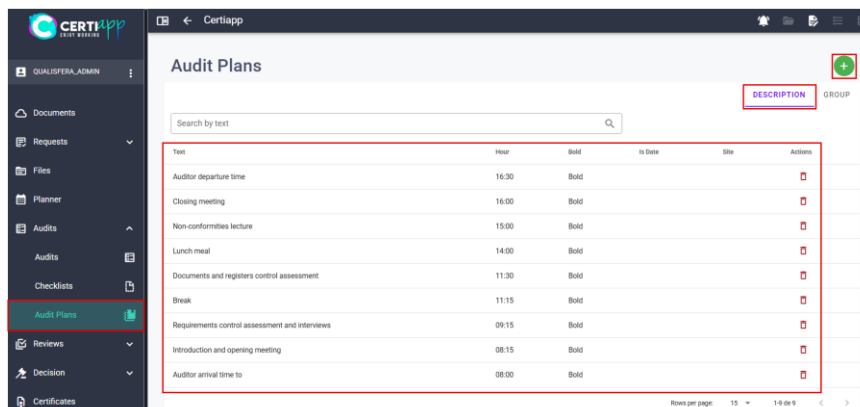
Title	Subscope	Module	Code	Rating Type	Actions
ENERGY SAVER by CO...	ENERGY SAVER V1	Audits	CHECKLIST ES	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER 1	Audits	FWS - HORECA	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER 1	Audits	FWS - LDAR	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER 1	Audits	FWS - FI	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER 1	Audits	FWS - PMGR	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER 1	Audits	FWS - PPLIV	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER 1	Audits	CHECKLIST FWS - PP...	Category	
VEG WINE by CONFIC...	VEG WINE V2.1	Audits	Checklist VGW	Category	

2.8.3. Audit plans

This section contains the audit plan, which details what will be done during the audit. It has two sections:

- **Description**

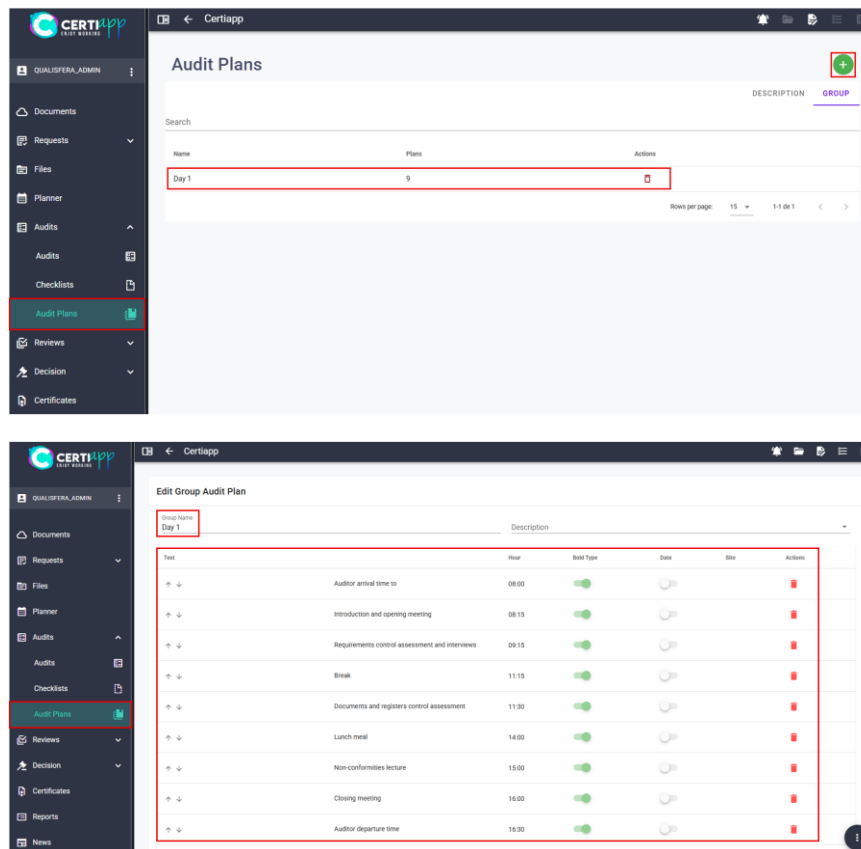
This section details, point by point, each activity to be carried out on the day of the audit. It works as a template: when it is assigned to a specific audit, data such as the text or the time can be modified or added.



Text	Hour	Bold	Is Date	Size	Actions
Auditor departure time	16:30	Bold			
Closing meeting	16:00	Bold			
Non-conformities lecture	15:00	Bold			
Lunch meal	14:00	Bold			
Documents and registers control assessment	11:30	Bold			
Break	11:15	Bold			
Requirements control assessment and interviews	09:15	Bold			
Introduction and opening meeting	08:15	Bold			
Auditor arrival time to	08:00	Bold			

- **Group**

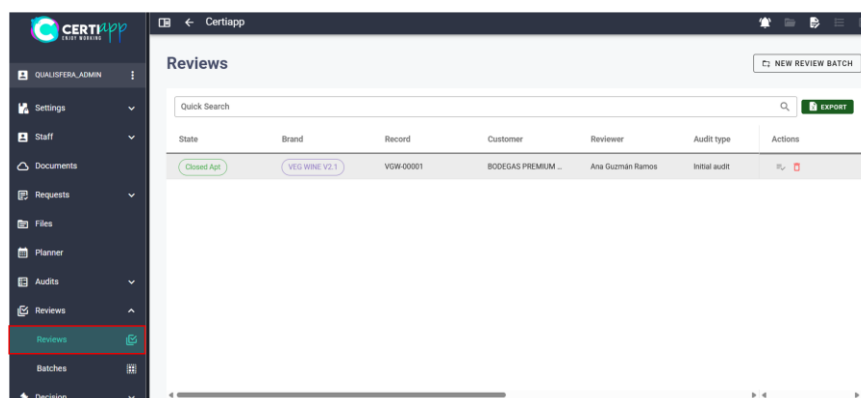
In this section, the description lines previously created can be grouped, organized by day or by any other criterion considered appropriate. Opening a group shows the activities described for that particular day.



2.9. Reviews

2.9.1. Reviews

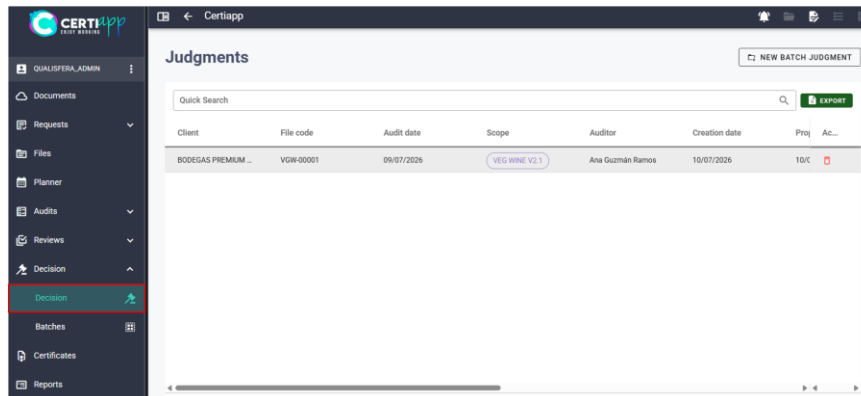
This section displays all files for all clients that are in technical review status. It shows the status, Brand, client, assigned reviewer and audit type.



2.10. Decision

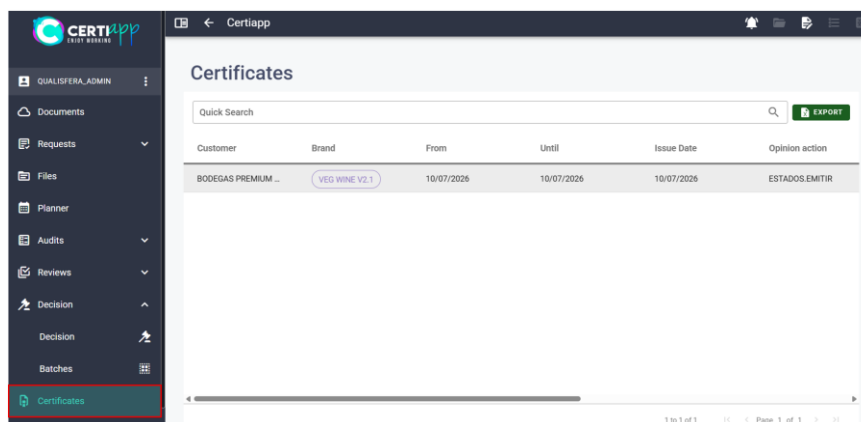
2.10.1. Decision

This section displays all files for all clients that are in decision status. It shows the client, audit date, Brand, assigned auditor and the corresponding date.



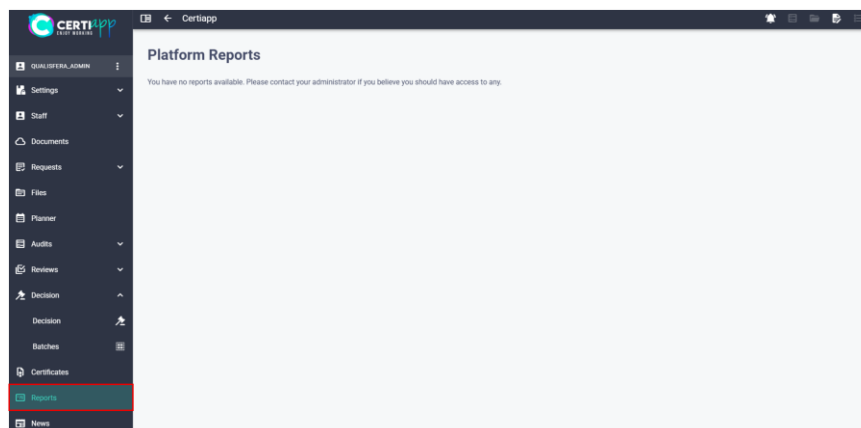
2.11. Certificates

This section displays all certificates for the operators' files that the decision-maker has assessed as Suitable.



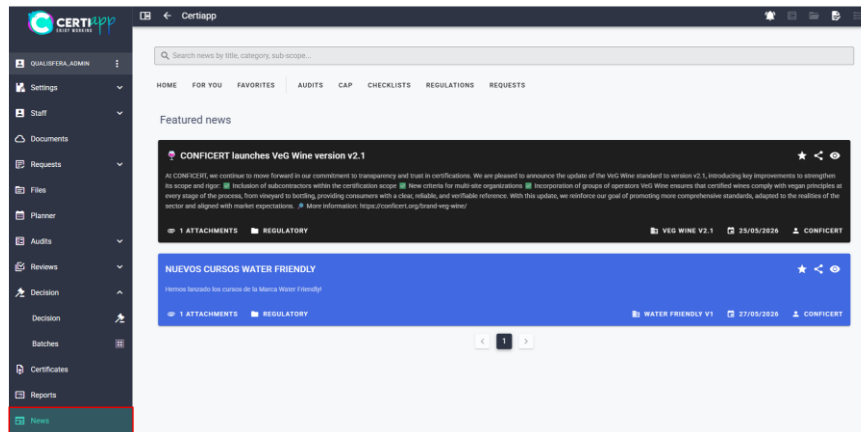
2.12. Report

This section contains no relevant information and requires no attention.



2.13. News

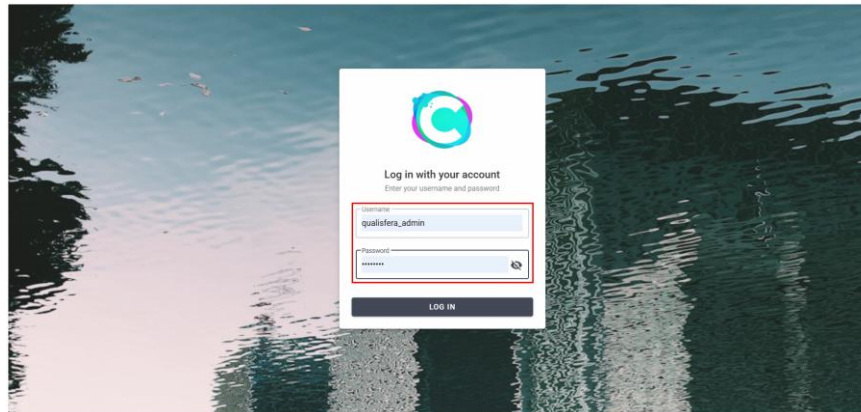
This section displays all news and notifications that CONFICERT communicates to Certification Bodies.



3. Process

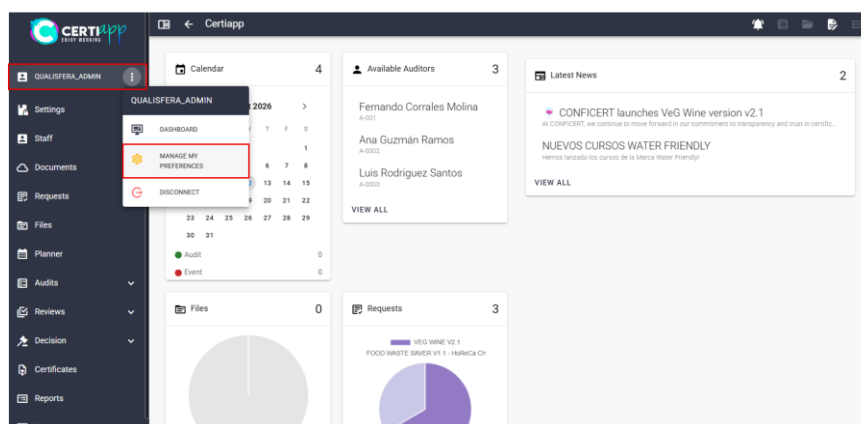
3.1. Logging in

Log in with the username and password provided by CONFICERT.



3.2. Initial settings

Before using the other tools, certain initial settings must be configured. To do so, go to **"Manage My Preferences"**.



In the **"Company Data"** section, complete the highlighted fields, except "Code" and "ID Code" (assigned directly by CONFICERT). Change the language to "English". Once the fields are completed, click "Save" to save the changes.

CERTIAPP
CERTIFICATION BODY

QUALISFERA_ADMIN

Settings
Staff
Documents
Requests
Files
Planner
Audits
Reviews
Decision
Certificates
Reports
News

COMPANY DATA COMPANY LOCATION AUDIT PREFERENCES EMAIL PREFERENCES CASE PREFERENCES REPRESENTATIVE PREFERENCES CUSTOM FIELDS

In this section, you can update your company's essential information, including name, email addresses, phone numbers, tax ID (CIF), and code. It is important to keep this information up to date, as it is used in all official documents and company communications.

Select company image

QUALISFERA CERTIFICATION

Short name

Secondary email

Secondary phone

Code

ID Code

Website

VAT Code

Default language

You can select the default language for company users. If no language is selected, the platform's default language (English) will be used.

Default language for company users

SAVE

In the **"Company Location"** section, add all addresses related to the Certification Body.

CERTIAPP
CERTIFICATION BODY

QUALISFERA_ADMIN

Settings
Staff
Documents
Requests
Files
Planner
Audits
Reviews
Decision
Certificates

COMPANY LOCATION COMPANY DATA AUDIT PREFERENCES EMAIL PREFERENCES CASE PREFERENCES REPRESENTATIVE

Main Address

Type of Installation

Observations

ADD ADDRESS

MODIFY

In the **"Audit References"** section, enable (by clicking) the three options shown on screen: "Automatically generate preliminary Audit status", "Consider the CAP deadline" and "Allow multiple edits of the CAP". All three options must be enabled; otherwise, problems will arise when evaluating the CAP (Corrective Action Plan). Click "Save" to save the changes.

CERTIAPP
CERTIFICATION BODY

QUALISFERA_ADMIN

Settings
Staff
Documents
Requests
Files
Planner
Audits
Reviews
Decision
Certificates

AUDIT PREFERENCES COMPANY DATA COMPANY LOCATION EMAIL PREFERENCES CASE PREFERENCES REPRESENTATIVE

Preliminary status preferences

Automatically generate preliminary audit status

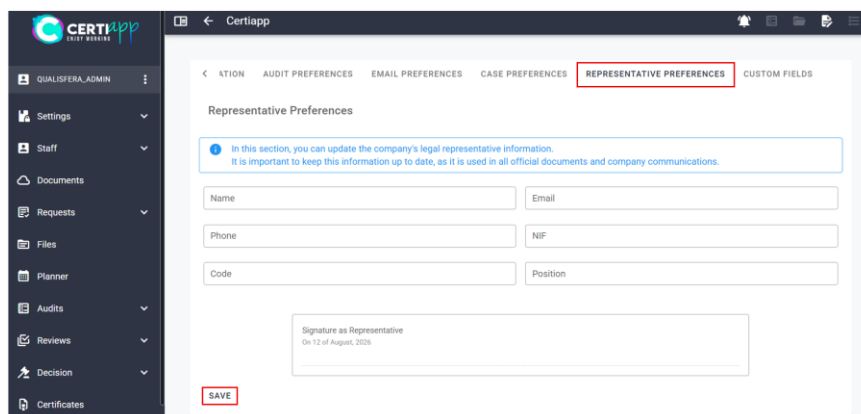
Other Preferences:

Consider the CAP deadline

Allow multiple edits of the CAP

SAVE

In the **"Representative References"** section, complete all fields with the details of the Certification Body's representative and click "Save" to save the information.



The screenshot shows the 'Representative Preferences' form in the CERTIAPP interface. The form includes fields for Name, Email, Phone, NIF, Code, and Position. A signature box is also present with a timestamp 'On 12 of August, 2026'. A 'SAVE' button is at the bottom. The left sidebar shows the user is logged in as 'QUALISFERA_ADMIN'.

