

CERTIAPP platform guides

User Guide for Auditors, Technical Reviewers and Decision-Makers – CERTIAPP Platform

V1, 25.SEP.2026

TABLE OF CONTENTS

1.	Purpose	3
2.	Tools.....	3
2.1.	General Dashboard	3
2.2.	Settings	3
2.3.	Staff.....	4
2.3.1.	Contacts	4
2.3.2.	Users	4
2.3.3.	Clients	4
2.3.4.	Auditors	7
2.3.5.	Internal Staff	9
2.4.	Documents.....	9
2.5.	Request	10
2.6.	Files.....	10
2.7.	Planner.....	14
2.8.	Audits.....	15
2.8.1.	Audits.....	15
2.8.2.	Checklist.....	15
2.8.3.	Audit plans	16
2.9.	Reviews	17
2.9.1.	Reviews	17
2.10.	Decision	17
2.10.1.	Decision	17
2.11.	Certificates.....	18
2.12.	Report.....	18
2.13.	News	18
3.	Process	19

3.1.	Logging in.....	19
3.2.	Audit management – Auditor part.....	19
3.2.1.	General	19
➤	Representative	20
➤	Request information of the Brand	21
➤	Annotations	22
➤	Signatures	22
3.2.2.	Checklist.....	23
➤	Checklist assignment	23
➤	Checklist evaluation	24
➤	Audit closing signatures	31
➤	Corrective Action Plan (CAP) evaluation	33
➤	Final audit status.....	36
➤	Samples.....	38
➤	Audit closure.....	40
3.3.	Technical Review management – Technical Reviewer part.....	41
3.4.	Decision-Making management – Decision-Maker part.....	44
3.5.	Certificate management – Decision-Maker	46

1. Purpose

The purpose of this document is to provide auditors, technical reviewers and decision-makers with a clear and detailed guide to using the CERTIAPP platform in performing their duties within the certification process under the CONFICERT scheme.

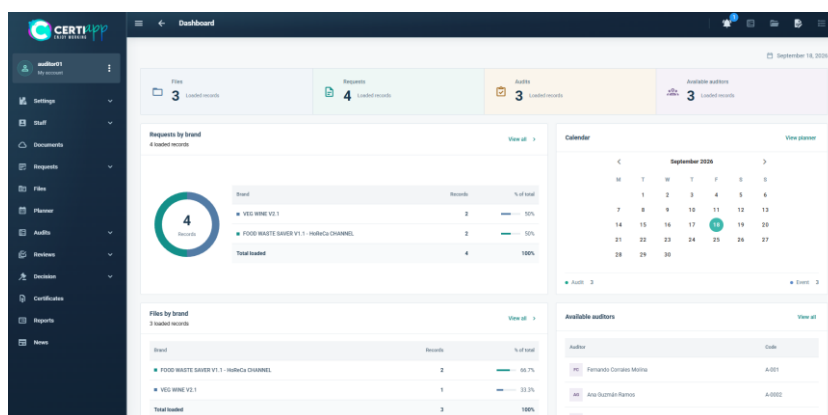
This guide describes the tools and procedures for each role, from audit management (planning, setting up the audit team, assigning and evaluating the checklist, recording signatures and closing the audit), the evaluation of the Corrective Action Plan (CAP) and the technical review of the file, to the final decision and the issuance of the corresponding certificate.

The aim of this guide is to enable evaluation staff to work autonomously and efficiently within the platform, ensuring proper compliance with the procedures set out in the CONFICERT General Rules at each stage of the certification process in which they are involved.

2. Tools

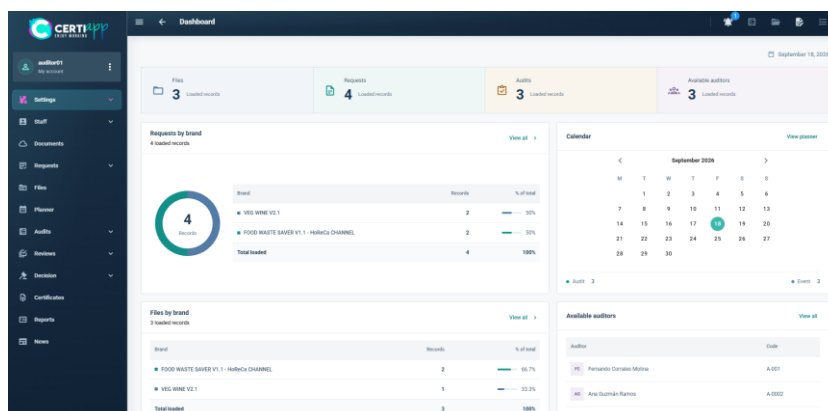
2.1. General Dashboard

The general dashboard displays a summary of the activity of the entire Certification Body in relation to the CONFICERT Brands. It shows the requests registered by Brand, the files by Brand, the activity calendar and all evaluation staff (grouped under the "Auditors" section, regardless of whether they are auditors, technical reviewers or decision-makers), as well as the news communicated by CONFICERT.



2.2. Settings

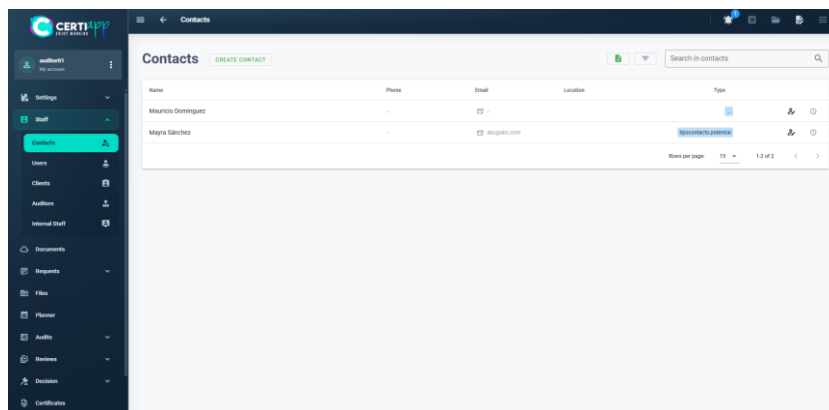
This section does not require any action or modification.



2.3. Staff

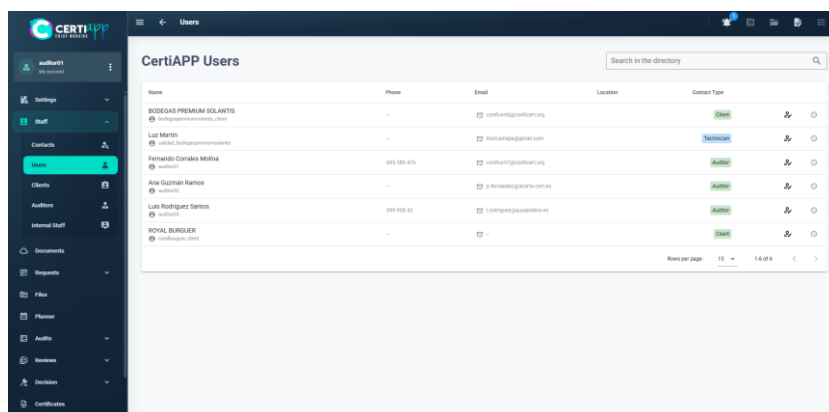
2.3.1. Contacts

No action should be taken in this section. Only the administrators of the Certification Body's administrator account are authorized to create contacts.



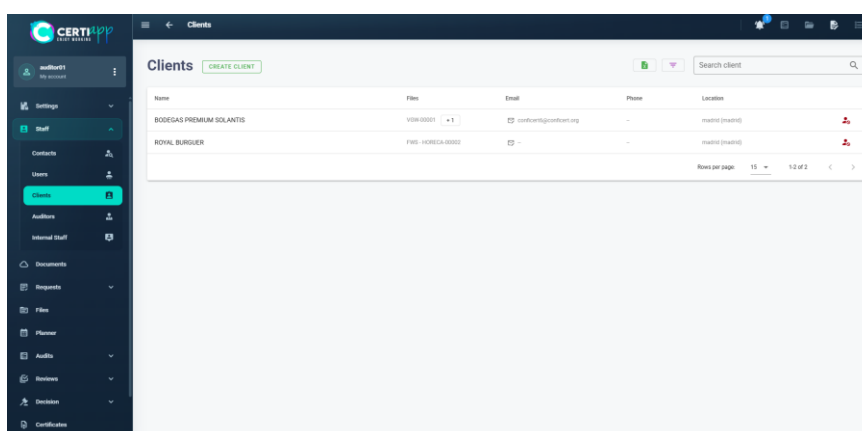
2.3.2. Users

This section is used to consult the users registered in CERTIAPP.



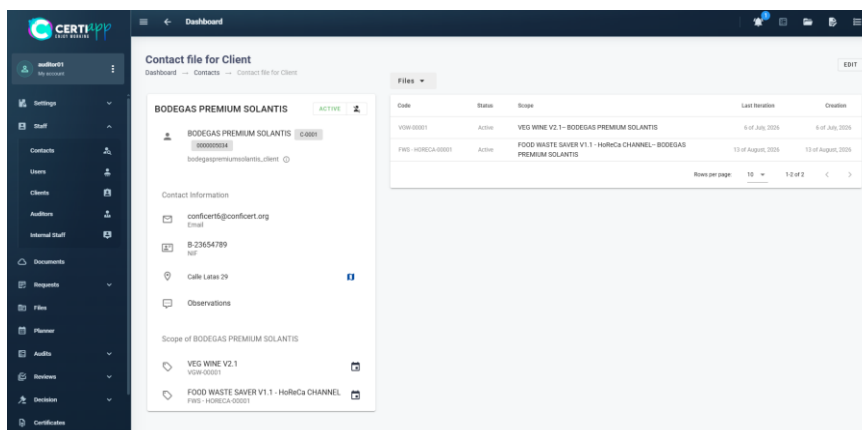
2.3.3. Clients

This section is used to consult client information. However, only the administrators of the Certification Body's administrator account are authorized to create and modify a client's information.

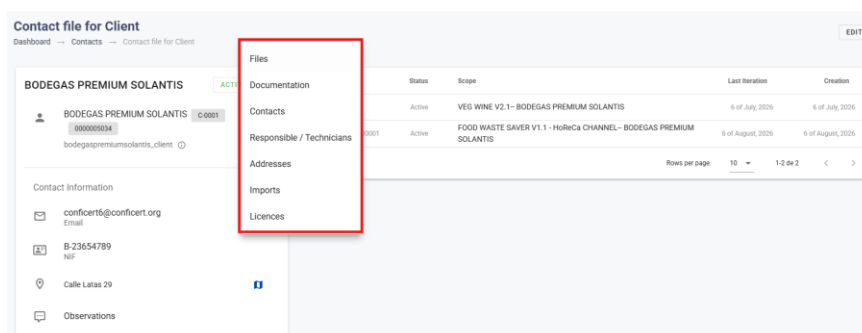


To consult an operator client's information, click on the corresponding record to open its details. These show the information related to the client, including the internal control code under which it is registered with the Certification Body

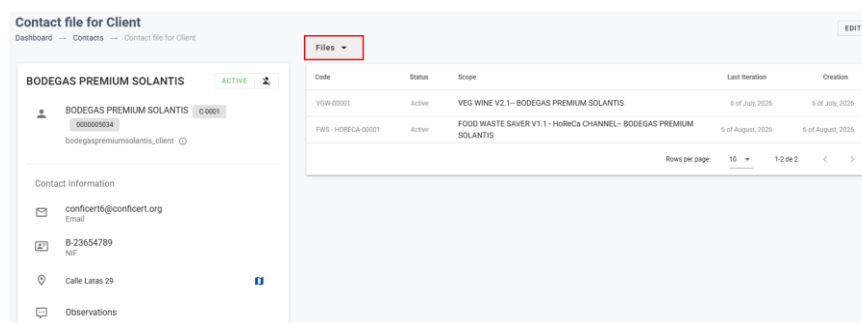
(for example, "C-0001") and the CIN (CONFICERT Identification Number) (in this example, "0000005034"), as well as all its contact information and the Brands for which it holds a certification authorization.



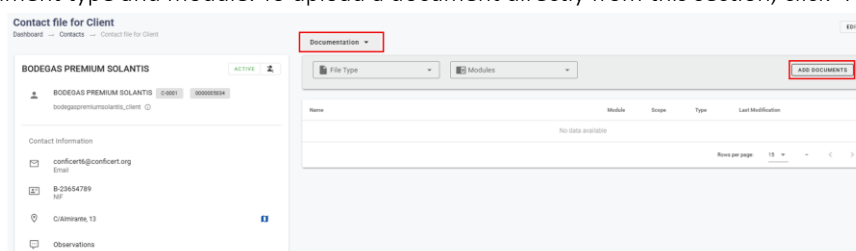
A drop-down menu with several options is also displayed:



- ✓ **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 consult the operator's contact staff.

Contact file for Client
Dashboard → Contacts → Contact file for Client

BODEGAS PREMIUM SOLANTIS ACTIVE

CONTACTS

Link a contact
+ ADD RELATIONSHIP

Contact Information

BODEGAS PREMIUM SOLANTIS C-0001
bodegaspremiumsolantis_client

conficert@conficert.org
Email

B-23654789
NIF

Calle Lanas 29

Observations

Scope of BODEGAS PREMIUM SOLANTIS

VEG WINE V2.1
VOW-00001

FOOD WASTE SAVER V1.1 - HoReCa CHANNEL
FWS - HORECA-00001

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

Contact file for Client
Dashboard → Contacts → Contact file for Client

BODEGAS PREMIUM SOLANTIS ACTIVE

CONTACTS

Link a contact
+ ADD RELATIONSHIP

Responsible / Technicians

Luz Martin
luzcarrejo@gmail.com
Contact Phone

+ ADD RESPONSIBLE / TECHNICIAN

MODIFY DELETE

Contact Information

BODEGAS PREMIUM SOLANTIS C-0001 000005034
bodegaspremiumsolantis_client

conficert@conficert.org
Email

B-23654789
NIF

C/Almirante, 13

Observations

- ✓ **Addresses:** used to consult the registered addresses, whether entered by the Certification Body's administration or by the operator itself from its profile.

Contact file for Client
Dashboard → Contacts → Contact file for Client

BODEGAS PREMIUM SOLANTIS ACTIVE

CONTACTS

Link a contact
+ ADD RELATIONSHIP

Addresses

Main Office
Name: BODEGAS PREMIUM SOLANTIS
Business Name
Type of Installation: Fiscal
C/Almirante, 13
Madrid, España
Observations: No Observations
MODIFY

Production Facility
Name
Type of Installation: ROSEAA
Calle Almirante 13
Madrid, España
Observations: No Observations
MODIFY

Production facility 2
Name
Type of Installation: ROSEAA
calle mercaderes 92
Madrid, España
Observations: No Observations
MODIFY

Production facility 3
Name
Type of Installation: ROSEAA
calle lanas 29
Madrid, España
Observations: No Observations
MODIFY

+ ADD ADDRESS

Contact Information

BODEGAS PREMIUM SOLANTIS C-0001
bodegaspremiumsolantis_client

conficert@conficert.org
Email

B-23654789
NIF

Calle Lanas 29

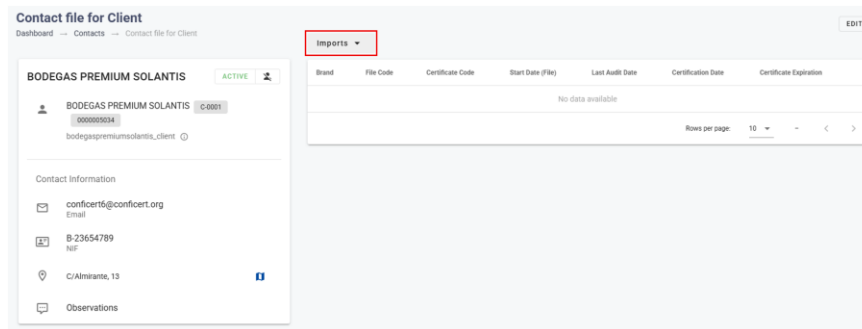
Observations

Scope of BODEGAS PREMIUM SOLANTIS

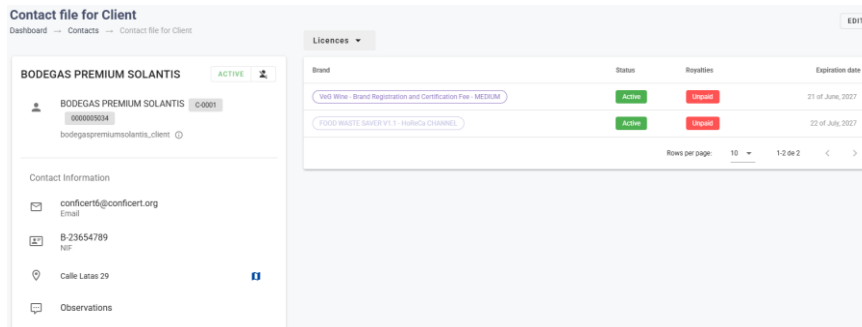
VEG WINE V2.1
VOW-00001

FOOD WASTE SAVER V1.1 - HoReCa CHANNEL
FWS - HORECA-00001

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

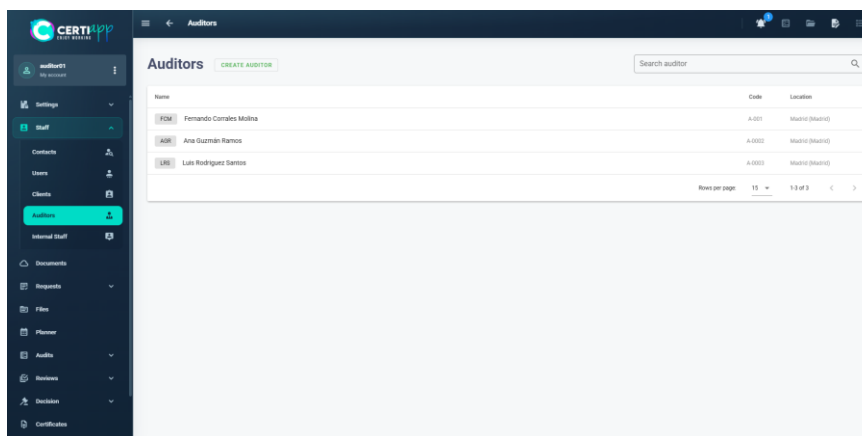


✓ **Licences:** shows all the Brands for which the operator is authorized to carry out its certification process.

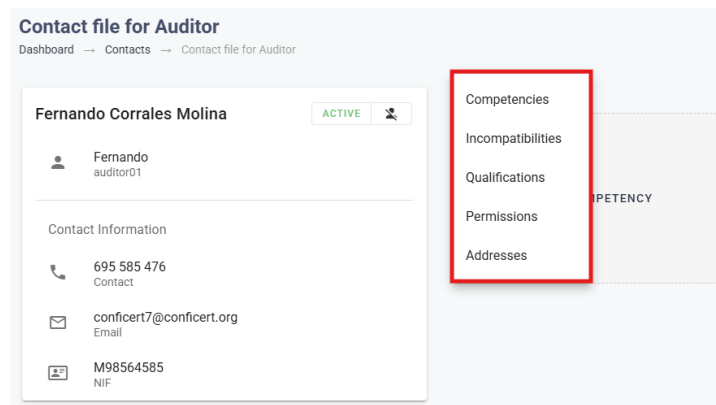


2.3.4. Auditors

This section is used to consult auditor information by selecting the relevant name. The information in this section is for consultation only and must not be modified.

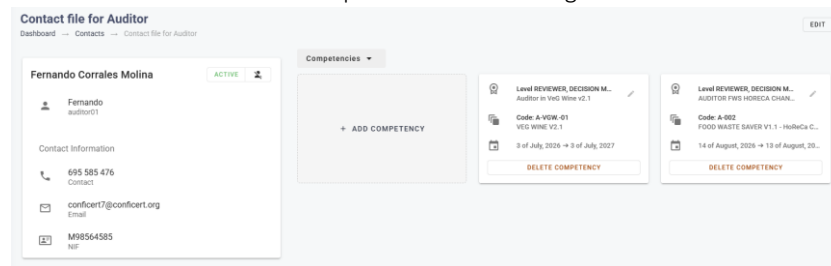


Once the auditor's profile is opened, a summary of their information is displayed, together with a drop-down menu with the following options:



✓ Competencies

This option shows the roles the auditor performs for the assigned Brands.



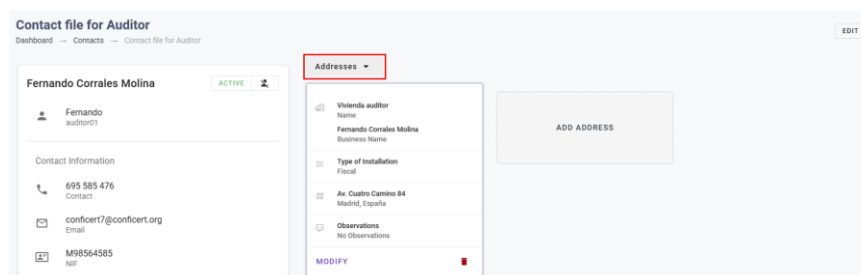
✓ Incompatibilities

This option shows the operator clients with whom the auditor has a conflict of interest, whether for family or other reasons.