The "Email Preferences", "Case Preferences" and "Custom Fields" sections must not be completed or modified.

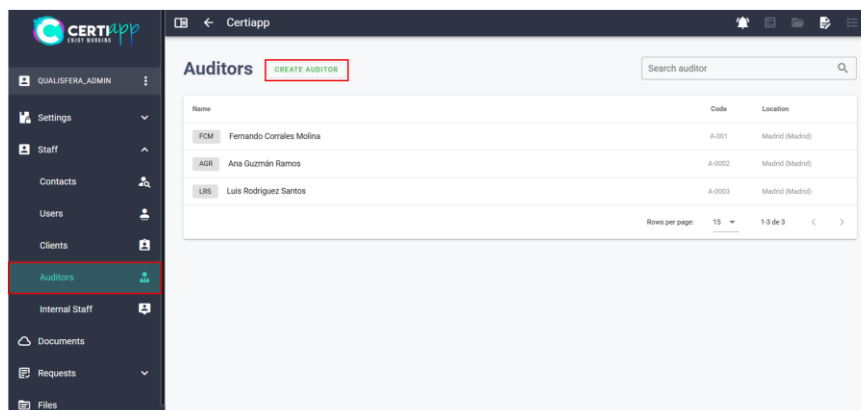
3.3. Purchasing the annual authorization fee to certify a Brand

The Authorization fees to certify a Brand (for the Brands the CB has decided to certify and that have been previously authorized by CONFICERT) must be purchased and kept current through the [CONFICERT website](#).

The procedure for purchasing this fee is described in the document "User Guide for Certification Bodies – CONFICERT web platform_V1, 29.MAY.2026_ESP", section 4.6. Purchasing the annual authorization fee to certify a Brand.

3.4. Registering Auditors

All auditors for the Brands to be certified must be registered. The procedure for creating them is described in section [2.3.4. Auditors](#).

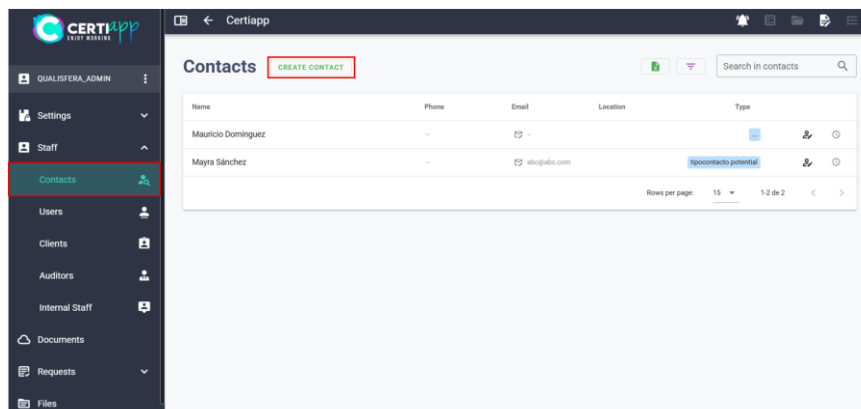


The screenshot shows the 'Auditors' list in the CERTIAPP interface. A 'CREATE AUDITOR' button is at the top. The table lists three auditors: Fernando Corrales Molina (FCM), Ana Guzmán Ramos (AGR), and Luis Rodríguez Santos (LRS). The left sidebar shows the 'Auditors' menu item is selected.

Name	Code	Location
FCM Fernando Corrales Molina	A-001	Madrid (Madrid)
AGR Ana Guzmán Ramos	A-002	Madrid (Madrid)
LRS Luis Rodríguez Santos	A-003	Madrid (Madrid)

3.5. Registering contacts

Contacts can be created and registered if considered necessary. The procedure for creating them is described in section [2.3.1. Contacts](#).

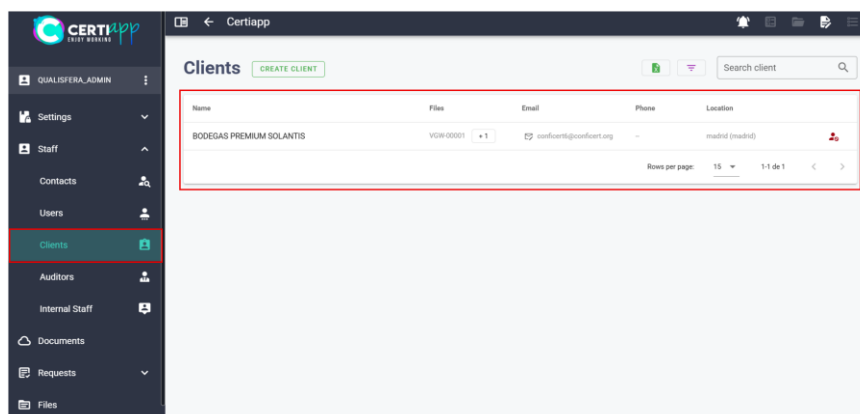


The screenshot shows the 'Contacts' list in the CERTIAPP interface. A 'CREATE CONTACT' button is at the top. The table lists two contacts: Mauricio Domínguez and Mayra Sánchez. The left sidebar shows the 'Contacts' menu item is selected.

Name	Phone	Email	Location	Type
Mauricio Domínguez	-	ED -		
Mayra Sánchez	-	ED alio@alio.com		potencial

3.6. Registering clients

If a previously registered contact has become a client, the corresponding client record must be created following the steps in section [2.3.3. Clients](#).



Once the operator client's details have been registered, their login credentials are sent to them so that they can log in, check that the information is correct and, if they find any errors, make the necessary changes.

The operator's own guide indicates which sections require special care and attention regarding the information recorded, such as registering all locations to be audited and the tax details.

3.7. Assigning the Brand Registration and Certification Fee to an operator

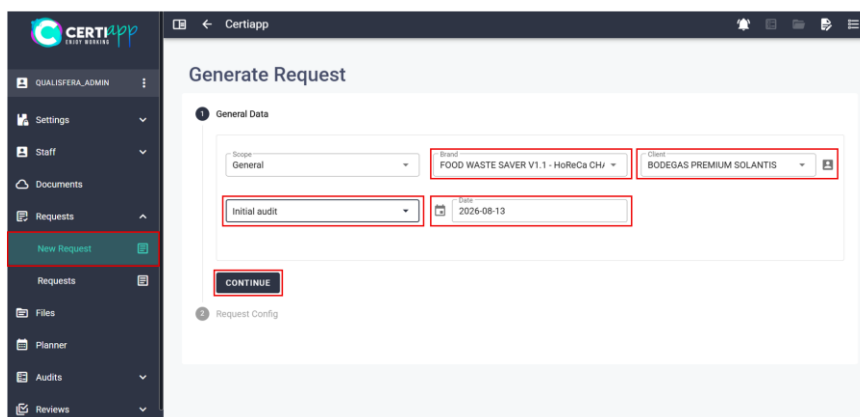
Before a request can be opened for an operator, the operator must be assigned the Registration and Certification fee for the Brand in which it will be certified.

The procedure for assigning this fee is described in the document "User Guide for Certification Bodies – CONFICERT web platform_V1, 29.MAY.2026_ESP", section 4.7. Assigning the Brand Registration and Certification Fee to an operator.

3.8. Managing the request

Go to the "Request" section and select in the "Brand" field the Brand and the specific sub-scope in which the operator will be certified. Once the Brand is selected, select in "Client" the operator for which the request is being created. Then indicate whether it is an initial certification or a renewal process. The date is generated automatically as the day the request is created.

The rest of the request must be completed, in the first instance, by the operator; however, the Certification Body can help by completing the initial data, so that the operator then reviews that information and completes or edits it as appropriate. The procedure the operator must follow to complete the request is described in the operator's own guide. The following explains how the sections of the request should be completed from the Certification Body's perspective.



3.8.1. "Consulting" section

Complete the "Consulting" section by answering the corresponding questions.

3.8.2. Previous Certificate and CONFICERT ID Number section

Complete this section by indicating whether the operator holds any previous certification, whether CONFICERT or otherwise, and fill in the corresponding fields.

3.8.3. Declarations section

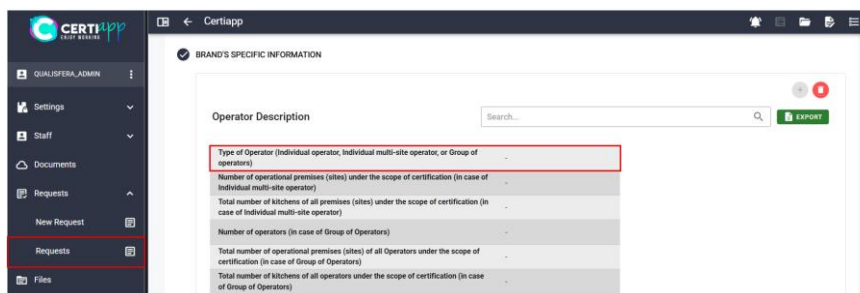
Complete the "Declarations" section with the appropriate answers.

3.8.4. Brand's Specific Information section

This section requires special attention, since the data entered here defines the audit.

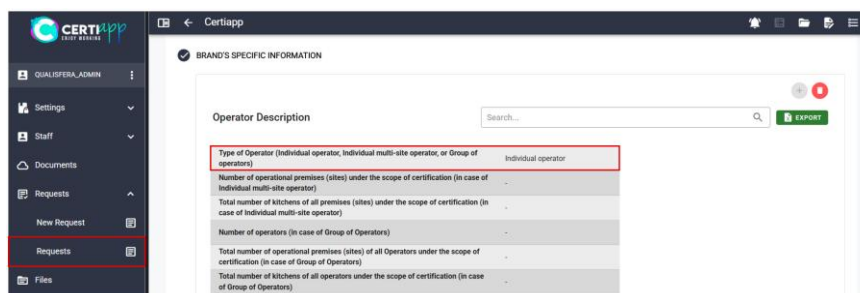
1) "Operator Description" table

Question 1 (operator type) must indicate whether the operator is an Individual Operator (single site), Multi-site or Group of Operators. Depending on the type selected, complete the corresponding questions:



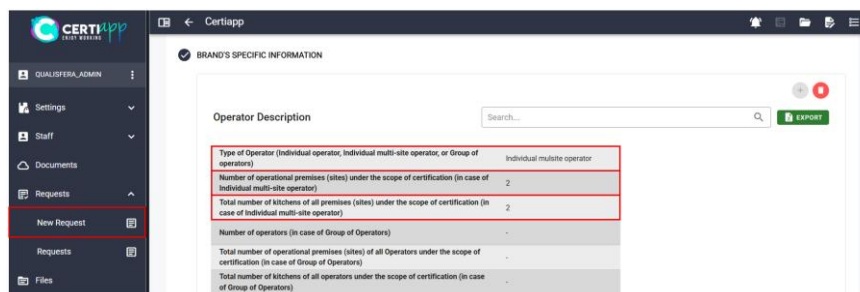
Operator Description	
Type of Operator (Individual operator, Individual multi-site operator, or Group of operators)	
Number of operational premises (sites) under the scope of certification (in case of Individual multi-site operator)	
Total number of kitchens of all premises (sites) under the scope of certification (in case of Individual multi-site operator)	
Number of operators (in case of Group of Operators)	
Total number of operational premises (sites) of all Operators under the scope of certification (in case of Group of Operators)	
Total number of kitchens of all operators under the scope of certification (in case of Group of Operators)	

- **Individual operator (single site):** only question 1 is completed. The remaining boxes must be left blank, since a single site means there will be only one location to audit.



Operator Description	
Type of Operator (Individual operator, Individual multi-site operator, or Group of operators)	Individual operator
Number of operational premises (sites) under the scope of certification (in case of Individual multi-site operator)	
Total number of kitchens of all premises (sites) under the scope of certification (in case of Individual multi-site operator)	
Number of operators (in case of Group of Operators)	
Total number of operational premises (sites) of all Operators under the scope of certification (in case of Group of Operators)	
Total number of kitchens of all operators under the scope of certification (in case of Group of Operators)	

- **Multi-site operator:** complete questions 1 and 2 (for Brands such as Food Waste Saver – HoReCa Channel, question 3 is also completed), indicating in question 2 the "Number of operating premises (sites) under the certification scope" and, in question 3, the "Total number of kitchens in all premises (sites) under the certification scope".



Operator Description	
Type of Operator (Individual operator, Individual multi-site operator, or Group of operators)	Individual multi-site operator
Number of operational premises (sites) under the scope of certification (in case of Individual multi-site operator)	2
Total number of kitchens of all premises (sites) under the scope of certification (in case of Individual multi-site operator)	2
Number of operators (in case of Group of Operators)	
Total number of operational premises (sites) of all Operators under the scope of certification (in case of Group of Operators)	
Total number of kitchens of all operators under the scope of certification (in case of Group of Operators)	

- **Group of Operators:** the user with which the operator's profile was created is considered the "Lead Operator", who manages the entire certification process with the Certification Body on behalf of the operators in the group. Complete questions 1, 4, 5 and 6:
 - ✓ In question 4, indicate the total number of operators in the group, including the lead operator (for example, if there are 2, this means the lead operator plus one additional operator).
 - ✓ In question 5, indicate the "Number of operating premises (sites) under the certification scope", i.e., the total number of sites declared by all operators in the group. For example, if the lead operator (Operator 1) has 2 operating premises and the second operator (Operator 2) has 1 operating premises, the total to be entered would be 3.
 - ✓ In question 6, indicate the "Total number of kitchens of all operators under the certification scope", i.e., the total number of kitchens across all sites of all operators declared in the group. For example, if the lead operator (Operator 1) has 2 sites with 1 kitchen each (2 kitchens in total) and the second operator (Operator 2) has 1 operating premises with 2 kitchens, the total for both operators would be 4.

Type of Operator	Group of Operators
Type of Operator (Individual operator, Individual multi-site operator, or Group of operators)	Group of Operators
Number of operational premises (sites) under the scope of certification (in case of Individual multi-site operator)	-
Total number of kitchens of all premises (sites) under the scope of certification (in case of Individual multi-site operator)	-
Number of operators (in case of Group of Operators)	2
Total number of operational premises (sites) of all Operators under the scope of certification (in case of Group of Operators)	3
Total number of kitchens of all operators under the scope of certification (in case of Group of Operators)	4

2) "Requested Information of the Brand" table

This table requires full attention, since the information entered defines the audit plan. Data is added row by row; to add a new row, click the "+" icon.

Num...	Num...	1. Lo...	Locat...	Enter...	Conta...	Appr...	2. Fa...	Type...

A pop-up window opens with the questions for this section. The questions common to all Brands are:

- **Operator number:** completed according to the corresponding order (OPERATOR 1, OPERATOR 2, OPERATOR 3, etc., always in capital letters).
- **Premises (site) number:** completed according to the order of the premises or site concerned. If the request uses the term "Premises", use PREMISES 1, PREMISES 2, etc.; if it uses "Sites", use SITE 1, SITE 2, SITE 3, etc., always in capital letters, as indicated in the request.
- **Location:** select the location assigned to this specific operator and site. It is essential that all locations to be audited have been correctly registered in section 2.3.3. Clients- Addresses, bearing in mind that they must be "Facility" type addresses in order to be available in this section of the request.
- **Location address:** enter the address of the premises (site), including street/avenue, province, postal code and country.
- **Contact person:** enter the details of the contact person for these premises (site): name, position in the company, email and phone number.
- **Approximate distance to the main location:** indicate whether the site is the "Main Location"; otherwise, indicate the approximate distance from that main location.

This table is completed differently depending on the type of operator:

A. For an individual operator — single site:

- 1) Add a row with the "+" icon.
- 2) In "Operator number", enter "**OPERATOR 1**" and in "Premises (site) number", "**PREMISES 1**" (both in capital letters).
- 3) In "Location", select the location assigned to this site and complete the address and contact person. Since it is the only site to be audited, enter "**Main Location**".
- 4) The remaining questions about production or work details vary depending on the Brand to be certified. Once the information has been completed, click "Save".

Once saved, the information is shown in a single row in the table.

	Num...	Num...	1. Lo...	Locat...	Enter ...	Conta...	Appr...	2. Fa...	Type...
☐	★	OPERAT...	PREMISE...	Productio...	Calle Alm...	Rosa Sel...	Main Loc...		Restauran...

B. For a multi-site individual operator:

As this is a single operator with more than one site to audit, the "Number of Operator" field remains "**OPERATOR 1**" in all rows, and what changes is the "Number of Site".

- 1) For the **first site**, proceed as in the previous case: "Number of Operator" = "**OPERATOR 1**", "Number of Site" = "**PREMISES 1**" (bearing in mind that Premises 1 must always be the "**Main Location**").
- 2) Complete "Location", address and contact person.
- 3) Complete the remaining questions about production or work details.
- 4) Save with "Save".

- 5) To add the second site, create a new row.
- 6) Keep "Number of Operator" = "**OPERATOR 1**" and change "Number of Premises (Site)" to "**PREMISES 2**".
- 7) Select the corresponding location (for example, "**Production Facility 2**").
- 8) Add the address and contact person for this site and, in the question about the approximate distance to the main location/site, enter the distance between the two points (bearing in mind that Site 1 is always the main site and always belongs to Operator 1).
- 9) The remaining questions, regarding production or work, vary depending on the Brand.
- 10) Repeat this process for each additional site declared by the operator.

Attention: in the last question, "**Does anyone in the company have the official Brand course completed?**", if it has already been answered for Premises (site) 1, it does not need to be answered again, since the certificate of completion of the Brand training course belongs to the operator, not the site. In that case, it must be left as "-".