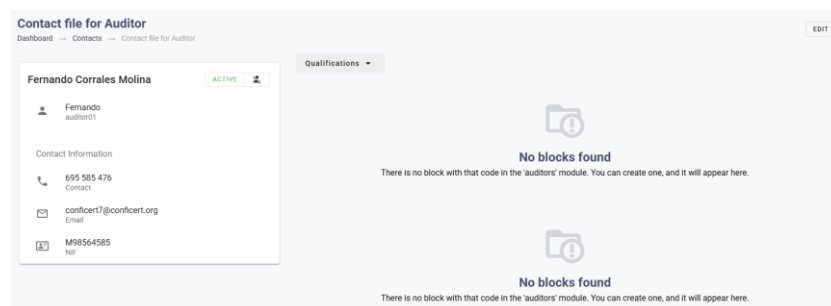
✓ Addresses

This option shows the addresses related to the auditor.



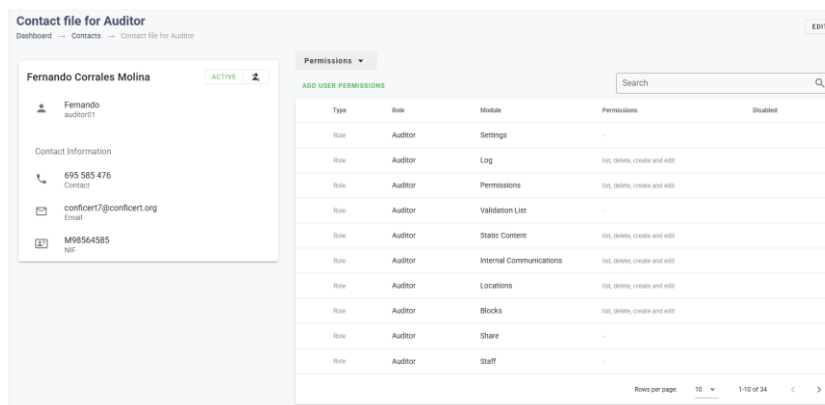
✓ Qualifications

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



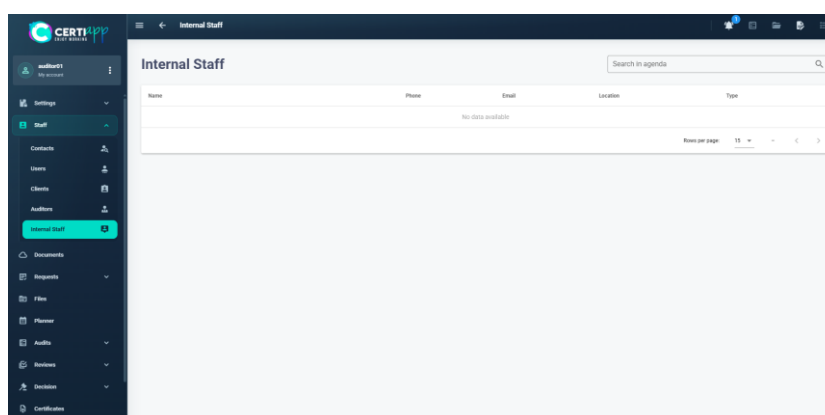
✓ Permissions

No data should be modified in this option.



2.3.5. Internal Staff

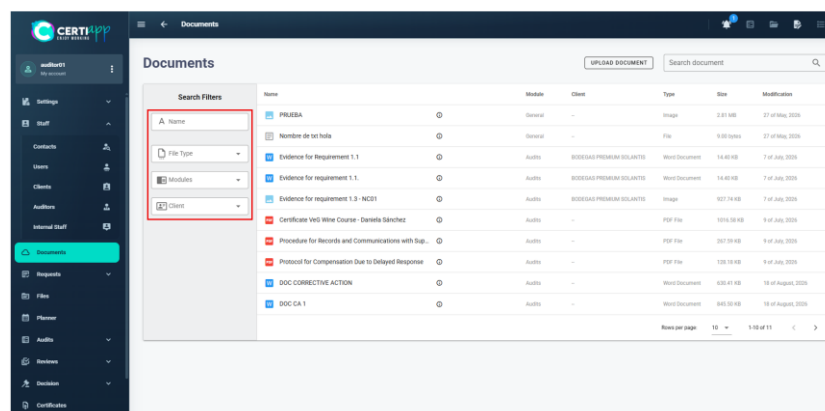
This section contains no information or data that needs to be modified.



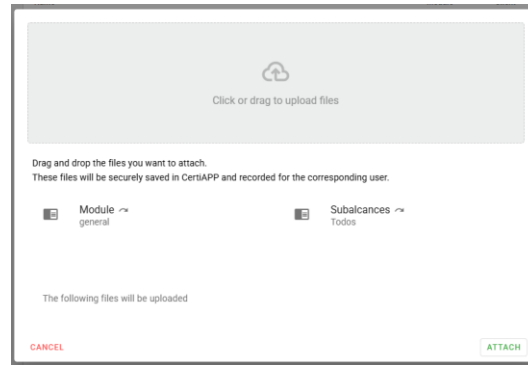
2.4. Documents

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".

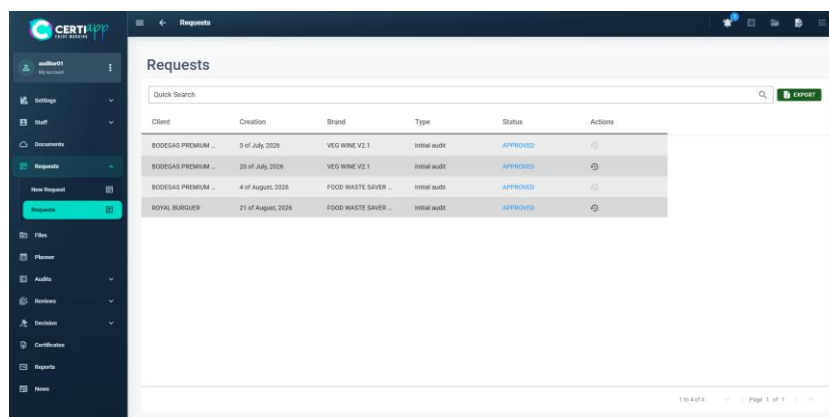


When attaching the document, select the corresponding module and sub-scope, and click "Attach" to save.



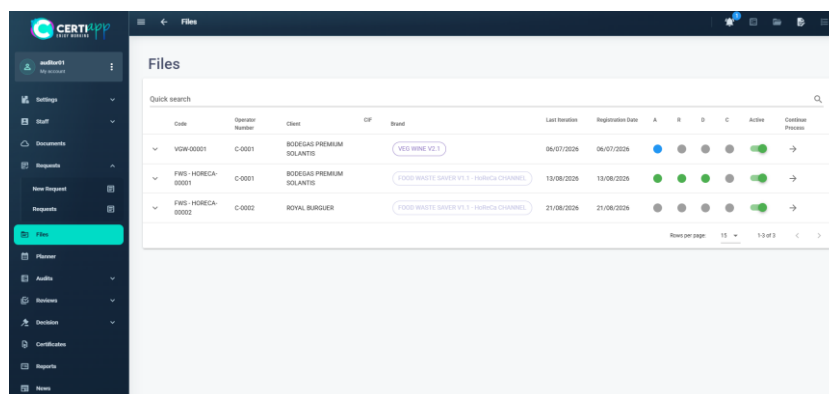
2.5. Request

No action should be taken in this section from the auditor, technical reviewer or decision-maker role. Request management is exclusively the responsibility of the Certification Body administrator role.



2.6. Files

This section is used to review the operator's file. There is one file for each Brand in which the operator has been certified, and the annual certifications are shown as iterations.



Opening the file displays the relevant file information.

Scrolling down, the iterations are shown (the cycles of the certification process that periodically repeat the same sequence of steps, from the request to the issuance of the certificate, in order to maintain or modify the certification).

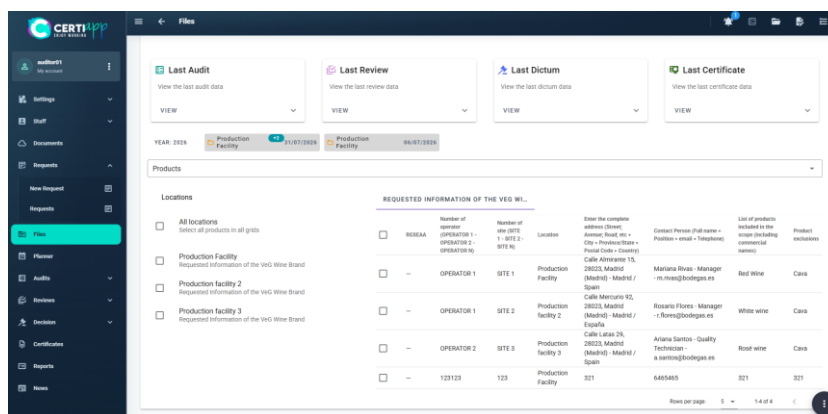
In this case, there are two iterations, i.e., two certification cycles. In addition, the iteration dated 31/07/2026 (DD/MM/YYYY) shows a superscript "(+2)", which indicates that this iteration covers 3 sites or locations: the one shown ("Production Facility") plus 2 more.

Locations	Number of operator	Number of site (SIT 1 - SIT 2 - SITE N)	Location	Enter the complete address (Street, Avenue, Road, etc.)	City + Production State + Postal Code + Country	Contact Person (Full name + Position + email + telephone)	List of products included in the scope (including commercial names)	Product exclusions
☐ All locations Select all products in all grids								
☐ Production Facility Requested information of the VEG Wine Brand	1	1	Production Facility	Calle Alameda 15, 28023 Madrid (Madrid) / Spain	Madrid - Madrid / Spain	Mariano Rivas - Manager m.rivas@bodegas.es	Red wine	Cava
☐ Production facility 2 Requested information of the VEG Wine Brand	1	1	Production facility 2	Calle Mercaderes 92, 28023 Madrid (Madrid) / Spain	Madrid - Madrid / Spain	Rosario Flores - Manager r.flores@bodegas.es	White wine	Cava
☐ Production facility 3 Requested information of the VEG Wine Brand	1	1	Production facility 3	Calle Alameda 15, 28023 Madrid (Madrid) / Spain	Madrid - Madrid / Spain	Adriana Santos - Quality Technician a.santos@bodegas.es	Red wine	Cava
	123123	123	Production Facility			6465465	321	321

Clicking on one of these iterations (for example, the one dated 31/07/2026) displays a drop-down bar below it with several tools.