- 11) Click "**Save**" to save.

When finished, the table will show two rows for the same operator (OPERATOR 1) with its two sites (PREMISES 1 and PREMISES 2).

	Number of Operator	Number of Premises	1. Loc.	Locat.	Enter	Cont.
☒	OPERATOR 1	PREMISES 1		Productio...	Calle Alm...	Rosa
☐	OPERATOR 1	PREMISES 2		Productio...	Calle Mer...	Nelly

C. For a Group of Operators:

"OPERATOR 1" refers to the "Lead Operator", who manages the account on the CERTIAPP platform. The other operators are identified from "OPERATOR 2" onwards.

- 1) To add the **first operator**, create a new row.
- 2) Complete "Number of Operator" = "**OPERATOR 1**" and "Number of Site" = "**PREMISES 1**" (bearing in mind that premises (site) 1 of Operator 1 must always be the main location).
- 3) Complete "Location", address and contact person, and enter "**Main Location**". Save with "**Save**".

- 4) To add Premises 2 of Operator 1, create a new row, keeping "Number of Operator" = "**OPERATOR 1**" and changing "Number of Premises (Site)" to "**PREMISES 2**".
- 5) Select the corresponding location (for example, "**Production Facility 2**").
- 6) Add the address and contact person, and indicate the approximate distance from the main site.
Attention: the question "Does anyone in the company have the official Brand course completed?" must not be completed; simply enter "-" as the answer.
- 7) Save with "**Save**".

- 8) To add a **second operator**, create a new row.
- 9) In this example, Operator 2 has only 1 premises (site), so complete "Number of Operator" = "**OPERATOR 2**" and "Number of Premises (Site)" = "**PREMISES 3**" (continuing the overall numbering of premises/sites, since Operator 1 used premises 1 and 2).
- 10) Select the corresponding location (for example, "**Production Facility 3**") and add the address, contact person and approximate distance from Operator 1's main site.
Attention: the question about the official Brand course must be completed, since it is answered for each operator, not for each site.
- 11) Save with "**Save**" and repeat this process for each additional operator and site, following the same criteria, until the whole group has been registered.

Once all operators and their corresponding sites have been completed, the information is displayed in an overall summary view.

	Number of Operator ...	Number of Premises ...	1. Lo...	Local...	Enter ...	Cont...
☐	OPERATOR 1	PREMISES 1		Productio...	Calle Alm...	Rosa
☐	OPERATOR 1	PREMISES 2		Productio...	Calle Mer...	Nelly
☐	OPERATOR 2	PREMISES 3		Productio...	Calle Lat...	Maria

3) "Group of Operators Information" table

This table must only be completed for "Group of Operators" type operators; single-site or multi-site individual operators must not complete it.

This table contains the information for each member operator of the group, organized by rows. To add a row, click the "+".

	Only f...	*Oper...	1) Na...	2) VA...	3) Le...	4) Co...	For th...	5)
No data available								

In the pop-up window:

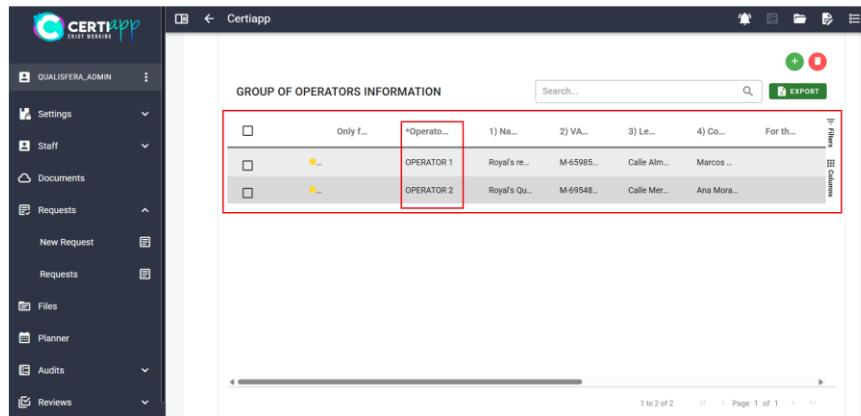
- **"Operator Number":** enter the number of the corresponding operator (for example, "OPERATOR 1", always in capital letters) and complete the remaining questions.

- **Question 5:** indicate the sites related to this operator, previously declared in the previous table. For example, if Operator 1 has premises 1 and 2, the answer must include "**PREMISES 1 and PREMISES 2**".
- **Question 6:** indicate the total number of premises (sites) belonging to this operator (in this example, 2).

- **Question 7:** indicate the total number of kitchens belonging to this operator.
- **Question about the official Brand course** ("Does anyone in the company have the official Brand course completed?"): this question is answered for each member of the group of operators, entering "Yes" or "No" as appropriate.

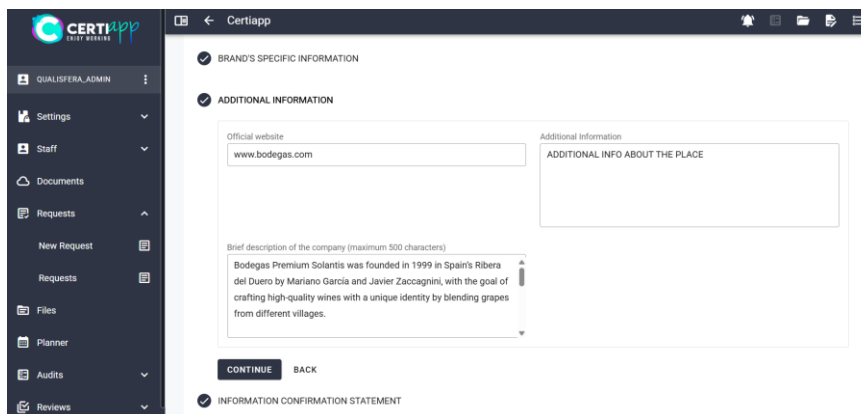
Click "Save" to save the information.

Repeat the same procedure for **Operator 2** and for each additional operator in the group, following the steps above, until all members have been registered.



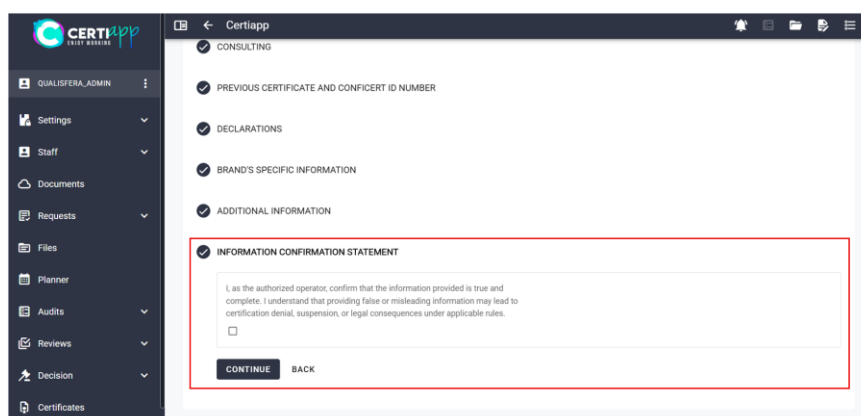
3.8.5. Additional Information section

If applicable, complete the operator's official website, any additional relevant information that could not be included in the previous questions, and a brief description of the operator's company. **All this information must be entered in English.**



3.8.6. Information Confirmation Statement section

If the Certification Body has helped the operator complete all or part of the request, the "**Information Confirmation Statement**" section must in all cases be completed by the operator itself, since it is a statement confirming that all the information in the request is true.



Then click "**Continue**" and a summary of all the information completed in the request is displayed. Check that everything is correct: to edit any item, click "**Back**"; if everything is correct, click "**Register Request**" to save the request.

Brief description of the company (maximum 500 characters)
Bodegas Premium Solantis was founded in 1999 in Spain's Ribera del Duero by Mariano Garcia and Javier Zaccagnini, with the goal of crafting high-quality wines with a unique identity by blending grapes from different villages. In 2006, the Masaveu and Nozaleda families joined the project, adding experience and stability. Since 2005, the winery operates in Quintanilla de Arriba (Valladolid), in a modern, elegant facility designed to integrate seamlessly into the landscape and focused entirely on quality. The operator is also certified under other certification Brands (Water Friendly and Food Waste Saver). To view the other certifications, you can click on "Explore the winery". Through this button, you will be able to access the operator certificate hub of the winery, where all active certifications are displayed.

INFORMATION CONFIRMATION STATEMENT

☐ I, as the authorized operator, confirm that the information provided is true and complete. I understand that providing false or misleading information may lead to certification denial, suspension, or legal consequences under applicable rules.

REGISTER REQUEST **BACK** **CANCEL**

Once saved, the operator must be informed that the request has been partially completed and that they must review the information, complete anything missing and accept the **"Information Confirmation Statement"**.

The request can only be edited while it is in **"Pending"**.

Once the operator has confirmed and finished completing the request and has informed the Certification Body, approve the request by clicking the "✓".

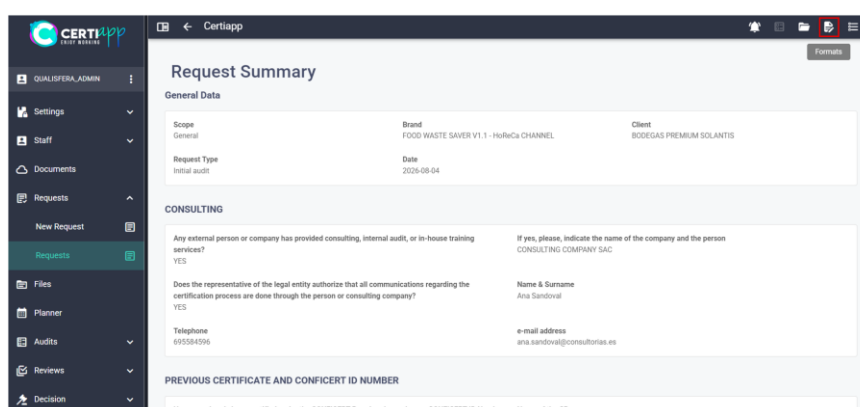
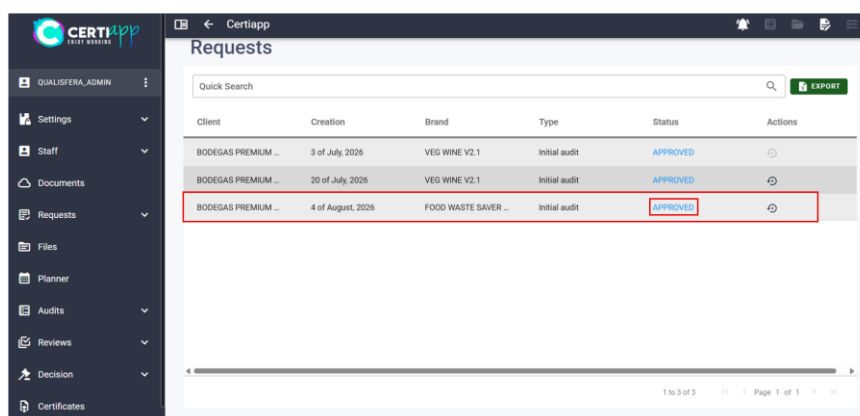
Client	Creation	Brand	Type	Status	Actions
BODEGAS PREMIUM ...	3 of July, 2026	VEG WINE V2.1	Initial audit	APPROVED	
BODEGAS PREMIUM ...	20 of July, 2026	VEG WINE V2.1	Initial audit	APPROVED	
BODEGAS PREMIUM ...	4 of August, 2026	FOOD WASTE SAVER ...	Initial audit	PENDING	

Once the request is approved, its status changes to **"Approved"** and the corresponding file is generated for that client and Brand.

Client	Creation	Brand	Type	Status	Actions
BODEGAS PREMIUM ...	3 of July, 2026	VEG WINE V2.1	Initial audit	APPROVED	
BODEGAS PREMIUM ...	20 of July, 2026	VEG WINE V2.1	Initial audit	APPROVED	
BODEGAS PREMIUM ...	4 of August, 2026	FOOD WASTE SAVER ...	Initial audit	APPROVED	

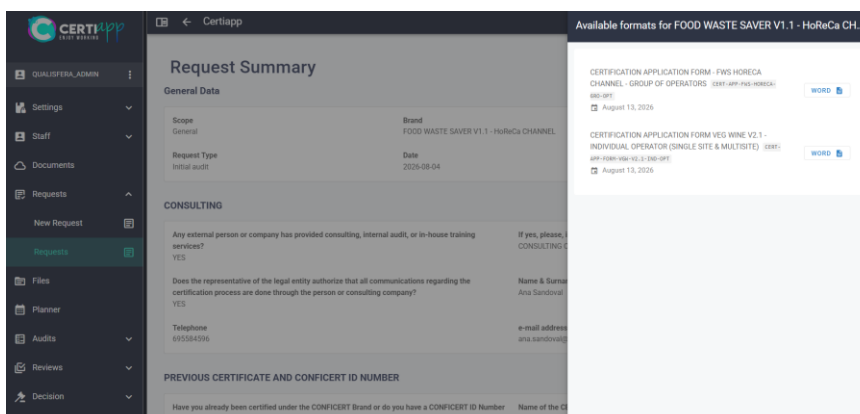
3.9. Issuing the "Request" document

Once the request has been approved, open it again and click the " " icon in the top right corner of the screen.



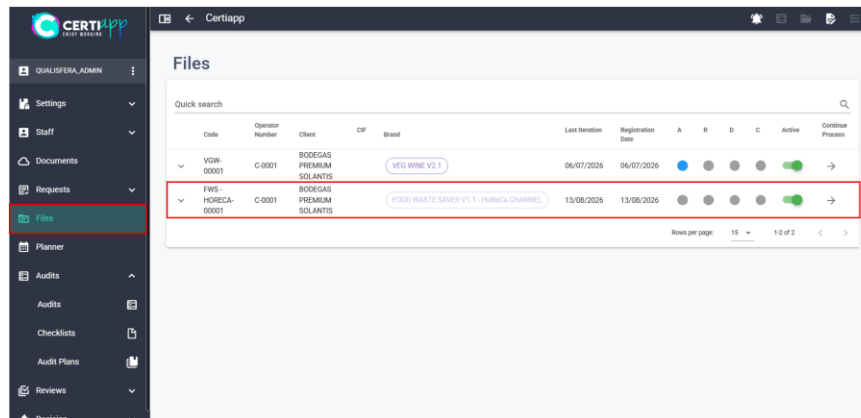
A panel opens on the right showing the formats available for the request. Download the format that corresponds to the type of operator (indicated in the document name). The download is generated in Word format.

Once downloaded, the document must be reviewed, converted to PDF and sent to the operator. It must also be saved in the operator's document manager to maintain the traceability of all documents.



3.10. Creating the Audit

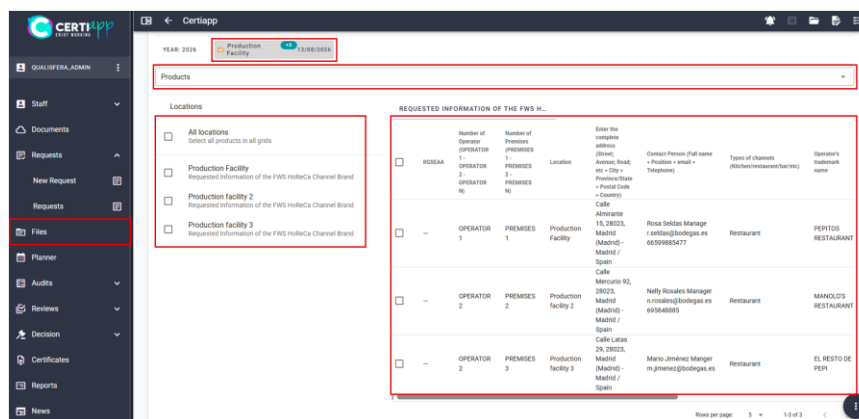
To create an audit, go to the "Files" section, where the file generated from the approved request is located. Click on the file to open it.



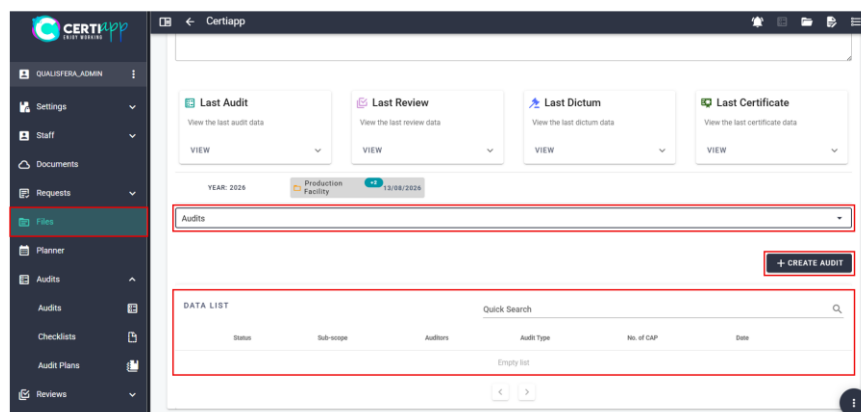
Scroll down to view the file information.

Each file corresponds to a single Brand and operator and is organized by annual iterations (i.e., the first iteration corresponds to the initial certification and the following ones to the annual renewal iterations). This information can be viewed in the "Production Facility" box, together with the date on which the request was approved and the file was created.

The drop-down menu initially shows the "Products" option, where it must be checked that all locations detailed in the request are registered.



Next, select the "Audits" option, which shows all audits carried out on this operator within this iteration. To create a new audit, click "Create Audit".