✓ **Products**

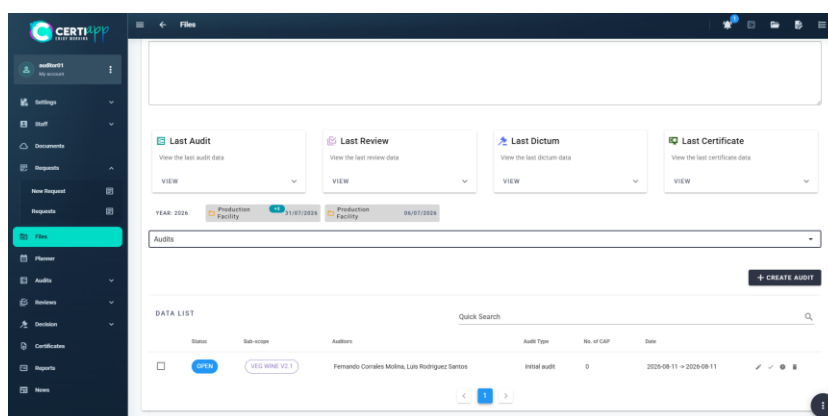
Shows all the sites declared in the request, together with the data that defines the audit.



✓ Audits

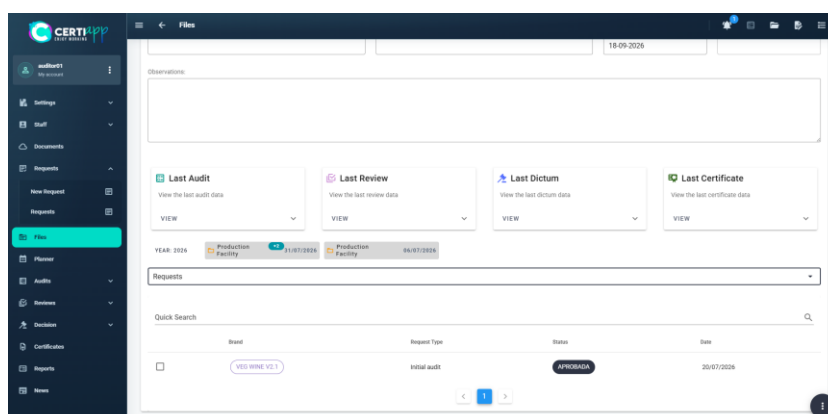
Shows the audits created for this operator. The status can be:

- **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.



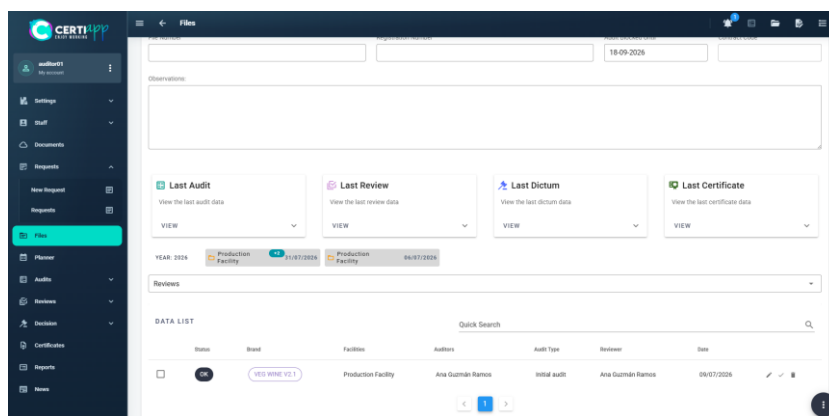
✓ Request

Shows the previously approved and completed requests.



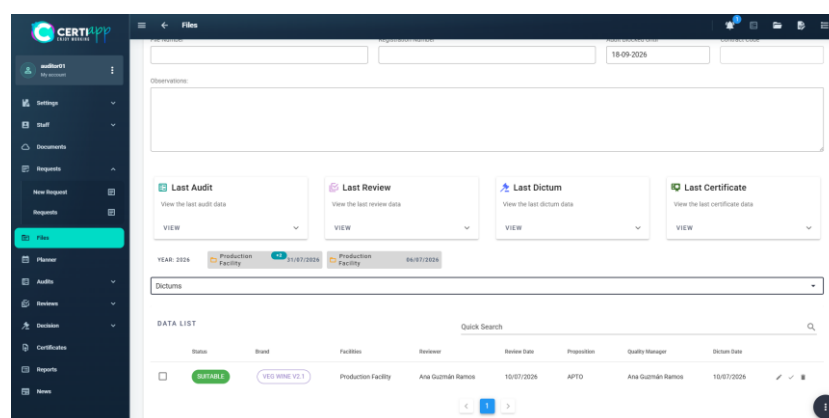
✓ Reviews

Shows when the file moves to the technical review phase.



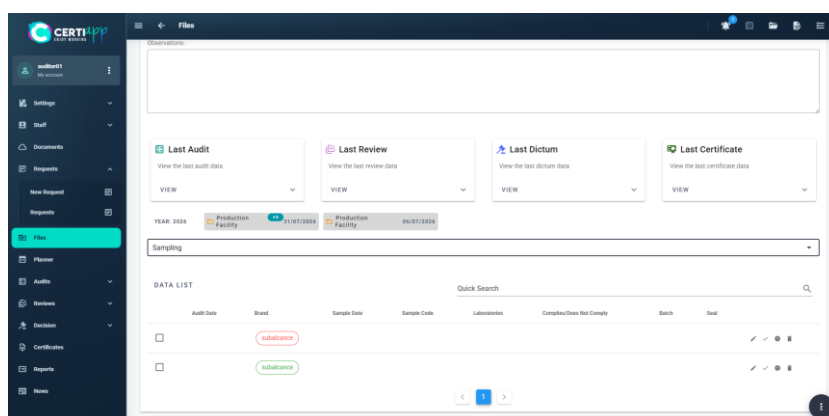
✓ **Dictums**

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.



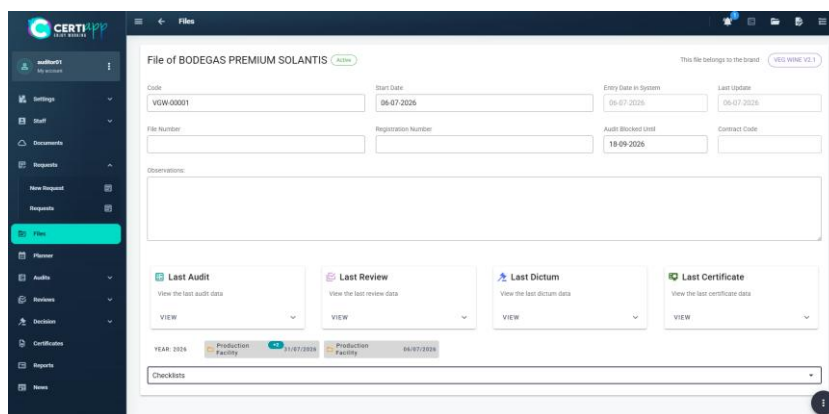
✓ **Samplings**

Shows the samples for this file, attached during the audit.

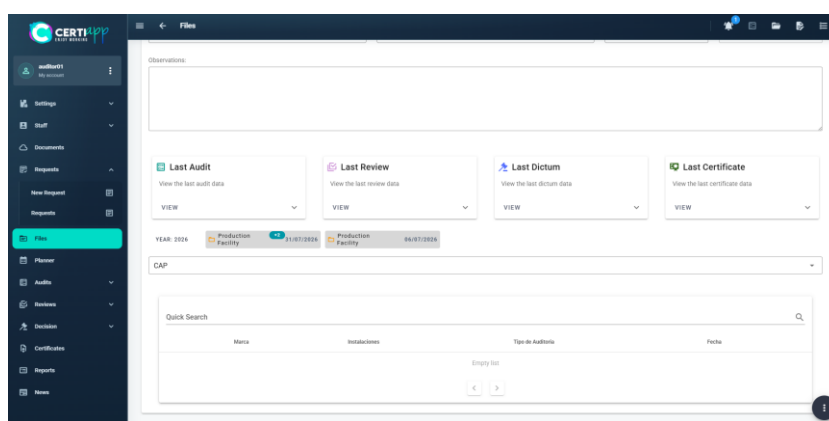


✓ **Checklist**

No information is displayed in this section.



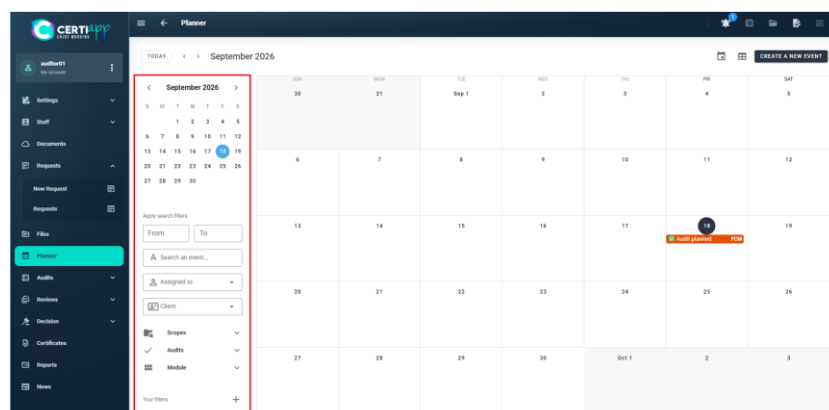
- ✓ **CAP (Corrective Action Plan)**
No information is displayed in this section.



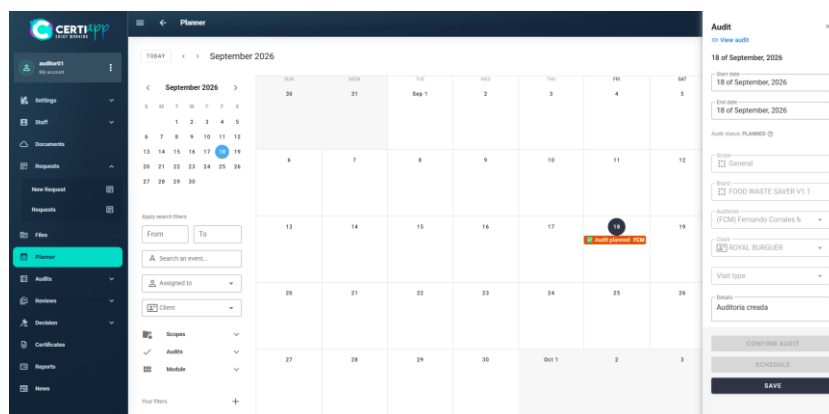
2.7. Planner

The "Planner" section is an interactive calendar of all the Certification Body's activities, showing the 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

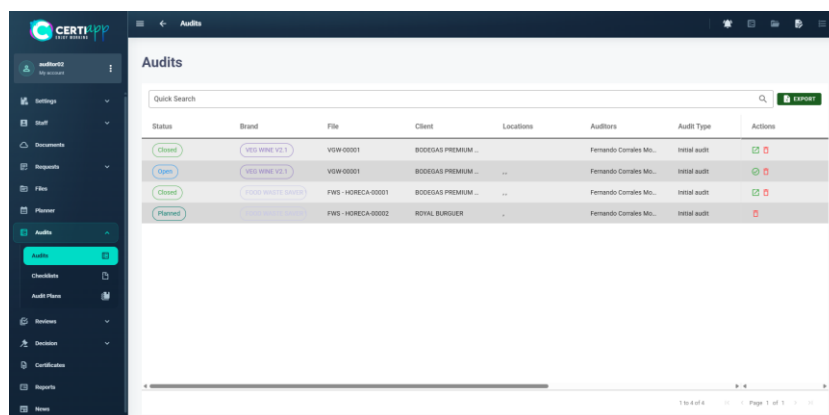
2.8.1. Audits

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.