A window opens for the initial audit setup, in which the following must be indicated:

- The corresponding auditor or auditors (for them to be available, they must have been set up beforehand as described in section [2.3.4. Auditors](#)).
- The lead auditor (only one person must be selected).

- Audit observers, if any (this field is optional).
- The audit type, modality and importance.
- The announced audit option, which must be selected since this is the first audit.
- The **"Planned"** status is assigned by default and must not be modified.
- Planning notes can be entered in the field below if considered necessary.

Scrolling down, the available locations are shown; all of them must be selected in order to create the audit.

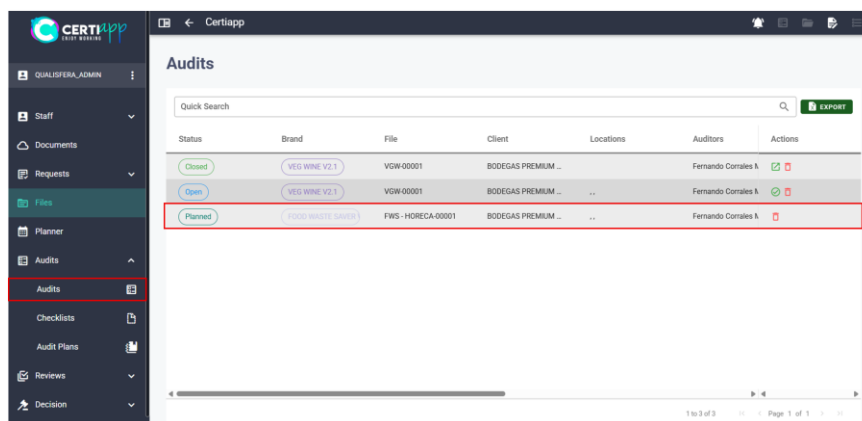
Finally, click the save icon (green circle) to complete the creation of the audit.

Operator	Premises	Location	Contact Person (Full name)	Type
ROBAA	1	Production Facility	Rosa Seldas Manager r.seldas@bodegas.es 6659580477	Rest
OPERATOR	2	Production facility 2	Nelly Rosales Manager n.rosales@bodegas.es 695848885	Rest
OPERATOR	3	Production facility 3	Mario Jiménez Manager m.jimenez@bodegas.es	Rest

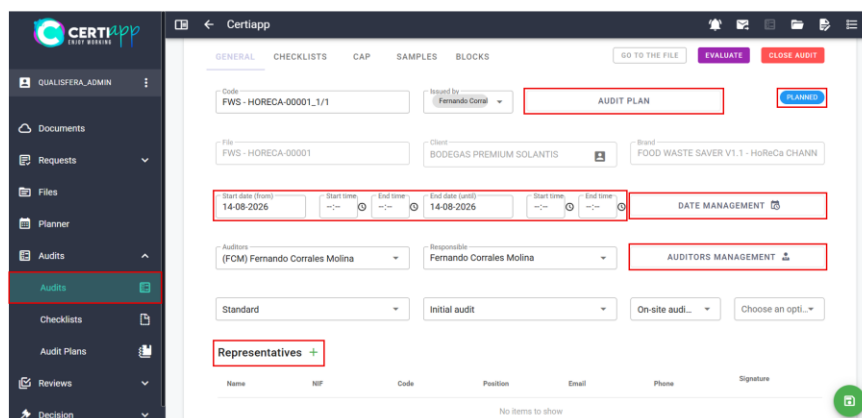
Once created, the audit appears in the calendar with "Planned" status, together with the initials of the assigned auditor.

3.11. Audit management – Certification Body part

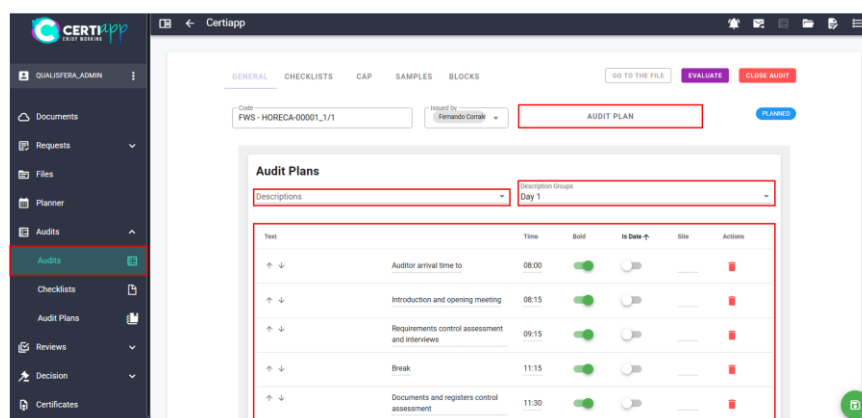
The **"Audits"** section shows the newly created audit with **"Planned"** status. Click on the audit to open it.

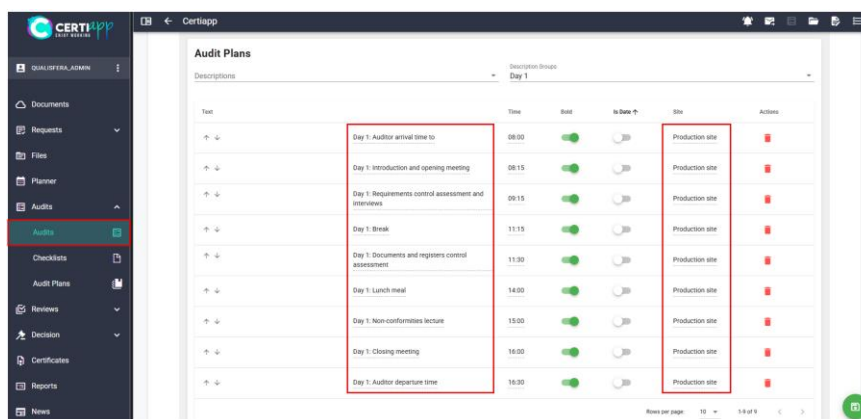


Before the audit date, the **General** section shows **Planned** status. The system automatically generates the audit code, and the **Issued By** field shows the name of the Lead Auditor assigned to the file. In this section, configure the assignment of the **Audit Plan**, the audit times and duration (with the option to add additional times in **Date Management**) and the management of auditors in **Auditors Management**.

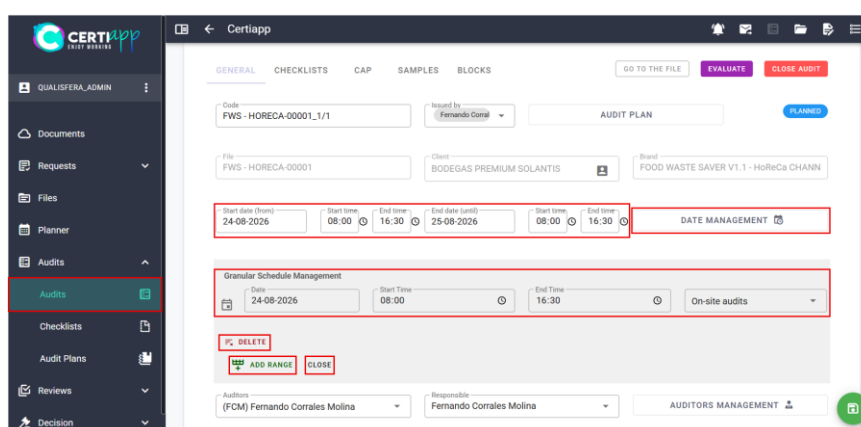


- **Audit Plan:** it must have been set up beforehand as described in section **2.8.3. Audit Plans**. Once set up, the Audit Plan can be selected by activity lines ("**Descriptions**") or by activity groups ("**Description Groups**"). It can then be detailed with the corresponding data (if needed, the text can be edited to distinguish, for example, day 1 from day 2), the times, and the site where each activity will take place.

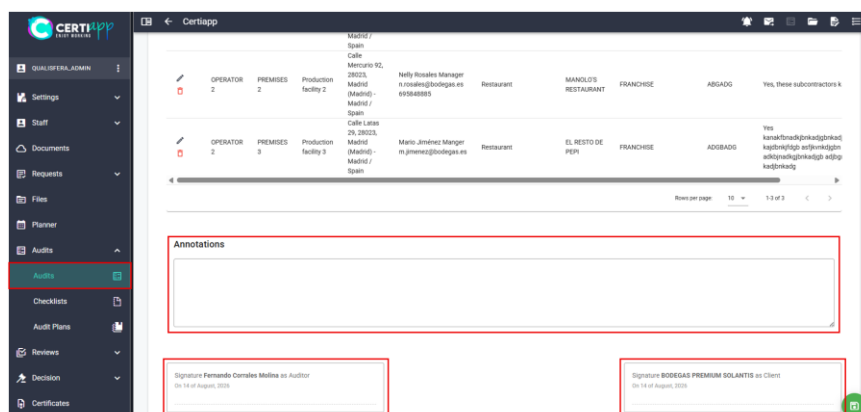




- **Audit dates:** for a 1- or 2-day audit, only the "Start Date" and "End Date" fields are completed (with their corresponding dates). For an audit of 3 days or more, the start and end of each day can be specified in "Date Management". To add a row, click "Add Range"; to delete the last row entered, click "Delete"; and to close this section, click "Close".



Notes related to the audit can also be added.



Once the setup prior to the audit day has been completed, the audit plan document must be downloaded and sent to the operator client at least 48 hours in advance, as established in the CONFICERT General Rules. To download it, click the "📄" icon in the top right corner of the screen.

A panel opens on the right with the audit plan format, available for download.

Important: as a Certification Body, the setup ends at this point, since conducting the audit, the auditor's signature, the checklist evaluation and the CAP (Corrective Action Plan) evaluation are the responsibility of the auditor, who performs them from their own profile.

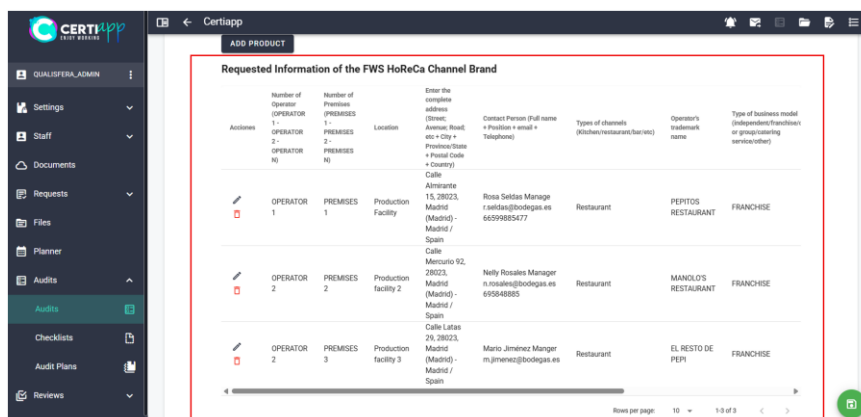
However, the rest of the process is described below so that the complete flow of the certification process can be understood.

3.12. Audit management – Auditor part

3.12.1. General

On the day of the audit, the auditor records in this box any notes considered relevant about how the audit is conducted.

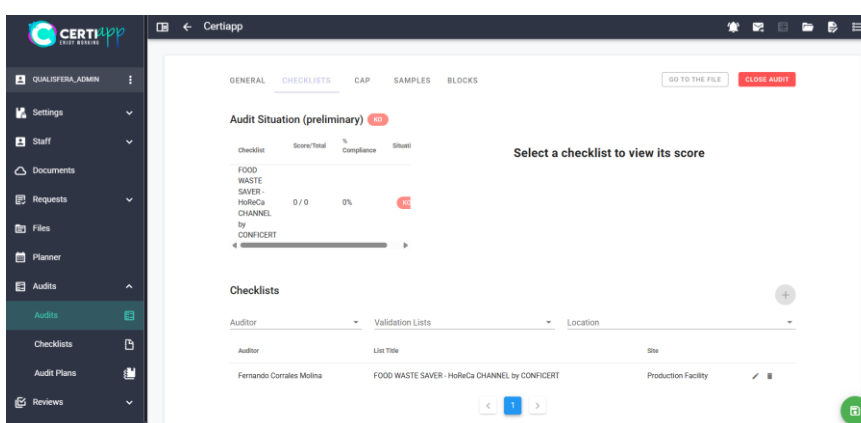
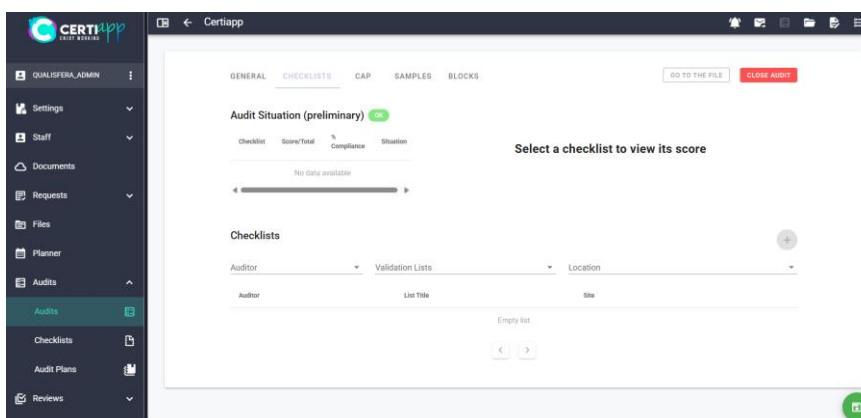
If any of the declared locations contains an error and the auditor considers it necessary to correct or modify the information on production or processes indicated in the request, this can be done by clicking the "✎" icon and modifying the corresponding field.



3.12.2. Checklist

➤ Checklist assignment

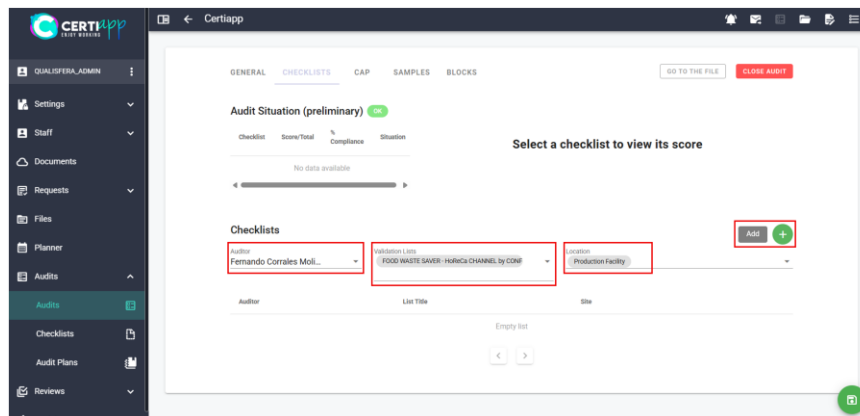
In the "Checklist" section, the corresponding checklist is assigned to the operator. The checklist is generated per operator, not per site to be audited. Depending on the type of operator, the procedure varies as follows:



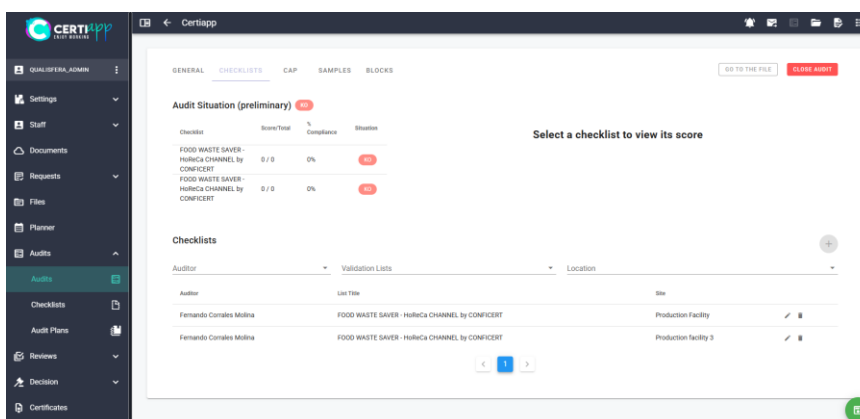
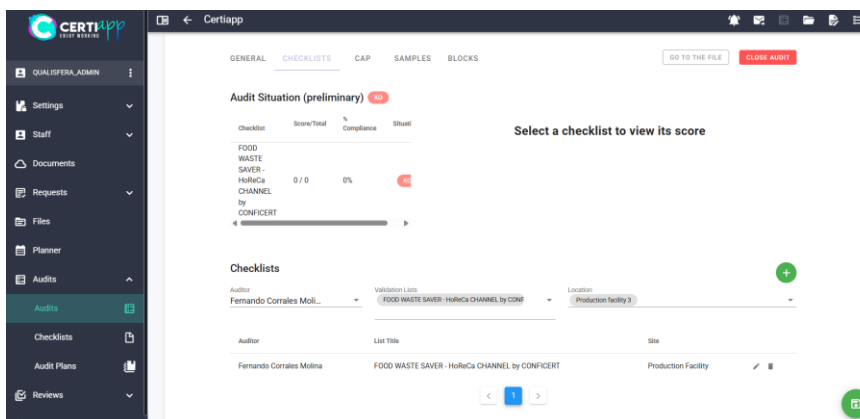
For an Individual Operator:

- **Individual operator — single site:** a single checklist is created, assigning the auditor, the Brand (from the validation list) and the location (in this case, only one location is shown, since it is a single site). Click the "+" icon to add the checklist.

- **Individual operator — multi-site:** a single checklist is created for all sites, since it is a single operator and, as established in the General Rules, a Non-Conformity detected at one site applies to all of the operator's sites. Assign the auditor and the Brand, and in the location field select the operator's main location (corresponding to Site 1 declared in the request). Click the "+" icon to add the checklist.



For a Group of Operators: checklists are generated separately for each operator. To create the checklist for Operator 1, assign the auditor and the Brand, and in the location field select that operator's main location. The same procedure is repeated for Operator 2, selecting the main location of its declared sites. As a result, a separate checklist is generated for each operator in the group.



➤ Checklist evaluation

To evaluate a checklist, open the corresponding checklist and enter the start and end date and time of the evaluation carried out during the audit.

For individual operators:

- **Individual operator — single site:** since there is only one checklist (a single operator and a single premises/site), enter the name and address of the location in the "Observations" box.

The screenshot shows the CERTIAPP interface for a checklist titled 'FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT'. The 'Observations' box is highlighted with a red border and contains the text: 'Production site: Calle Almirante 15, 28023, Madrid (Madrid) - Madrid / Spain'. The 'Compliance' status is '0/0'.

- **Individual operator — multi-site:** since it is a single operator, there will be a single checklist. In the "Observations" box, enter the name of each premises (site) with its address. Bear in mind that the checklist is assigned to this operator's main address.

The screenshot shows the CERTIAPP interface for a checklist titled 'FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT'. The 'Observations' box is highlighted with a red border and contains the text: 'Production Facility: Calle Almirante 15, 28023, Madrid (Madrid) - Madrid / Spain' and 'Production site 2: Calle Mercurio 92, 28023, Madrid (Madrid) - Madrid / Spain'. The 'Compliance' status is '0/0'.

- **Group of Operators:** as mentioned above, a checklist is generated for each operator. In each one, in the "Observations" box, enter the corresponding operator number together with the sites that belong to that operator. For example, for Operator 1, which has 2 premises (sites), enter the names of both premises and their addresses.

The screenshot shows the CERTIAPP interface for a checklist titled 'FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT'. The 'Observations' box is highlighted with a red border and contains the text: 'Operator 1: Production Facility: Calle Almirante 15, 28023, Madrid (Madrid) - Madrid / Spain' and 'Production site 2: Calle Mercurio 92, 28023, Madrid (Madrid) - Madrid / Spain'. The 'Compliance' status is '0/0'.

For Operator 2, which has 1 premises (site), enter the name of that premises and its address.

Requirements are rated in the same way for all types of operator. Bear in mind that there are two types of requirements: **regular** and **major** requirements, rated **A, B, C** or **N/A**; and **essential** requirements, rated only **A, B** or **C**. The rating assigned depends on what is established in the "**Requirements Evaluation**" document for each Brand.

To expand all requirements with a single click and enable the observations section, click "**Expand All Questions**" and "**Expand Observations**".

If the requirement, whether regular or major, is fully met, select rating **A**. The "**Observation**" field is used for internal comments, which will not appear when the checklist is issued and will not be visible to the operator when the Non-Conformity pack is issued. The "**Comments**" field, on the other hand, is used for a comment that will be visible both in the checklist and to the operator. Clicking "**Attach Evidence**" allows supporting documents to be attached to the requirement evaluation.

If rated **B** or **C**, the available text fields are different. "**Observations**" is used for internal comments, which will not be visible when the checklist is issued or to the operator. Since a **B** or **C** rating constitutes a **Non-Conformity**, the "**Non-Conformity Text**" field is used to record why the requirement is not met. The "**Non-Conformity Number**" is generated automatically.

Bear in mind that a **major requirement** rated **B** is a **minor Non-Conformity**, and rated **C** is a **serious Non-Conformity**. For a **regular requirement**, both a **B** and a **C** rating are a **minor Non-Conformity**.

The first screenshot shows the '01.02. Quality Policy' form. The rating is 'C'. The 'Observation' field contains the text: 'Internal comments that will not appear on the issued checklist.' The 'Non-conformity text' field contains the text: 'Comments that will appear on the official issued checklist. Example: The organization demonstrates conformity with all elements of the requirement, except for the policy communicated to all employees.' The 'Non-conformity number' is 'NC-01'.

The second screenshot shows the '02.02. Good Cleaning Practices' form. The rating is 'C'. The 'Observation' field contains the text: 'Internal comments that will not appear on the issued checklist.' The 'Non-conformity text' field contains the text: 'Comments that will appear on the official issued checklist. Example: The organization demonstrates conformity with all elements of the requirement, with the following exceptions: the effectiveness of the cleaning and disinfection plan is not verified on a monthly basis, and not all employees have received general training on hygiene/cleanliness.' The 'Non-conformity number' is 'NC-2'.

If the **requirement does not apply**, select the "**N/A**" option and record the corresponding observation and comment.

The screenshot shows the '06.01. GENERAL SUBCONTRACTORS' form. The rating is 'N/A'. The 'Observation' field is empty. The 'Detected observations to issue' field contains the text: 'Comments that will appear on the official issued checklist'.

For **essential requirements**: if the requirement is fully met, select rating **A**, following the same criteria described for "**Observation**" and "**Comments**" in regular and major requirements.

01.02. Management commitment. It is verified that the management is committed to the objectives of prevention and management of food waste and circular economy and promotes and implements them at all levels of the organization.

Senior management's commitment to food waste prevention and reduction must be verified. - Food waste prevention must be integrated into the organization's quality, sustainability and circular economy strategy. - Resources must be allocated to initiatives aimed at improving production efficiency and reducing waste. - Measures for the use of surplus food for human consumption must be promoted

ATTACH EVIDENCE

Observation
Internal comments that will not appear on the issued checklist.

Detected observations to issue
Comments that will appear on the official issued checklist
Example: The organization demonstrates conformity with all elements of the requirement: senior management's commitment to food waste prevention is evidenced, food waste prevention is integrated into the quality, sustainability and circular economy strategy, resources are allocated to efficiency and waste-reduction initiatives, and measures to promote the use of surplus food for human consumption are in place.

If rated **B** or **C**, the "Observations" and "Non-Conformity Text" fields must be completed in the same way as described above. The "Non-Conformity Number" is generated automatically.

Bear in mind that an **essential requirement** rated **B** is a **serious Non-Conformity**, and rated **C** is a **critical (K.O.) Non-Conformity**, which, according to the General Rules, allows the audit to be completed on that day but not the certification process to continue.

01.04. Food waste prevention plan. A documented food waste prevention plan has been implemented specifying mitigation measures as a priority option in the hierarchy of use.

A documented food waste prevention plan must be implemented. - Specific actions and implementation deadlines must be established to carry them out to prevent waste in all production stages. - Mitigation measures must follow a prioritization hierarchy for surplus utilization, if surpluses occur.

ATTACH EVIDENCE

Observation
Internal comments that will not appear on the issued checklist.

Non-conformity text
Comments that will appear on the official issued checklist
Example: The organization demonstrates conformity with all elements of the requirement, except for the mitigation measures.

Number: NC-02

02.01. HACCP system. An effective HACCP system is in place to ensure product safety and is applied to all stages of the organization's activities. A documented set of prerequisite programs (PRPs) complements the HACCP system.

The operator must demonstrate that a HACCP system has been developed, documented, and effectively implemented to control all risks that may affect food safety. - The system must be designed by competent personnel and approved by the management responsible for food safety. - The HACCP team must be multidisciplinary (including representatives from management, production, quality, maintenance, etc.). - A team leader with demonstrable knowledge in food safety must be appointed. - The system must be kept up to date, with documented evidence of its ongoing implementation. - The operator must have prerequisite programs (PRPs) in place, documented, and supported by records that demonstrate their verification. - The system must be reviewed annually and whenever there are changes to processes, products, or applicable regulations. If the operator holds a valid certificate for a GFS-recognized standard applicable to the sector, this may be accepted as evidence of compliance with the requirement.

ATTACH EVIDENCE

Observation
Internal comments that will not appear on the issued checklist.

Non-conformity text
Example: The organization does not demonstrate conformity with the requirement. No HACCP system has been developed, documented, or effectively implemented: there is no evidence of design by competent personnel, management approval, a multidisciplinary team, a qualified team leader, documented prerequisite programs (PRPs) with verification records, or periodic/annual review of the system. No valid GFS-recognized certification is held that could be accepted as alternative evidence of compliance.

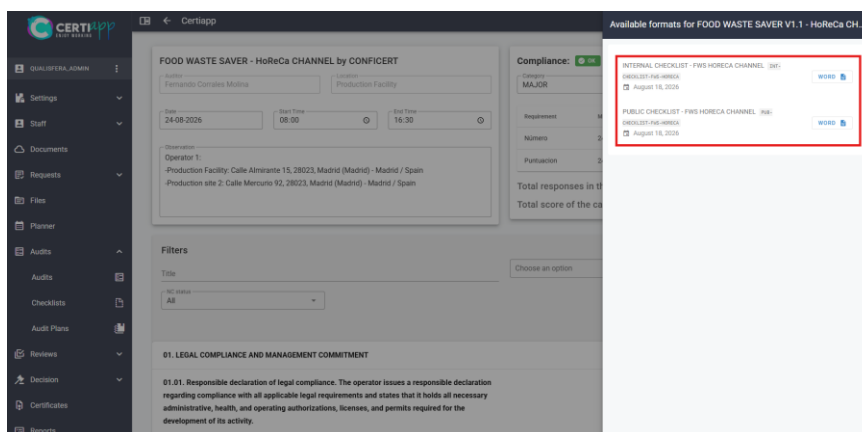
Number: NC-03

Once all requirements have been evaluated —bearing in mind that the evaluation must be completed in English—, a summary table of the requirements evaluation is shown at the top. The drop-down menu shows the requirement categories, the number evaluated for each rating, the number for each Level and the total score obtained.

The document manager is located in the top right corner, showing a summary of all documents uploaded as evidence during the requirements evaluation of this checklist.

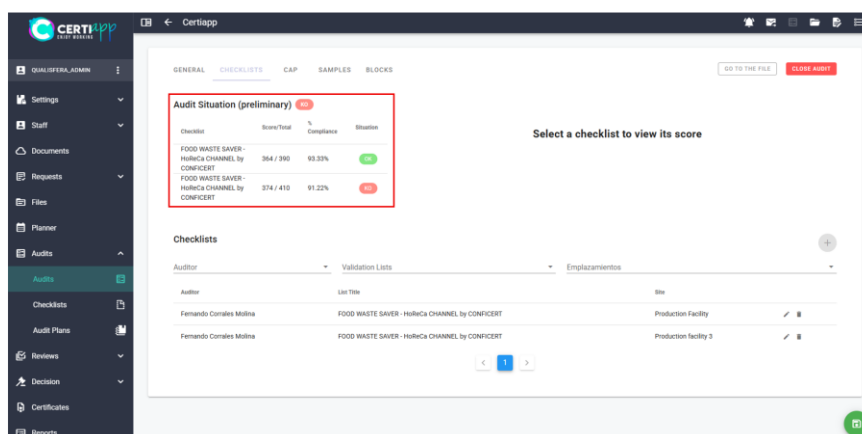
To download the checklist, it is necessary to exit and reopen it so that the system updates the information with the new data added. Then click the "📄" icon in the top right corner of the screen. A panel opens on the right with the formats for this operator's checklist, available for download:

- **"Internal Checklist – FWS HoReCa Channel"**: document for the CB's internal use, since it contains all the explicit comments and observations recorded during the checklist evaluation.
- **"Public Checklist – FWS HoReCa Channel"**: document in which sensitive information has been removed and replaced with generic comments. When downloading this document, the auditor must edit the wording of the Non-Conformities, taking care not to disclose sensitive data or private information about the operator, since this document will be published on the CONFICERT Transparency Portal once the operator obtains the certificate.

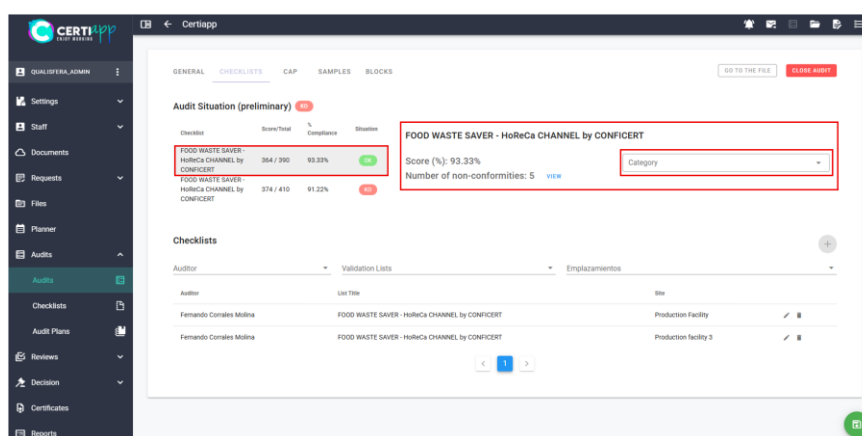


Returning to the previous screen, the summary of the preliminary audit status for each checklist is shown. Bear in mind that if a checklist receives a K.O. rating or does not reach the minimum pass threshold (70% in an initial audit or 80% in a renewal audit), the certification process cannot continue, although the audit day can still be completed.

In the case of a Group of Operators, if an operator receives a **K.O. rating** or **does not reach the minimum pass threshold** during the evaluation on the audit day, that operator cannot continue with the certification process and will be removed from the group. The remaining operators that have passed the audit with more than **70%** (initial audit) or **80%** (renewal audit) can continue with the certification process. However, if it is the **lead operator** (Lead Operator) that receives a **K.O. rating** or **does not reach the minimum pass threshold**, the certification process for the whole group will not continue.



Clicking on a checklist in the "Audit Situation" box opens a section with the scores for each type of requirement.



In the category drop-down menu, select the type of requirement whose evaluation information is to be displayed.

Audit Situation (preliminary)

Checklist	Score/Total	% Compliance	Situation
FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT	364 / 390	93.33%	MAJOR
FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT	374 / 410	91.22%	MAJOR

FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT

Score (%): 93.33%
Number of non-conformities: 5

Requirements	MAJOR A	MAJOR C	MAJOR S	MAJOR N/A
Número	22	1	1	6
Puntuación	220	0	8	0

Score/Total MAJOR: 228
Number of requirements MAJOR: 30
Number of non-conformities MAJOR: 2

- Audit closing signatures**

At the closing meeting on the audit day, together with the reading of the Non-Conformities, return to the "General" section and add a representative by clicking the "+".

General

Code: FWS - HORECA-0001_1/1

File: FWS - HORECA-0001

Start date (Start): 24-08-2026

Start time: 08:00

End time: 16:30

End date (End): 25-08-2026

Start time: 08:00

End time: 16:30

Auditors: (FCM) Fernando Corrales Molina

Responsible: Fernando Corrales Molina

Standard: Initial audit

On-site audits: Choose an option

Representatives

Name	SIF	Code	Position	Email	Phone	Signature
No items to show						

A pop-up window opens where all the corresponding fields must be completed. To add the signature, click the "Sign" field and the operator's representative must sign. To clear the signature and sign again, click "Clear and Sign Again". Once the signature has been correctly recorded, click "Sign" to confirm it.

Add Representative

Name: Adela de los Montes Clares

Email: a.montesclaros@bodegas.es

Phone: 695584756

Position: Quality Manager

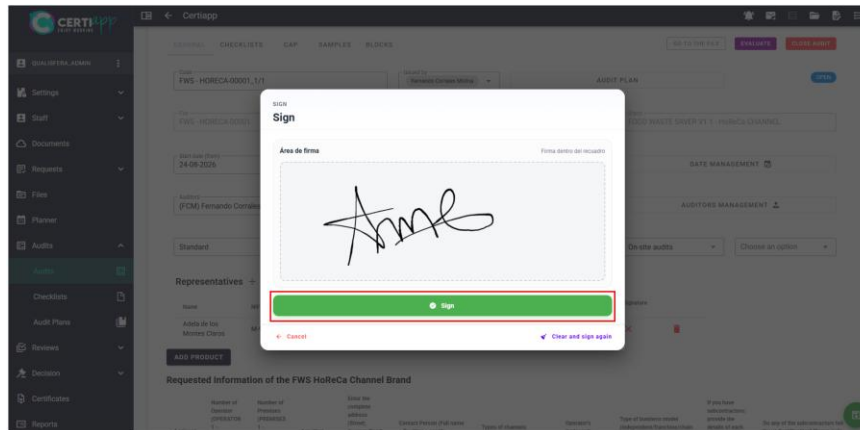
SIF: M-958452146

Code: PERS-001

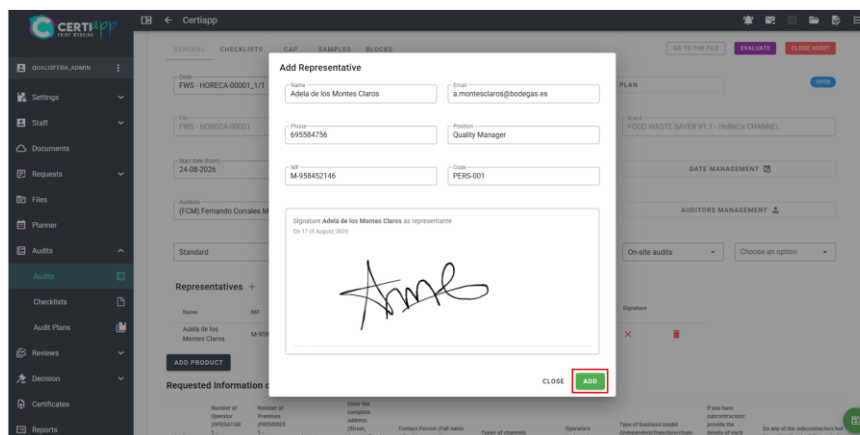
Signature: Adela de los Montes Clares as representante