To locate the file for the audit, enter the operator's name in the "Quick Search" bar, confirming that it is the correct file by checking the file number and the corresponding date.



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	Audit	CHECKLIST ES	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER¹	Audit	FWS-HORECA	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER¹	Audit	FWS-L&R	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER¹	Audit	FWS-FI	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER¹	Audit	FWS-PRAGR	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER¹	Audit	FWS-PRUV	Category	
FOOD WASTE SAVER ...	FOOD WASTE SAVER¹	Audit	CHECKLIST FWS-PP...	Category	
YES WINE by CONFIC...	YES WINE V1.1	Audit	Checklist VSW	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**

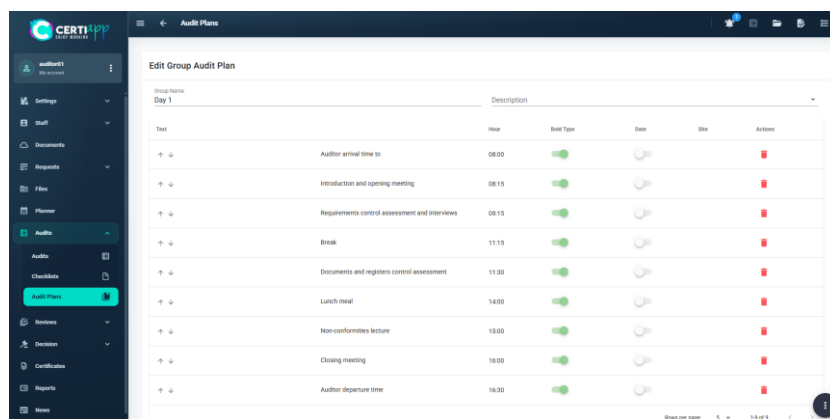
This section details, point by point, each activity to be carried out on the day of the audit. It works as a template: when it is assigned to a specific audit, data such as the text or the time can be modified or added.

Text	Hour	Bold	Is Date	Site	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.

Name	Plans	Actions
Day 1	9	



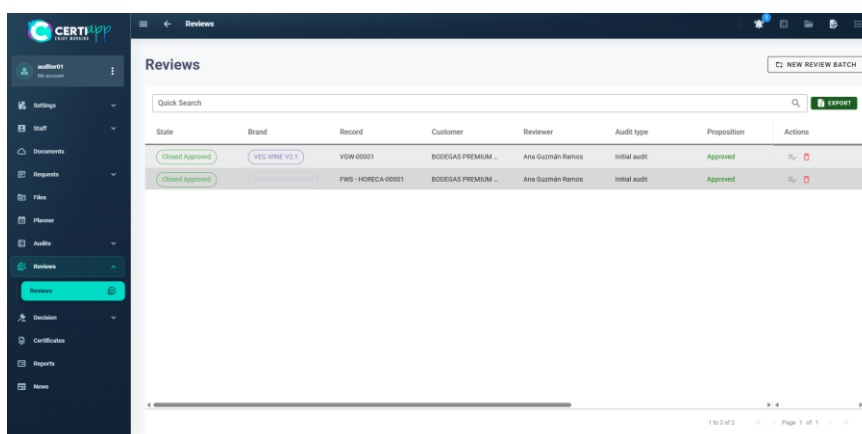
Test	Hour	Skill Type	Date	Site	Actions
Auditor arrival time to	08:00				
Introduction and opening meeting	08:15				
Requirements control assessment and interviews	08:15				
Break	11:15				
Documents and registers control assessment	11:30				
Lunch meal	14:00				
Non-conformities lecture	15:00				
Closing meeting	16:00				
Auditor departure time	16:30				

2.9. Reviews

2.9.1. Reviews

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

To locate the file for the technical review, enter the operator's name in the "Quick Search" bar, confirming that it is the correct file by checking the file number and the corresponding date.



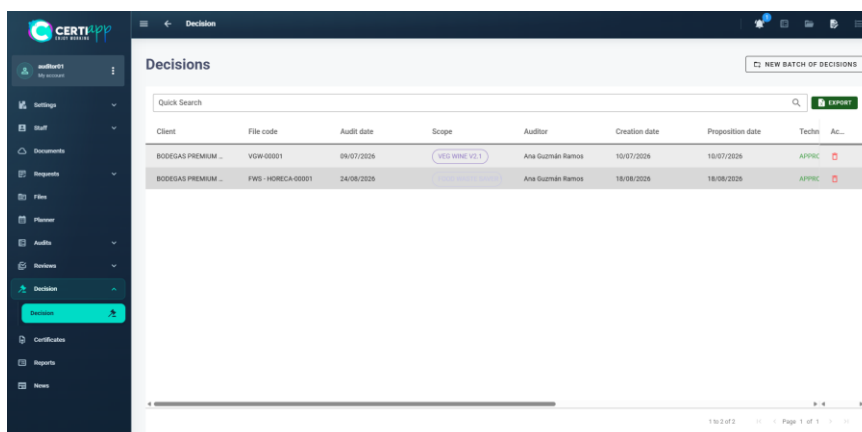
State	Brand	Record	Customer	Reviewer	Audit type	Proposition	Actions
Closed Agreement	YES HINE YC.1	VQW-00001	BODEGAS PREMIUM ...	Ana Guzmán Ramos	Initial audit	Approved	
Closed Agreement	YES HINE YC.1	FWS - HORECA-00001	BODEGAS PREMIUM ...	Ana Guzmán Ramos	Initial audit	Approved	

2.10. Decision

2.10.1. Decision

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

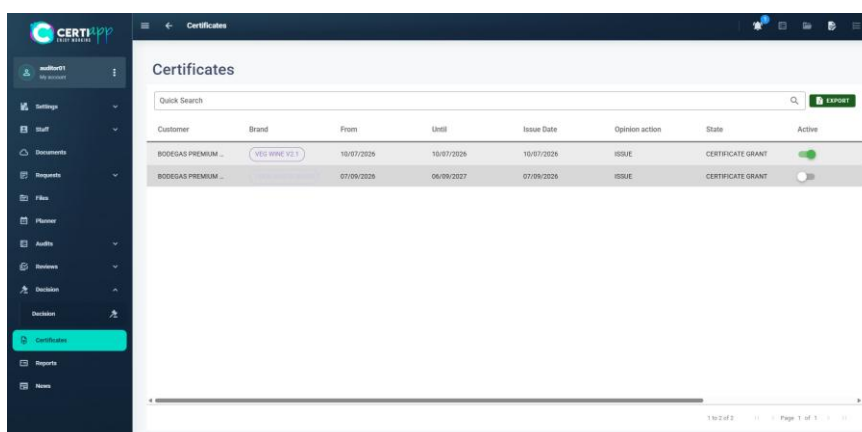
To locate the file for the decision, enter the operator's name in the "Quick Search" bar, confirming that it is the correct file by checking the file number and the corresponding date.



2.11. Certificates

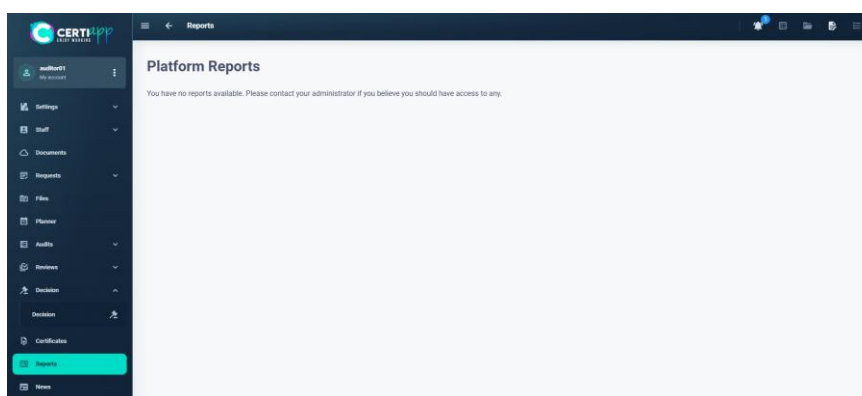
This section displays all certificates for the operators' files that the decision-maker has assessed as Suitable.

To locate the certificate, enter the operator's name in the "Quick Search" bar, confirming that it is the correct certificate by checking the certificate code and the corresponding date.



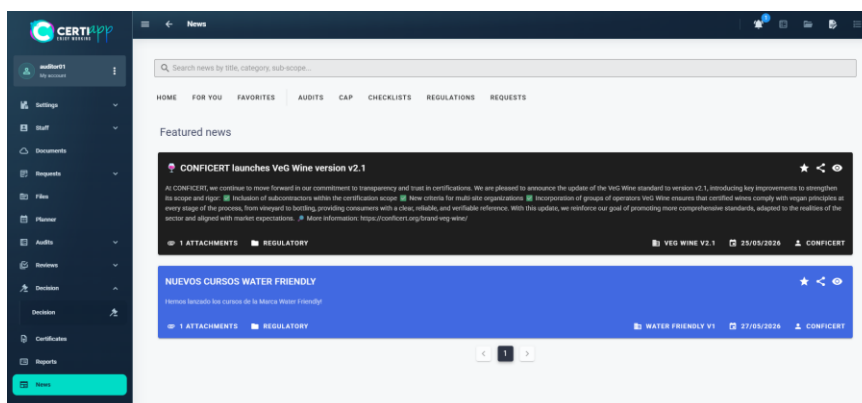
2.12. Report

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.