Date: 17 of August, 2026

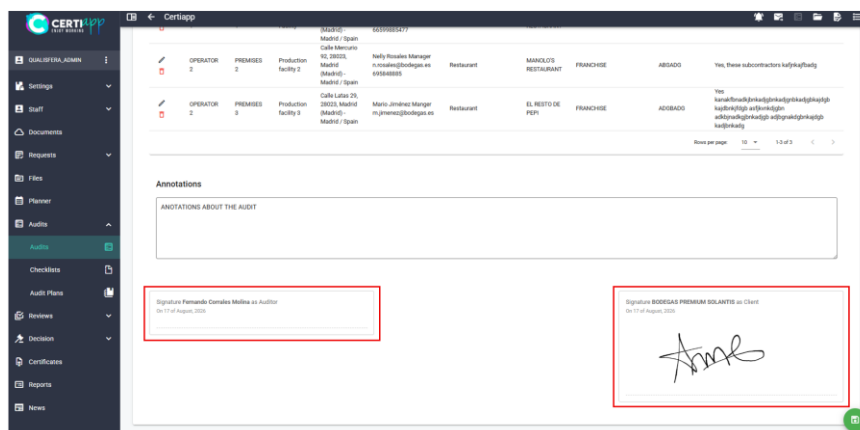
CLOSE ADD



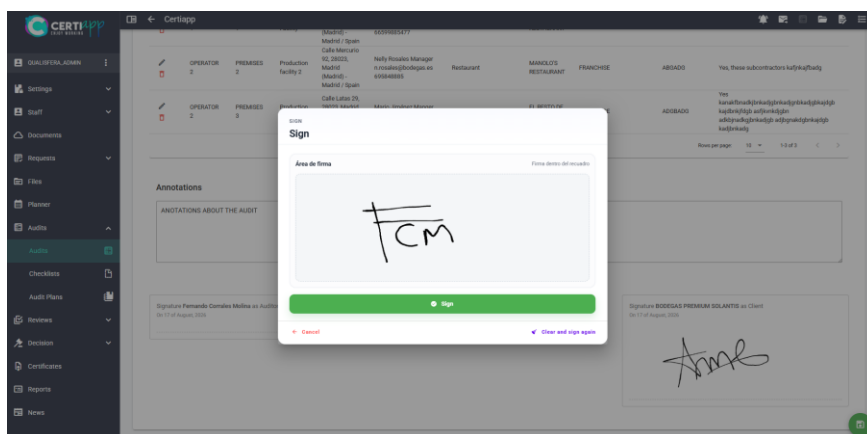
Finally, click "Add" to add the information. **Special care must be taken in this step, since once signed, the signature cannot be edited.**



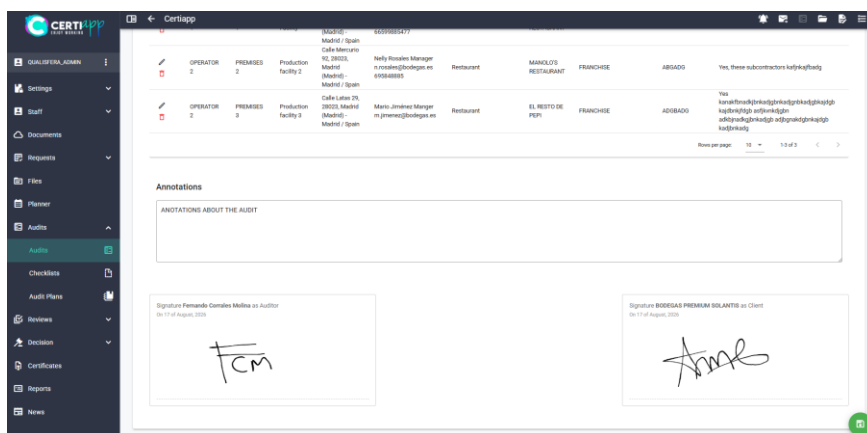
Scrolling down, the operator's signature is shown, corresponding to the representative added previously. The auditor's signature must be added by the auditor, by clicking the box for their signature.



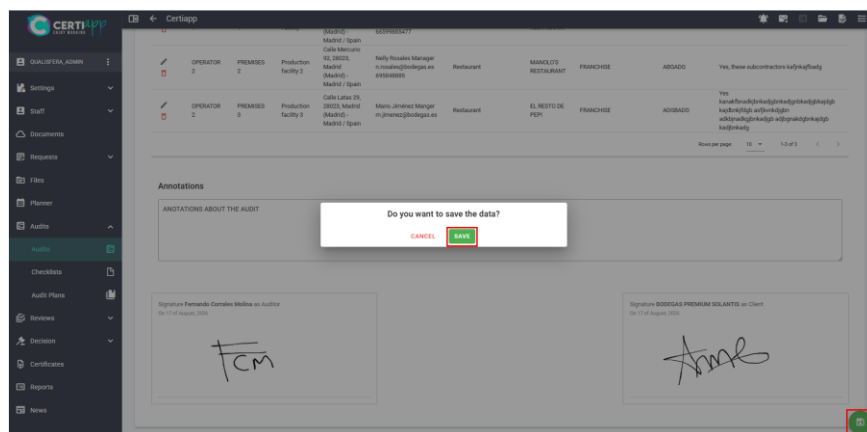
A pop-up window opens; follow the same procedure as for the representative's signature. Bear in mind that, once recorded, it cannot be edited either.



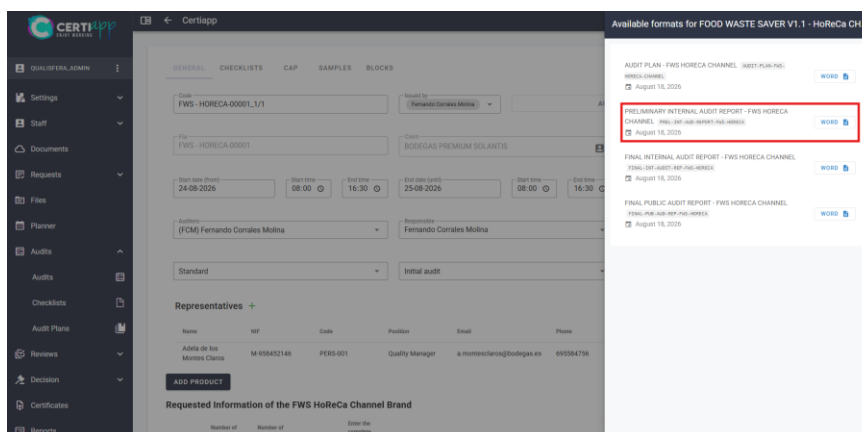
Once both signatures have been added, both the auditor's and the operator representative's signatures are displayed.



Finally, click "Save" so that all the information added is recorded.

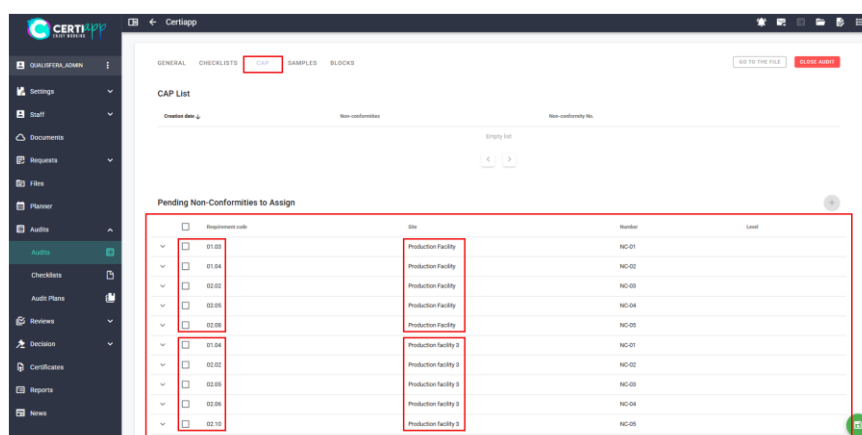


To download the preliminary internal audit report, click the "📄" icon in the top right corner of the screen. A panel opens on the right with the corresponding document available for download: "Preliminary Internal Audit Report". This document, together with the internal checklist (or the corresponding checklists, in the case of a Group of Operators), must be shared with the operator applying for certification.

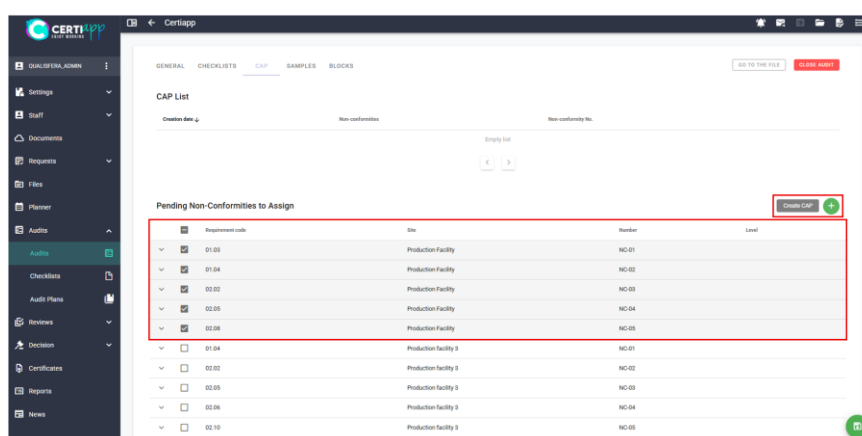


➤ Corrective Action Plan (CAP) evaluation

In the "CAP" (Corrective Action Plan) section, the Non-Conformity packs are created from the Non-Conformities recorded during the checklist requirements evaluation carried out in the previous section. To create a group of Non-Conformities, select the corresponding Non-Conformities in the "Pending Non-Conformities to Assign" box. In the case of a Group of Operators, it is recommended that the Non-Conformity packs be organized by operator; in the system, the corresponding operator can be identified by the name assigned to its "Site".



As an example, assuming both operators have passed the audit under the conditions mentioned above, select the Non-Conformities for the first site ("Production Facility") and click the "+" icon to create the corresponding Non-Conformity pack.



Requirement code	Size	Number	Level
01.04	Production facility 3	NC-01	
02.02	Production facility 3	NC-02	
02.05	Production facility 3	NC-03	
02.04	Production facility 3	NC-04	
02.10	Production facility 3	NC-05	
02.02	Production facility 3	NC-06	

Open the **Non-Conformity pack** to enter the **creation date** ("Creation Date") of the group, as well as the **due date** ("Due Date"), which is a maximum of **28 days** counted from the end date of the audit, in accordance with the General Rules. For this reason, the Non-Conformity pack must be created on the last day of the audit. The **CAP validation date** must be entered on the day the corrective action plan submitted by the operator is evaluated, once the operator has resolved the Non-Conformities sent; until then, this field must be left blank.

Date	Question Code	Location
17/08/2026	01.03	Production Facility
17/08/2026	01.04	Production Facility
17/08/2026	02.02	Production Facility
17/08/2026	02.05	Production Facility
17/08/2026	02.08	Production Facility

Once the **Non-Conformity pack** has been created and the corresponding dates entered, it is updated directly in the operator's profile, allowing the operator to resolve the Non-Conformities by uploading its corrective action plan from its own profile. The operator must be informed that this information is now available in its profile.

Once the operator has uploaded all its corrective actions (the procedure is described in the CERTIAPP User Guide for Operators), the auditor must be informed so that they can evaluate the **Corrective Action Plan**. The auditor can view the proposed corrective actions in the "Corrective Action".

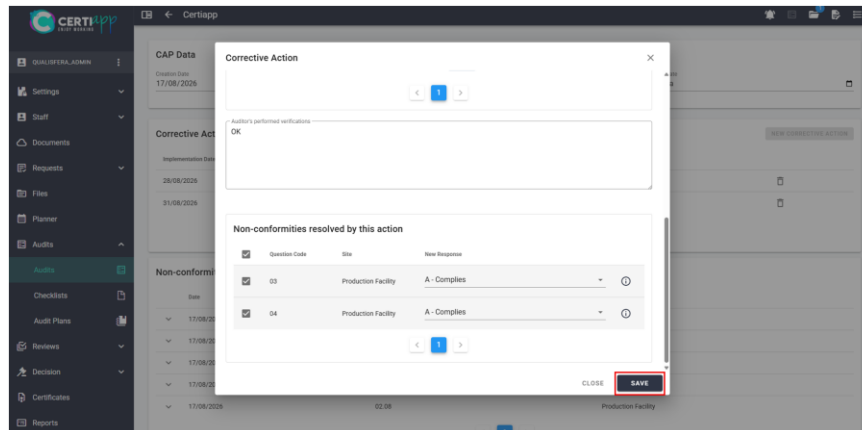
Implementation Date	Responsible	Type
28/08/2026	JUAN HERRERA	
31/08/2026	DANIEL AGUIRRE	

Date	Question Code	Location
17/08/2026	01.03	Production Facility
17/08/2026	01.04	Production Facility
17/08/2026	02.02	Production Facility
17/08/2026	02.05	Production Facility
17/08/2026	02.08	Production Facility

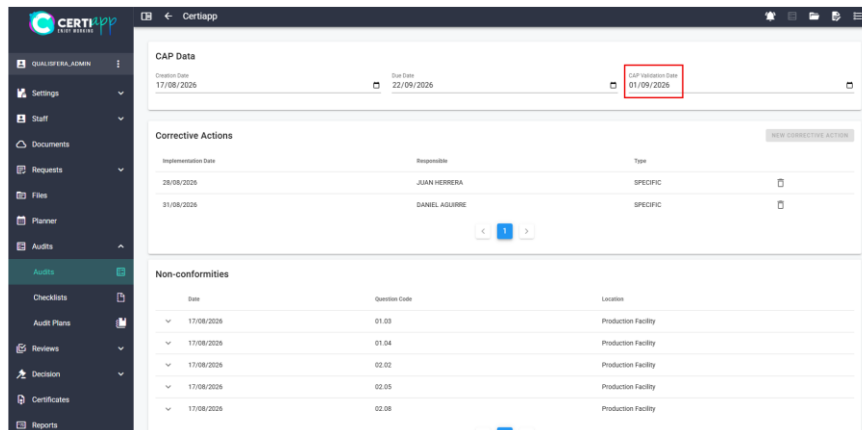
To evaluate a corrective action, click on it to open a pop-up window. The fields outlined in blue show the data completed by the operator for that corrective action —**cause, proposed action and proposed evidence**—, as well as the evidence documents attached. In the fields outlined in red, the auditor must complete the evaluation of the cause, action and evidence proposed by the operator, selecting one of the following options: "**Complies**", "**Does Not Comply**" or "**Not Applicable**", and indicating the date on which each action was evaluated. In the "**Type**" field, the auditor must always select the "**Specific**" option and leave a brief summary comment (for example: "CA OK").

Add the comments on the evaluation of the corrective action and assign a rating: A, B, C or N/A. If the same corrective action corrects more than one Non-Conformity, the details can be viewed by clicking the "i" icon, which shows the title of the requirement for each Non-Conformity.

Click "Save" to save the evaluation of the corrective action, and repeat the same procedure for the remaining corrective actions.



Once the CAP evaluation has been completed, the corresponding evaluation date must be entered. If the operator has not submitted a corrective action sufficient to change the rating of the Non-Conformity requirement to A (full compliance), the auditor can inform the operator so that it can propose a new corrective action, provided that it is still within the established 28-day period. Once the deadline is reached, no changes can be made, since the option to edit corrective actions from the operator's profile is closed automatically. If the auditor considers it necessary, the deadline (Due Date) can be extended, which re-enables editing of the corrective actions in the operator's profile.



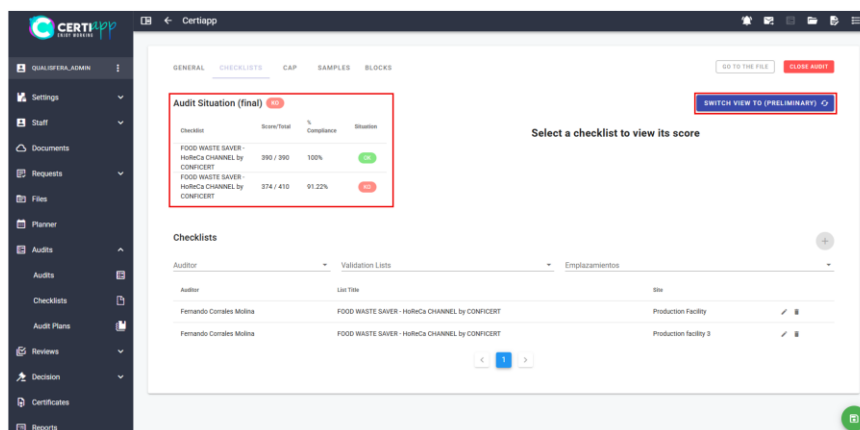
This procedure must be repeated for each Non-Conformity pack sent to the operator.

➤ Final audit status

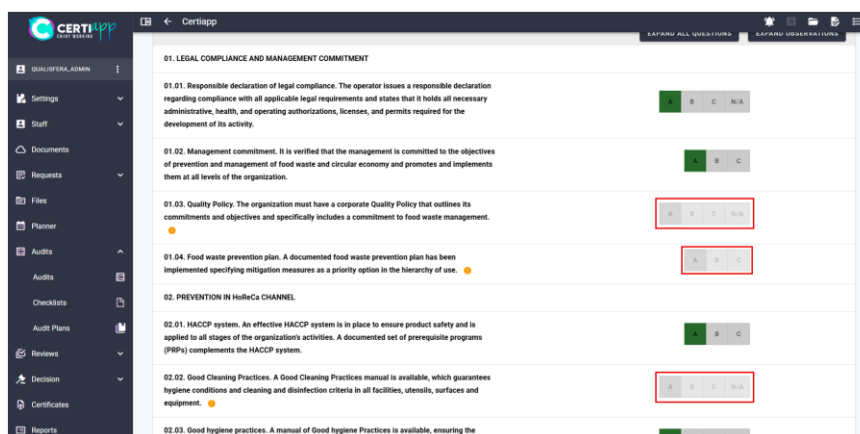
Returning to the checklist section, once the Corrective Action Plan has been evaluated, the audit status changes from "Preliminary" to "Final". For the operator to move on to the next stage of the certification process, it must have achieved 100% compliance after the evaluation of the corrective actions for the requirements rated as Non-Conformities.

In the case of a Group of Operators, if any operator does not reach 100% compliance after the evaluation of its corrective actions, that operator is excluded from the next stage of the certification process.

To view the preliminary results, click "Switch View to Preliminary".

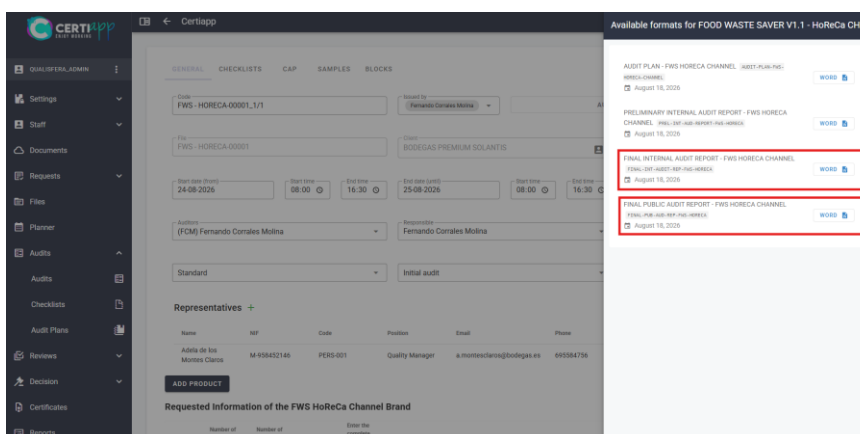


When opening a checklist, the change in rating can be seen for the requirements originally rated other than A (which therefore constituted Non-Conformities), which now show an A rating following the evaluation of the corrective action plan.

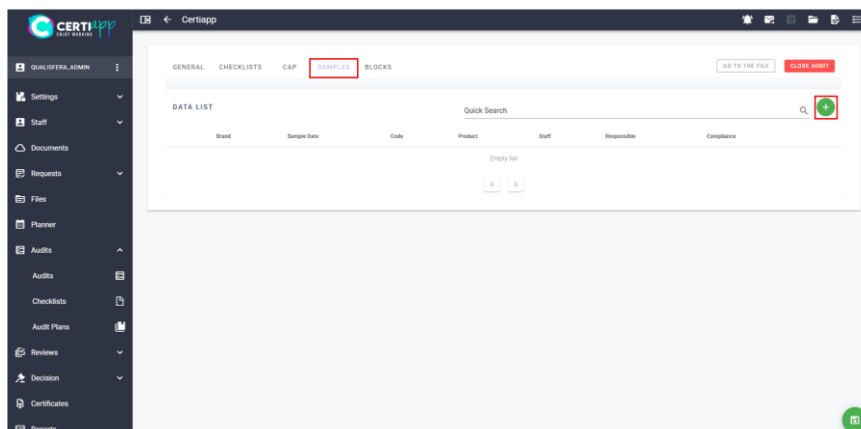


To download the final audit report, go back to the "General" section and click the "📄" icon in the top right corner of the screen. A panel opens on the right with the documents available for download:

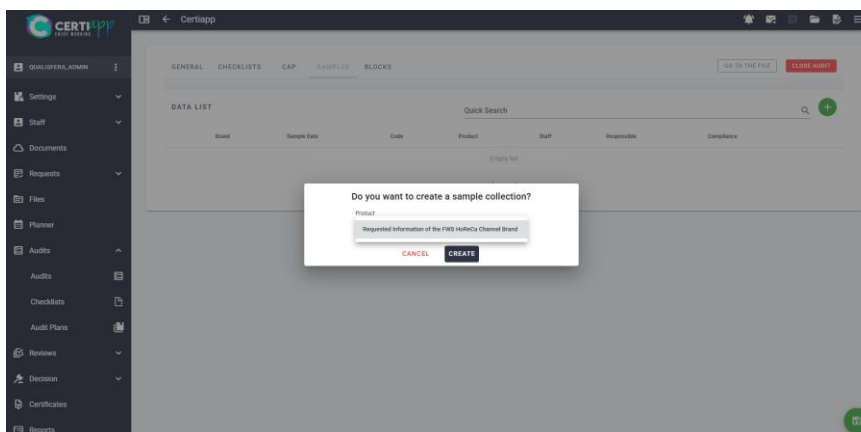
- **"Final Internal Audit Report"**: includes the operator's explicit information recorded during the audit. This document must only be shared between the auditor, the CB and the operator concerned.
- **"Final Public Audit Report"**: the final audit report that will be published on the Transparency Portal, since it contains no sensitive information. This document must be shared with the CONFICERT team administrators only if the operator reaches the stage of obtaining the certificate.



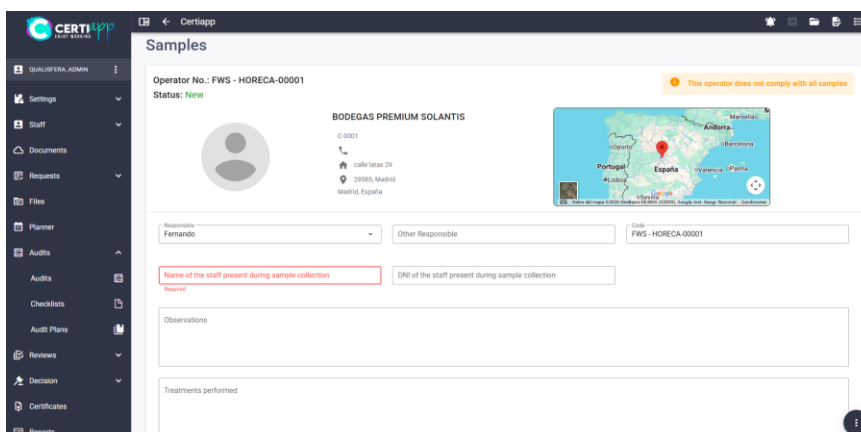
If information on samples needs to be added as part of the requirements verification, go to the "Sample" section and click the "+" icon to add a new sample. This record is voluntary and optional.



A pop-up window opens; select the corresponding option in the drop-down menu and click "Create".



Complete all the corresponding fields. In the "**Responsible**" field, enter the responsible auditor, and in "**Name of the Staff Present During Sample Collection**", enter the operator's staff representative present during sample collection.



The batch number, the substance detected and the shipping and receipt dates must also be recorded. Clicking the "+" icon allows the data for each sample to be entered.

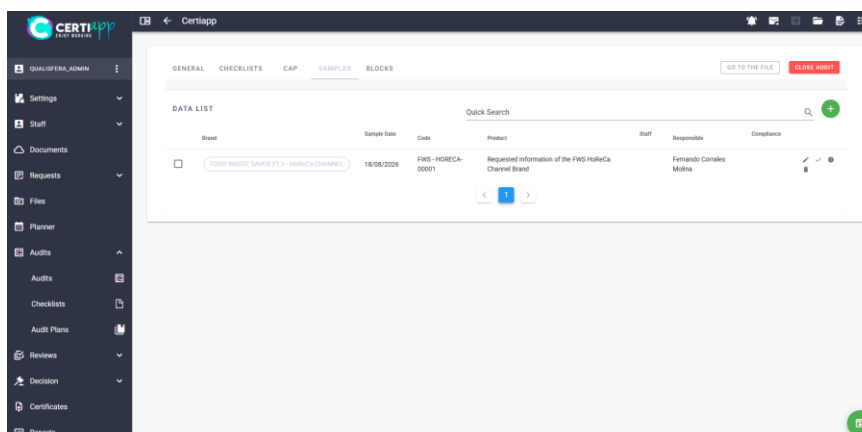
In the pop-up window, enter the sample code (which must correspond to the audit code, followed by "_" and "SAXX", where XX is the sequential number of the sample; for example: FWS-HORECA000001/26_1/1_SA01), the product it belongs to, a brief description of the sample, the date it was sent to the laboratory and the date the results were obtained. Click "Save" to save.

To delete a sample, select it and click the "🗑️".

Finally, save the information by clicking the three-dot icon in the bottom corner.

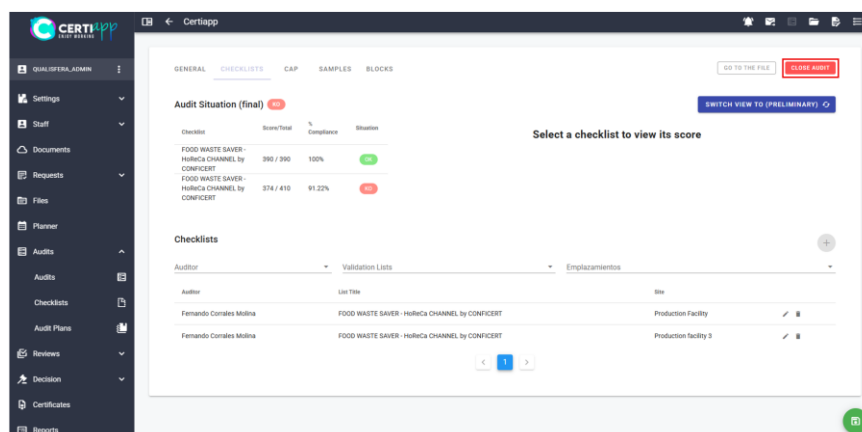
#	Sample code	Product	Sample description	Date the sample was sent to the laboratory	Date of issue of the analysis results
☒	FWS-HORECA000001/26_1/1_SA01	Wine	ARC	2026-08-19	2026-08-20

Once saved, all registered samples are shown in the main panel of the section.

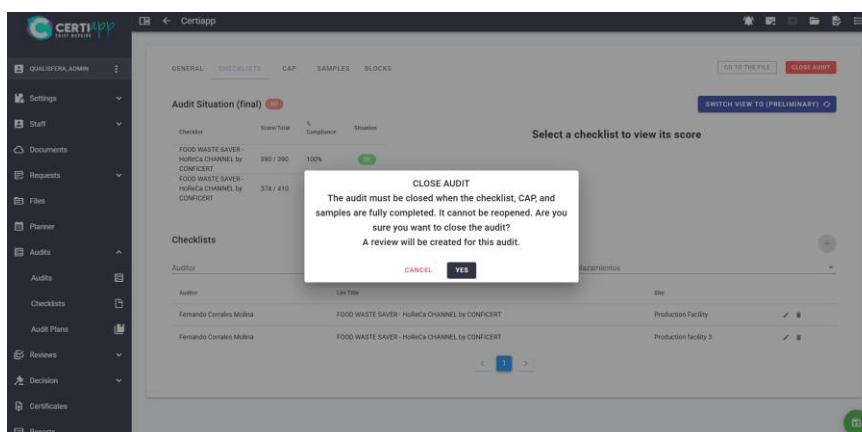


➤ Audit closure

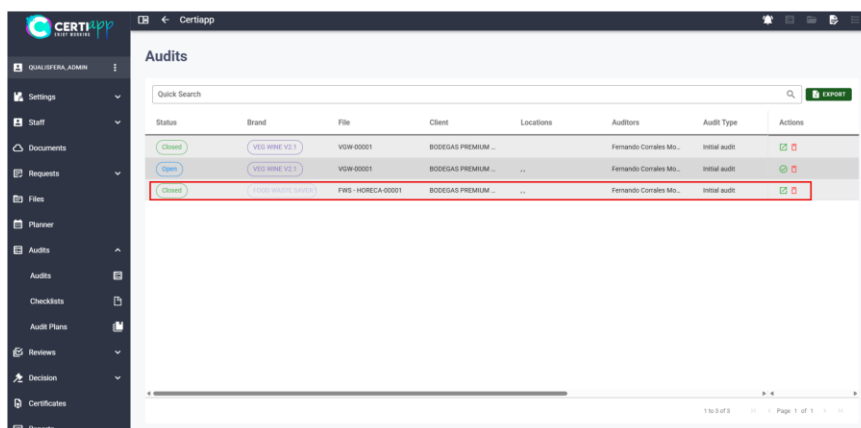
Before closing the audit, all data must be checked and saved. Once the information has been checked, click "Close Audit" to close the audit.



A pop-up window is shown with a message indicating that once the audit is closed, no data can be modified, and that a review of the file will be generated automatically.



The audit appears with "Closed" status in the main panel of the "Audits" section. To reopen the audit, the corresponding technical review must first be deleted (from the "Reviews" section), and then the "↗" icon next to the delete icon must be clicked.

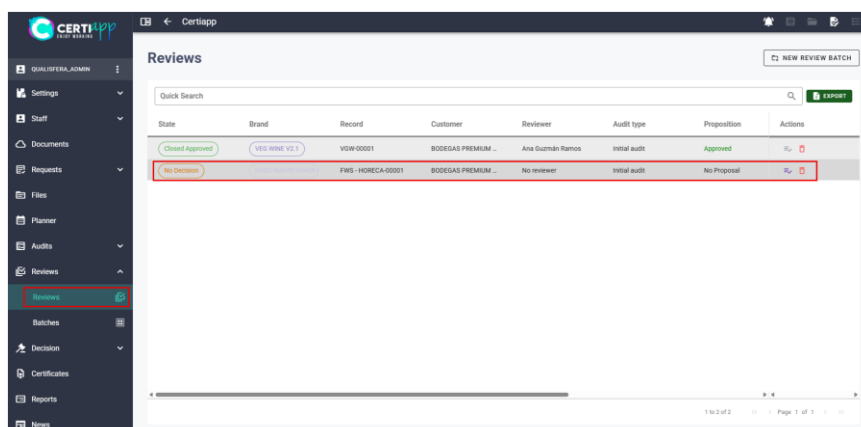


3.13. Technical Review management – Technical Reviewer part

The technical reviewer assigned to this file must go to the "**Reviews**" section, where all files under review are shown, locate the corresponding file and open it.

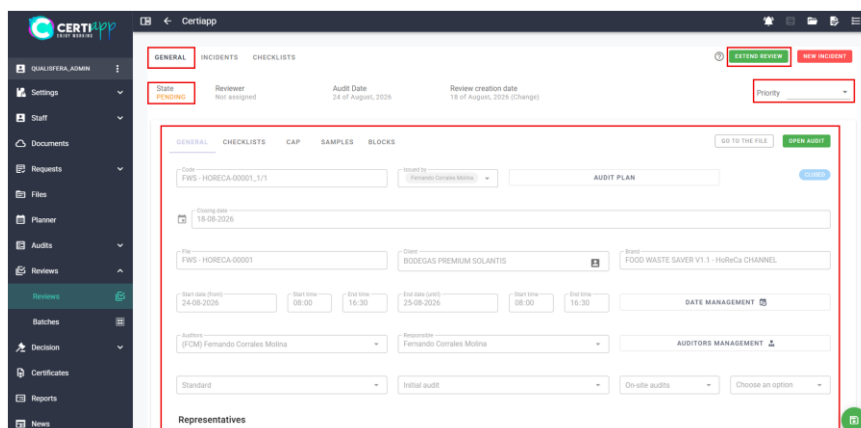
For the person acting as reviewer to be able to carry out the evaluation, their role as technical reviewer must have been set up beforehand as described in section [2.3.4. Auditors](#).

If the file status is "**No Decision**", it has not yet been reviewed. To evaluate the audit, the reviewer must open the corresponding review.

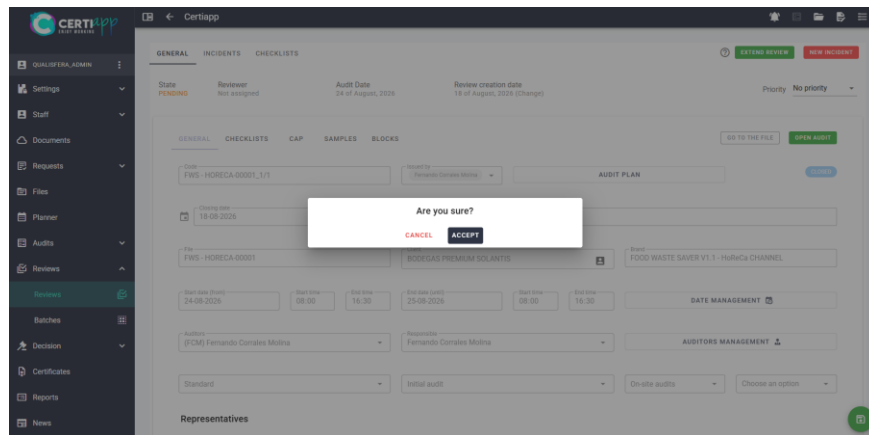


Within the review, only the "**General**" section is accessible, where all the information recorded by the auditor during the audit can be viewed. The review status is shown as "**Pending**", since the review has not yet been carried out. A priority level can be assigned in the "**Priority**" field as considered appropriate.

Once the entire audit file has been reviewed, click "**Extend Review**".