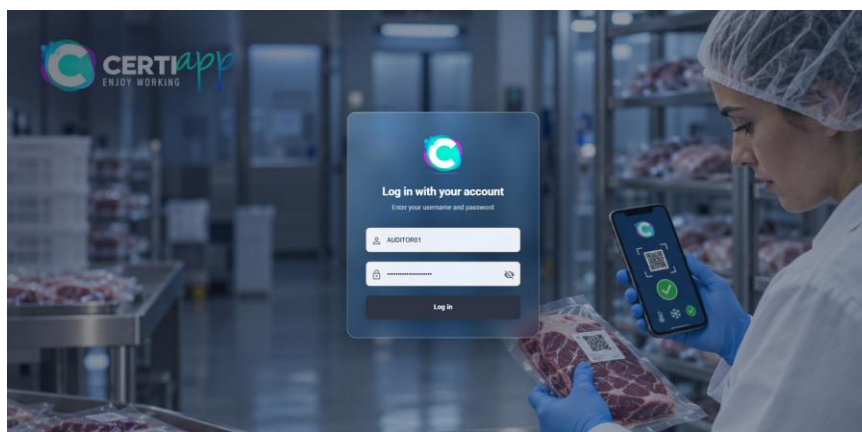
3. Process

Creating and managing operator clients, managing contacts, managing the request, managing auditors, assigning roles and creating the audit are the responsibility and administrative function of the Certification Body user.

This guide covers the process from the audit onwards, which is the auditor's function; the technical review, which is the technical reviewer's function; and the decision, which is the decision-maker's function, as well as the issuance of the certificate.

3.1. Logging in

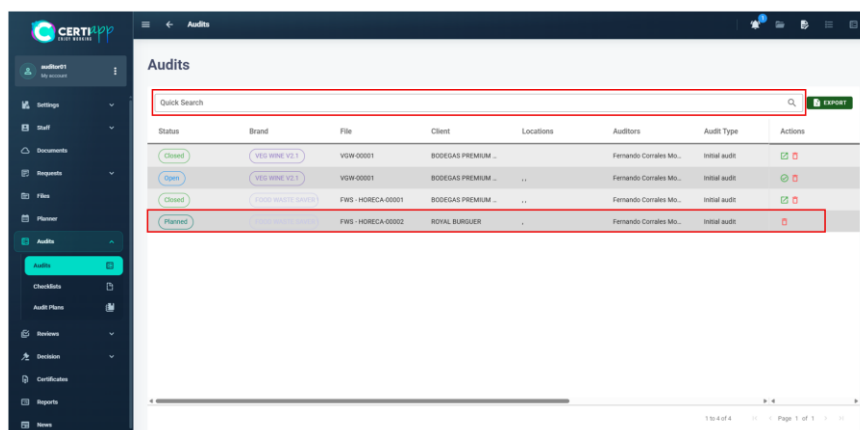
Log in with the username and password provided by your Certification Body.



3.2. Audit management – Auditor part

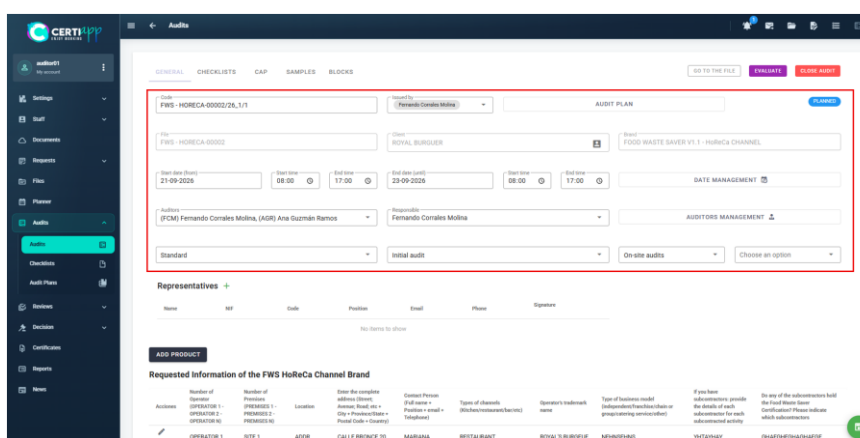
3.2.1. General

Go to the "Audits" tool and locate the corresponding audit file.



Status	Brand	File	Client	Locations	Auditors	Audit Type	Actions
Closed	VDS WINE V2.1	VDSW-0001	BODEGAS PREMIUM ..		Fernando Corrales Mo..	Initial audit	
Open	VDS WINE V2.1	VDSW-0001	BODEGAS PREMIUM ..	..	Fernando Corrales Mo..	Initial audit	
Closed	FOOD WASTE SAVED	FWS - HORECA-0001	BODEGAS PREMIUM ..	..	Fernando Corrales Mo..	Initial audit	
Planned	FWS - HORECA-0002	ROYAL BURGUER			Fernando Corrales Mo..	Initial audit	

The sections related to the Audit Plan are set up beforehand by the **Scheme Manager** (as explained in the user guide for certification bodies), since the plan must be sent to the operator at least **48 hours** in advance.



GENERAL CHECKLISTS CAP SAMPLES BLOCKS

GO TO THE FILE **PLANNED** **CLOSE AUDIT**

File: FWS - HORECA-0002/26_3/1 Client: ROYAL BURGUER Brand: FOOD WASTE SAVED V1.1 - HORECA CHANNEL

Start date (Start): 21-09-2026 Start time: 08:00 End time: 17:00 DATE MANAGEMENT

Auditors: (PCMI) Fernando Corrales Molina, (ASR) Ana Guzmán Ramos Auditors: Fernando Corrales Molina AUDITORS MANAGEMENT

Standard: Standard Initial audit: Initial audit On site audit: On site audit Choose an option

Representatives +

Name	NIF	Code	Position	Email	Phone	Signature
No results to show						

ADD PRODUCT

Requested information of the FWS HORECA Channel Brand

Number of Operator	Number of Premises	Location	Client Name	Client Phone	Type of channels	Operator's trademark	If you have subcontractors, provide the details of each subcontractor for each subcontracted activity	If you have subcontractors hold the Food Waste Saver Certification. Please indicate which subcontractors
OPERATOR 1 - OPERATOR 2 - OPERATOR 3 -	PREMISES 1 - PREMISES 2 - PREMISES 3 -	ADDR	CALLE BRONCE 20	MARIANA	RESTAURANT	ROYAL'S BURGUER	INFORMACIÓN	INFORMACIÓN

In the **General** tab, the auditor must complete the following sections:

- **Representative:** registration of the operator's representatives.
- **Request information of the Brand:** modification of the data declared by the operator, if necessary.
- **Annotations:** recording of notes, if applicable.
- **Signatures:** recording of the signatures in the corresponding fields.

➤ Representative

This section is used to add the representatives of the operator's organization. To do so, click the "+" icon and, in the pop-up box, complete all the representative's details except the signature, which must be recorded during the closing meeting at the end of the audit, or whenever the auditor considers appropriate.

Note: once the signature has been recorded, it cannot be modified.

The screenshot shows the 'Audits' page in the CERTIAPP platform. The 'Representatives' table is highlighted with a red box, showing columns for Name, NIF, Code, Position, Email, Phone, and Signature. Below it, the 'Requested Information of the FWS HoReCa Channel Brand' table is visible, with columns for Actions, Number of Operator, Number of Premises, Location, Enter the complete address, Contact Person, Type of channels, Operator's trademark, Type of business model, and two columns for subcontractors. The table contains data for two operators and two sites.

The screenshot shows the 'Audits' page with the 'Add Representative' modal open. The modal contains fields for Name, Email, Phone, Position, NIF, and Code. There is also a signature field with a date 'On 22 of September, 2025'. The background shows the same 'Representatives' and 'Requested Information' tables as the previous screenshot.

The screenshot shows the 'Audits' page with the 'Representatives' table updated. A new entry, 'Maria Vergara', has been added with NIF '59647856M', Code 'Quality Manager', Email 'm.vergara@royalburque.es', and Phone '685455223'. The 'Requested Information' table remains the same.

➤ Request information of the Brand

If any of the declared locations contains errors, or the auditor considers it necessary to correct the information on production or processes indicated in the request, click the "✏" icon in the **Request information of the [Brand name and scope] Brand** section and modify the corresponding field.

Requested Information of the FWS HoReCa Channel Brand

Operator	Number of Premises	Location	Contact Person (Full name + Position + email + telephone)	Type of channels (HoReCa/restaurant/Service)	Operator's trademark	Type of business model (Independent/Franchise/Chain or group catering service/other)	If you have sub-contractors, provide the details of each sub-contractor for each subcontracted activity	Do any of the sub-contractors hold the Food Waste Saver Certification? Please indicate which sub-contractors	
OPERATOR 1	SITE 1	ADDR	CALLE BRONCE 20	MARIANA	RESTAURANT	ROYAL'S BURGER	NYNOSPINS	YHTXWAY	GHAFQFHAGHAFQF
OPERATOR 2	SITE 2	QEHQJQET	CALLE PLATA 21	MARGARITA	ABAQGBADGBADGB	ADNAGNCHONAD	ADHADI	ADHADI	ADTHADTHADTHA

Annotations

Signature Fernando Corrales Molina as Auditor On 22 of September, 2026

Signature Ana Guzmán Ramos as Auditor On 22 of September, 2026

Signature ROYAL BURGER as Client On 22 of September, 2026

➤ Annotations

In this field, the auditor records any notes considered relevant about how the audit is conducted.

Requested Information of the FWS HoReCa Channel Brand

Operator	Number of Premises	Location	Contact Person (Full name + Position + email + telephone)	Type of channels (HoReCa/restaurant/Service)	Operator's trademark	Type of business model (Independent/Franchise/Chain or group catering service/other)	If you have sub-contractors, provide the details of each sub-contractor for each subcontracted activity	Do any of the sub-contractors hold the Food Waste Saver Certification? Please indicate which sub-contractors	
OPERATOR 1	SITE 1	ADDR	CALLE BRONCE 20	MARIANA	RESTAURANT	ROYAL'S BURGER	NYNOSPINS	YHTXWAY	GHAFQFHAGHAFQF
OPERATOR 2	SITE 2	QEHQJQET	CALLE PLATA 21	MARGARITA	ABAQGBADGBADGB	ADNAGNCHONAD	ADHADI	ADHADI	ADTHADTHADTHA

Annotations

Signature Fernando Corrales Molina as Auditor On 22 of September, 2026

Signature Ana Guzmán Ramos as Auditor On 22 of September, 2026

Signature ROYAL BURGER as Client On 22 of September, 2026

➤ Signatures

Once the audit has been completed, the signatures must be recorded in the highlighted fields. These fields initially show all the staff involved in the process (auditor, technical reviewer and decision-maker). If the name of the person with the technical reviewer role appears, their field must be left **blank**.

Note: once the signature has been recorded, it cannot be modified.