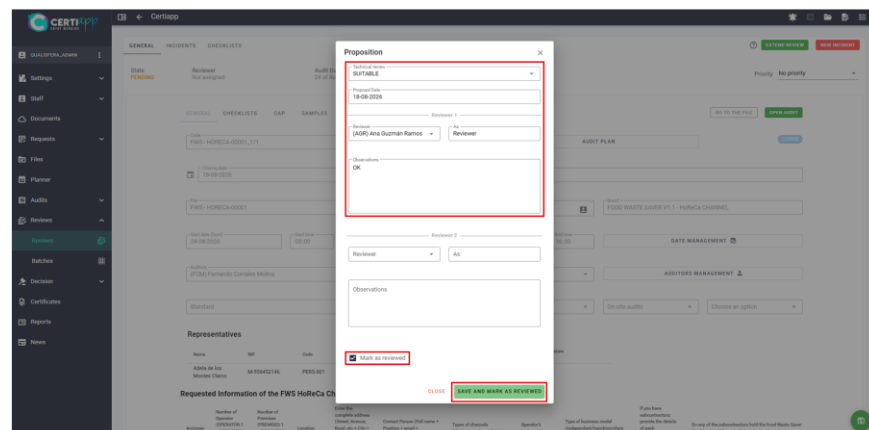
A pop-up window is shown; click **"Accept"**.



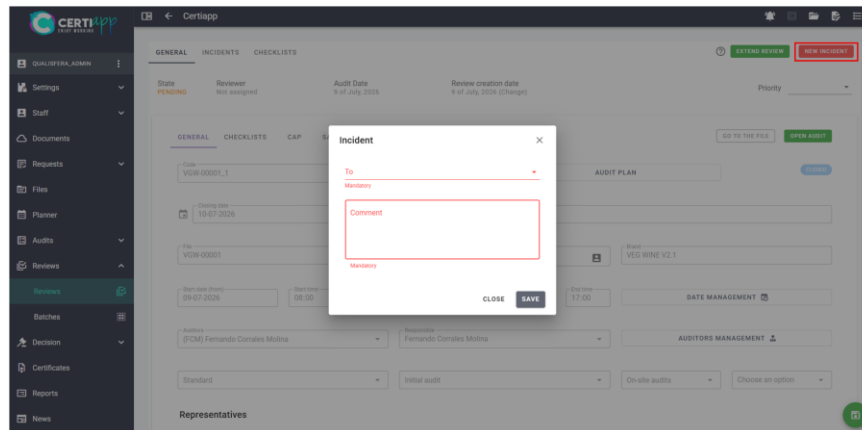
A second pop-up window then opens, in which the fields for the technical review decision ("**Technical Review**"):

- Select the result as **"Suitable"** ("Suitable") or **"Not Suitable"** ("Not Suitable").
- Enter the date on which the technical review is carried out.
- Indicate the responsible technical reviewer, checking that their role is shown as **"Reviewer"**.
- Write the corresponding observations or comments.
- Tick the **"Mark as Reviewed"**.
- Click **"Save and Mark as Reviewed"** to save the review of the file.

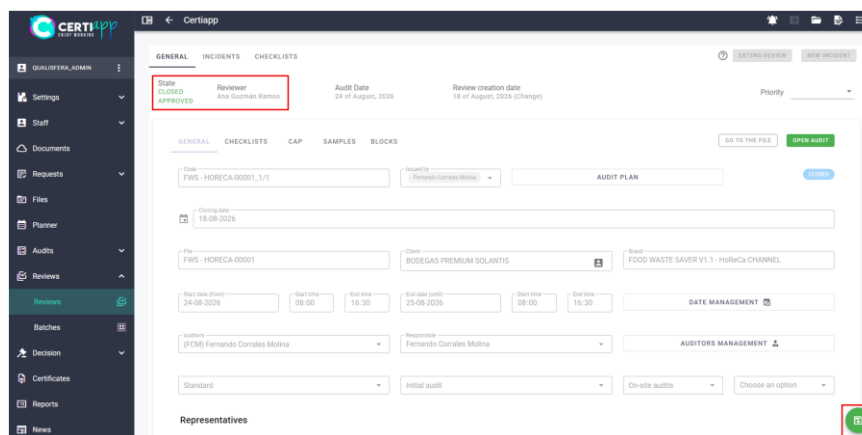
Note: Bear in mind that, from the moment the operator submits its corrective actions, there is a period of 28 days to issue the final certification decision. Of this period, the auditor has a maximum of 7 days to evaluate the operator's Corrective Action Plan, while the technical reviewer and the decision-maker have the remainder of the period (the remaining days of the 28, minus the days used by the auditor for their evaluation).



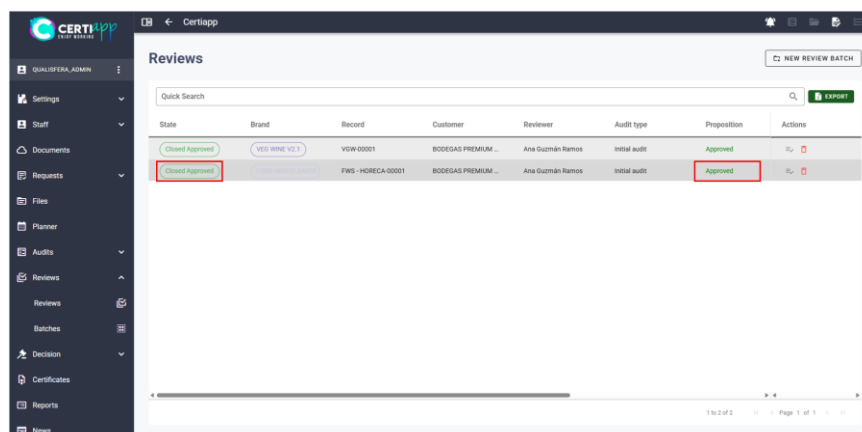
If any issue is detected, click the **"New Incident"** button, selecting who the incident is addressed to and the corresponding reason.



Once the review has been saved, the file status changes to **"Closed Approved"** ("Closed Approved"), showing the assigned technical reviewer. Click **"Save"** to save the changes.



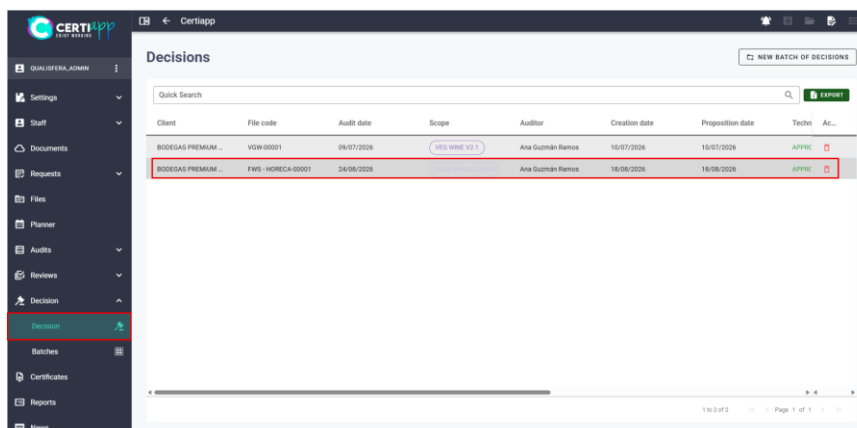
Returning to the main panel, the file is shown with **"Closed Approved"** status, which indicates that the file has been generated automatically in the **"Decision"**.



3.14. Decision-Making management – Decision-Maker part

The decision-maker assigned to this file must go to the **"Decision"** section, where all files pending a decision are shown, locate the corresponding file and open it.

For the person acting as decision-maker to be able to carry out the evaluation, their role as decision-maker must have been set up beforehand as described in section [2.3.4. Auditors](#).

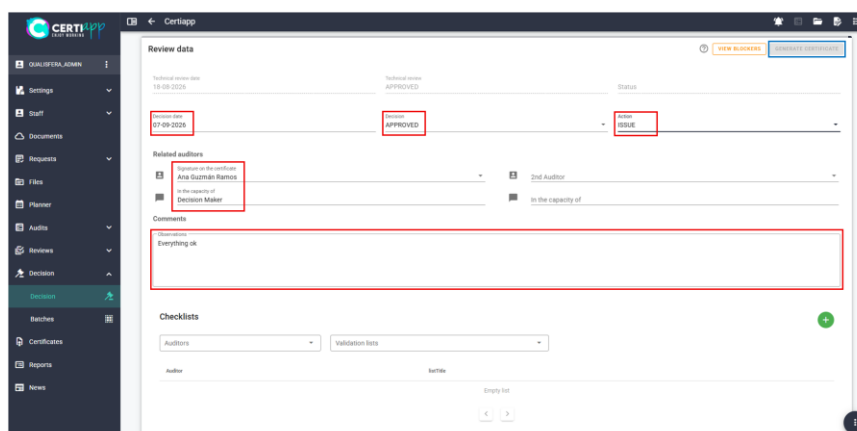


When opening the file, enter the decision date. After reviewing all the information in the file, select the decision made ("Approved" or "Not Approved"), as well as the action to be taken according to the result. The relevant comments must also be recorded. The "Checklist" section at the bottom of the screen should be disregarded, as it plays no role at this stage. If the decision is unfavorable, the operator is informed and the certification process ends.

Click **"Save"** to save the information entered.

For the **"Generate Certificate"** button (highlighted in blue) to be enabled, the **Royalty Fee** must have been paid and assigned to the operator (once the decision-maker has approved the certification and proceeds to issue the certificate). The procedure for making this payment is described in the document **"User Guide for Certification Bodies – CONFICERT web platform"**, section 4.8. **Assigning a Brand Royalty Fee to an Operator**.

In addition, in order to issue the certificate, the CB must inform the operator that the certification decision has been favorable, and the operator must sign the **Brand Use License Agreement** and return it signed to the CB.



Once the Brand Use License Agreement has been signed by the operator (and returned to the CB) and the Royalty fee paid, the **"Generate Certificate"** button is unlocked. As a CB, the certificate must be issued within no more than 72 hours. Click to generate the certificate and move on to the next section.

The first screenshot shows the 'Review data' form in the CERTIAPP interface. The 'GENERATE CERTIFICATE' button is highlighted with a red box. The form includes fields for 'Technical review date' (18-08-2026), 'Technical review' (APPROVED), 'Status' (PENDING), 'Decision date' (07-09-2026), 'Decision' (APPROVED), and 'Action' (ISSUE). It also has sections for 'Related auditors', 'Comments', and 'Checklists'.

The second screenshot shows the same form with a confirmation dialog box overlaid: 'Do you confirm generating the certificate?'. The dialog has 'CANCEL' and 'ACCEPT' buttons.

3.15. Certificate management – Decision-Maker

To manage the certificate, the decision-maker must complete the fields highlighted in red: validity start date ("**Valid From**"), validity end date ("**Valid To**"), issuance date ("**Issuance Date**") and certificate date ("**Certificate Date**").

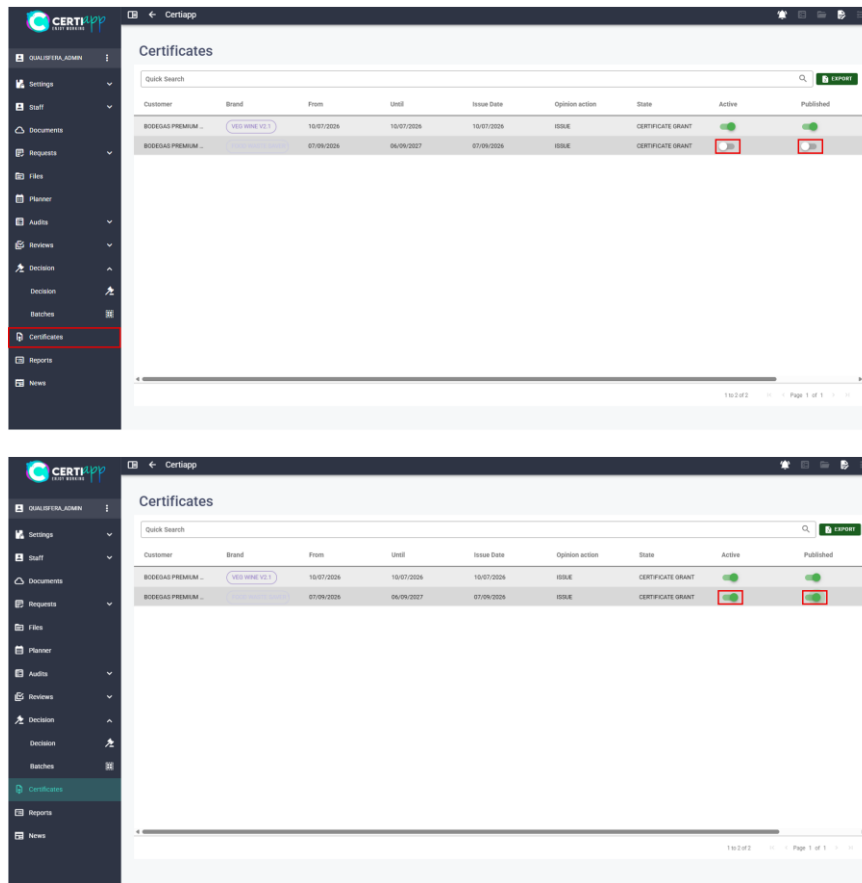
To plan the next audit, click the "**Plan Next Audit**" button, which opens the corresponding section, where the following data must be completed: the audit modality, the date range within which it must be carried out (not before or after the dates indicated), and whether it will be announced or unannounced.

Once this information has been completed, click "**Save**".

For a certification due to a change of scope, the modification date must also be indicated and the corresponding comments added.

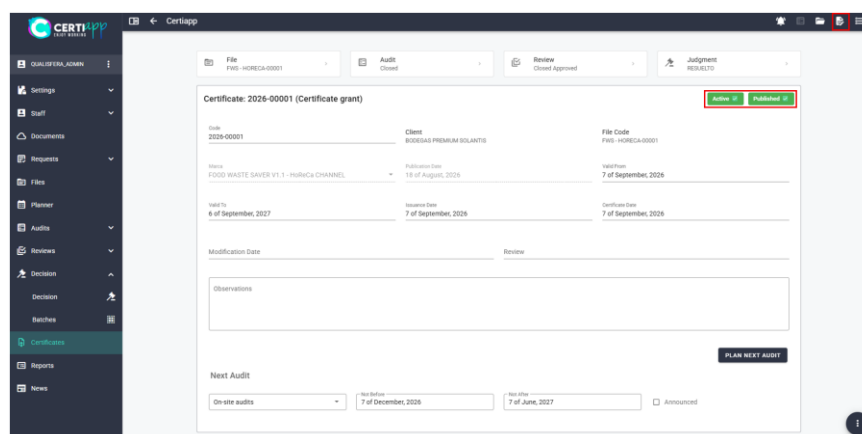
The screenshot shows the 'Certificate grant' form in the CERTIAPP interface. The 'Active' and 'Not Published' buttons are highlighted with red boxes. The form includes fields for 'Date' (2026-0001), 'Client' (BIOSEGAS PREMIUM SOLANTES), 'File Code' (FWS-HORECA-0001), 'Valid From' (7 of September, 2026), 'Valid To' (7 of September, 2026), 'Issuance Date' (7 of September, 2026), 'Certificate Date' (7 of September, 2026), 'Modification Date', 'Review', 'Observations', and 'Next Audit' (On-site audits, 7 of December, 2026, 7 of June, 2027). The 'PLAN NEXT AUDIT' button is also highlighted.

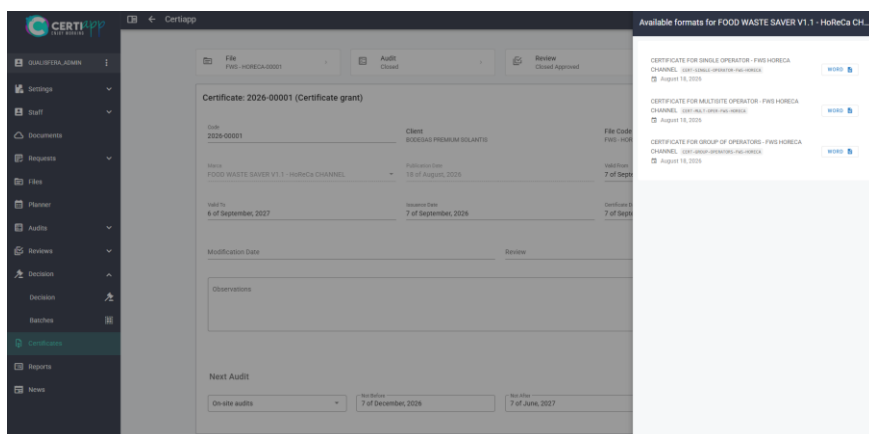
Once the information has been saved, go to the general panel of the certificates section, where the "**Active**" and "**Published**" options are not enabled. Click on both to enable them.



When reopening the certificate, its status has changed to "**Active**" and "**Published**". Once enabled, the CB must inform the operator that the certificate has been issued and is available in its user profile, in the "**Certificates**".

To download the certificate, click the "📄" icon in the top right corner of the screen. A panel opens on the right, from which the certificate corresponding to the type of operator evaluated must be downloaded.





Once the operator has been approved and the certificate issued, the CB must send the operator the internal audit report and the public audit report, and ask the operator for the corresponding graphic material (company logo; for a product, photographs of the certified product; for a service, related images; a document describing the company; and any other document considered relevant or that the operator wishes to share). The operator must send this material to the CB or to the decision-maker, so that this information can be published on the CONFICERT Transparency Portal (<https://portal.conficert.org/>).

The CB must send this material, together with the public audit report and the certificate issued, to the CONFICERT administration team by email at conficert5@conficert.org for prompt publication on the transparency portal.

Within a maximum of 48 business hours, CONFICERT will provide the CB with the Brand's official graphic material (seals, logos and other authorized elements) for delivery to the operator, and will publish the certificate and a summary of the final audit report on the Transparency Portal.