Requested Information of the FWS HoReCa Channel Brand

Operator	Number of Premises	Location	Contact Person (Full name + Position + email + telephone)	Type of channels (HoReCa/restaurant/Service)	Operator's trademark	Type of business model (Independent/Franchise/Chain or group catering service/other)	If you have sub-contractors, provide the details of each sub-contractor for each subcontracted activity	Do any of the sub-contractors hold the Food Waste Saver Certification? Please indicate which sub-contractors	
OPERATOR 1	SITE 1	ADDR	CALLE BRONCE 20	MARIANA	RESTAURANT	ROYAL'S BURGER	NYNOSPINS	YHTXWAY	GHAFQFHAGHAFQF
OPERATOR 2	SITE 2	QEHQJQET	CALLE PLATA 21	MARGARITA	ABAQGBADGBADGB	ADNAGNCHONAD	ADHADI	ADHADI	ADTHADTHADTHA

Annotations

Signature Fernando Corrales Molina as Auditor On 22 of September, 2026

Signature Ana Guzmán Ramos as Auditor On 22 of September, 2026

Signature ROYAL BURGER as Client On 22 of September, 2026

Finally, to save the information, click the icon indicated and proceed to the next point.

Requested Information of the FWS HoReCa Channel Brand

Operator	Site	Address	Contact	Type of channels	Operator's trademark	Type of business model	If you have subcontractors, provide the details of each subcontractor for each subcontracted activity	Do any of the subcontractors hold the Food Waste Saver Certification? Please indicate which subcontractors
OPERATOR 1	SITE 1	ADDR. CALLE BRUNCE 20	MARIANA	RESTAURANT	ROYAL'S BURGER	INDEPENDENT	YHTWYWAY	GHAFDHFQAHQAHGF
OPERATOR 2	SITE 2	QEHQJQET CALLE PLATA 21	MARGARITA	ABAGDADGADG	ADNAGDCHONAD	ADHADI	ADHADI	ADHADIADHADI

Annotations

ANNOTATIONS XYZ

Signature Fernando Combes Medina as Auditor
On 22 of September, 2026

Signature Ana Guzmán Ramos as Auditor
On 22 of September, 2026

Signature ROYAL BURGER as Client
On 22 of September, 2026

3.2.2. 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:

Audit Situation (preliminary)

Select a checklist to view its score

Checklists

Auditor: [Dropdown] Validation List: [Dropdown] Emplacement: [Dropdown]

Auditor: [Text] Location: [Text] Site: [Text]

Empty list

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.

Audit Situation (preliminary)

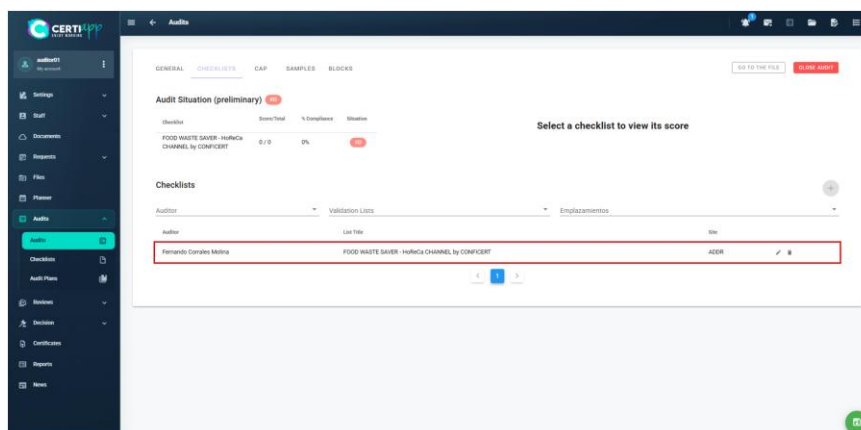
Select a checklist to view its score

Checklists

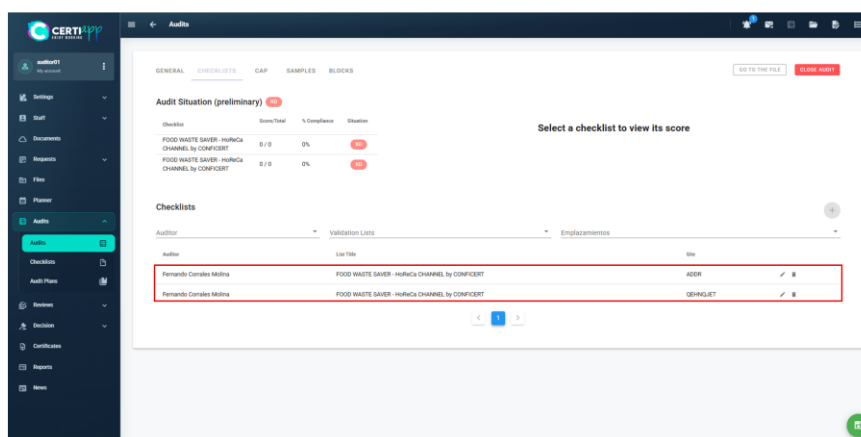
Auditor: Fernando Combes Medina Validation List: FOOD WASTE Saver - HoReCa Channel by CONFICERT Emplacement: ADDR

Auditor: [Text] Location: [Text] Site: [Text]

Empty list



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.

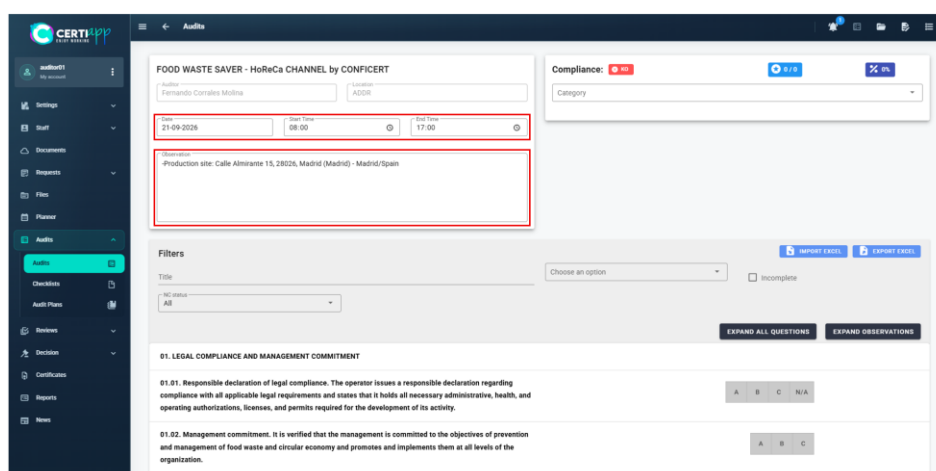


➤ Checklist evaluation

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.



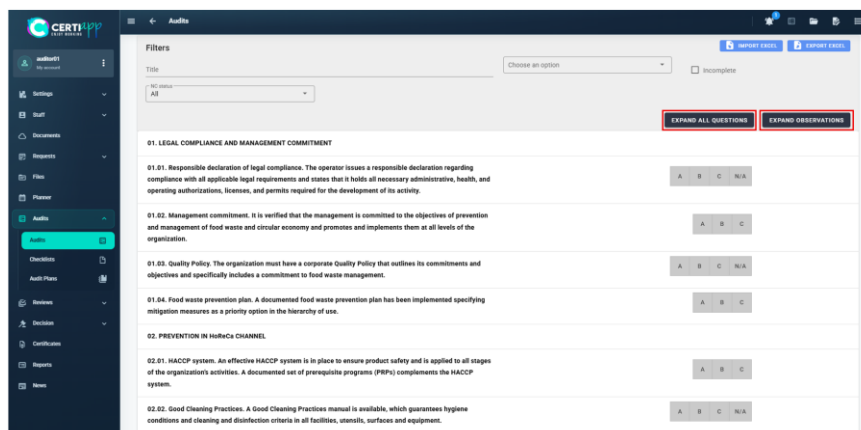
- **Individual operator — multi-site:** since it is a single operator, there will be a single checklist. In the "Observations" box, enter the name of each premises (site) with its address. Bear in mind that the checklist is assigned to this operator's main address.

- **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.

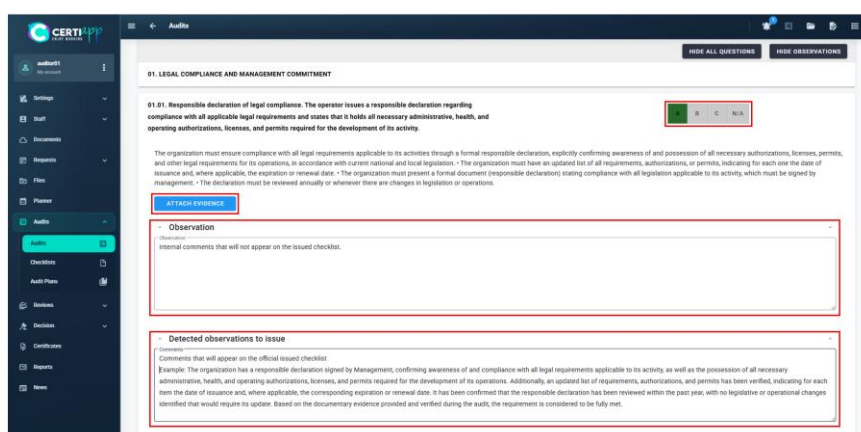
For Operator 2, which has 1 premises (site), enter the name of that premises and its address.

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.

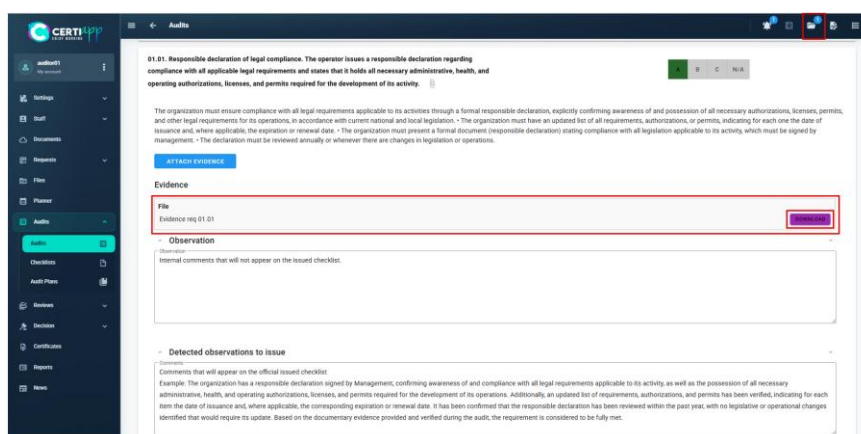
To expand all requirements with a single click and enable the observations section, click **"Expand All Questions"** and **"Expand Observations"**.

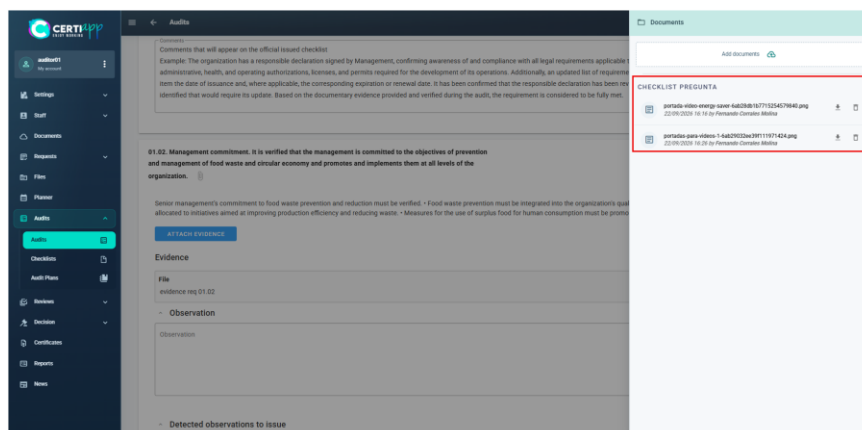


If the requirement, whether **regular** or **major**, is **fully met**, select rating A. The **"Observation"** field is used for internal comments, which will not appear when the checklist is issued and will not be visible to the operator when the Non-Conformity pack is issued. The **"Comments"** field, 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.



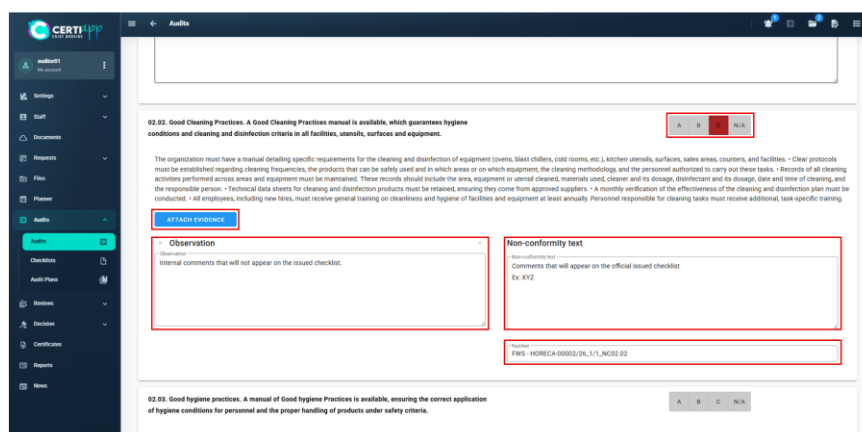
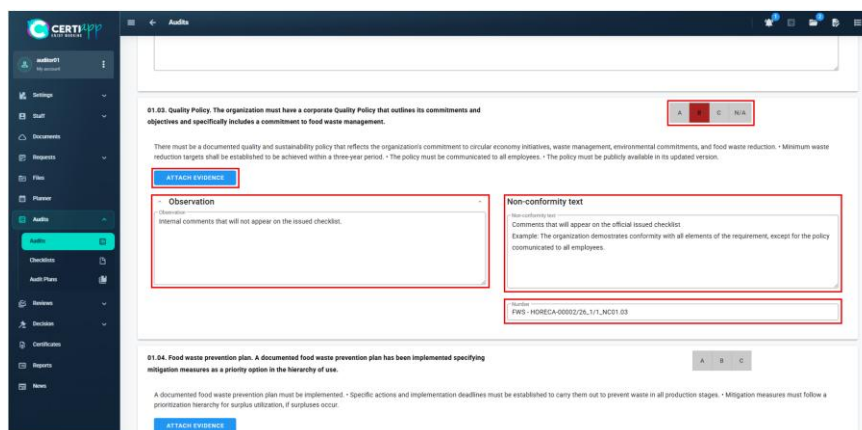
If evidence is attached, it is listed above the **"Observations"** section. To download it again, simply click **"Download"**, or the **"📄"** icon of the **Document Manager**, which shows all the evidence for the requirements of this checklist.





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**.



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

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.

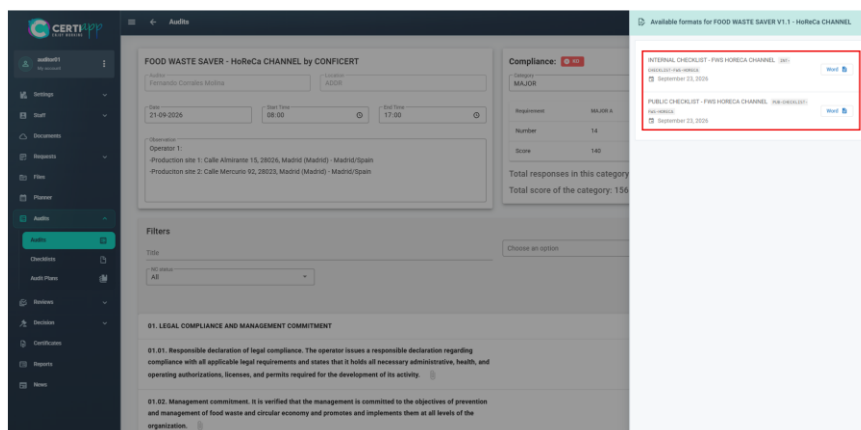
If rated **B** or **C**, the "Observations" and "Non-Conformity Text" fields are completed in the same way as described above. The "Non-Conformity Number" is generated automatically.

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.

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.

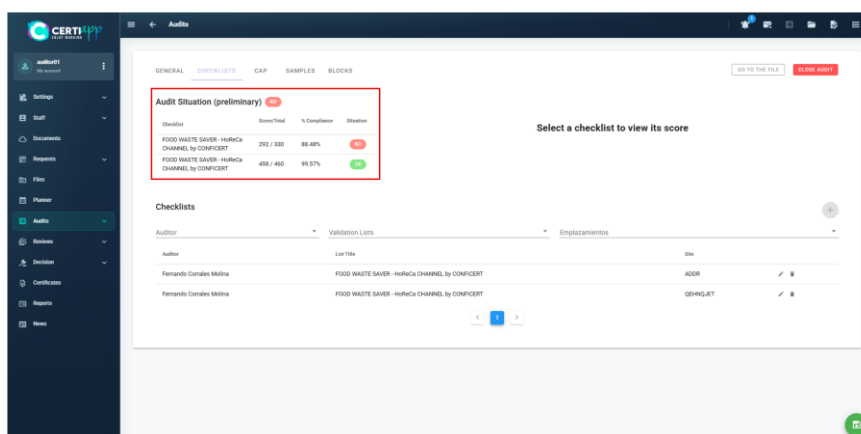
To download the checklist, it is necessary to exit and reopen it so that the system updates the information with the new data added. Then click the "📄" icon in the top right corner of the screen. A panel opens on the right with the formats for this operator's checklist, available for download:

- **"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.

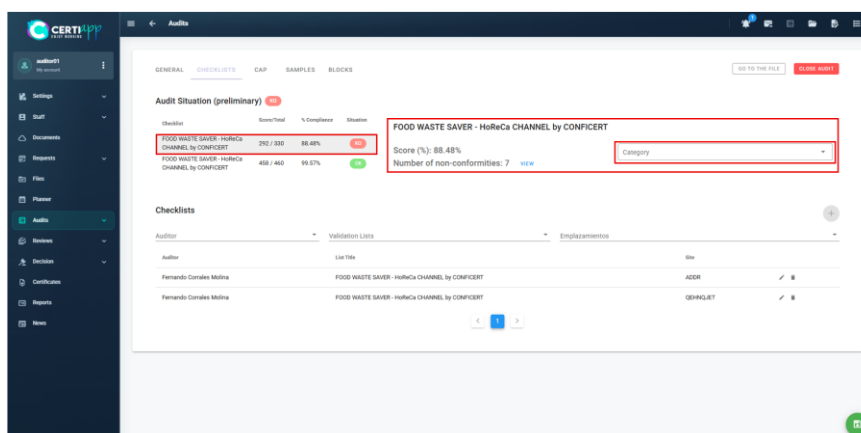


Returning to the previous screen, the summary of the preliminary audit status for each checklist is shown. Bear in mind that if a checklist receives a **K.O. rating** or **does not reach the minimum pass threshold** (70% in an initial audit or 80% in a renewal audit), the certification process cannot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

Score/Total: 292 / 330 | % Compliance: 88.48% | Situation: RED

FOOD WASTE SAVER - HoReCa CHANNEL by CONFICERT

Score (%): 88.48%
Number of non-conformities: 7 [VIEW](#)

Requerimiento	MAJOR A	MAJOR C	MAJOR B	MAJOR N/A
Número	14	1	2	13
Puntuación	140	0	16	0

Score/Total MAJOR: 156
Number of requirements MAJOR: 30
Number of non-conformities MAJOR: 3

➤ Audit closing signatures

At the closing meeting, held on the last day of the audit, together with the reading of the Non-Conformities, return to the **"General"** section and record all the required signatures: those of the auditor or auditors and that of the representative of the operator's organization.

Add Representative

Name: Maria Vergara | Email: m.vergara@royalburger.es
Phone: 685455223 | Position: Quality Manager
ID: 59647856M | Code:
Signature: Maria Vergara as Representative
On 23 of September, 2026

[CLOSE](#) [ADD](#)

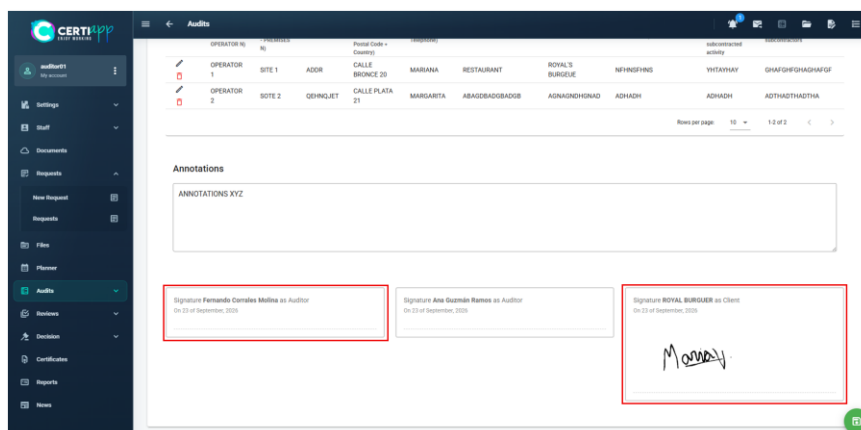
Finally, click **"Add"** to add the information. **Special care must be taken in this step, since once signed, the signature cannot be edited.**

Add Representative

Name: Maria Vergara | Email: m.vergara@royalburger.es
Phone: 685455223 | Position: Quality Manager
ID: 59647856M | Code:
Signature: Maria Vergara as Representative
On 23 of September, 2026

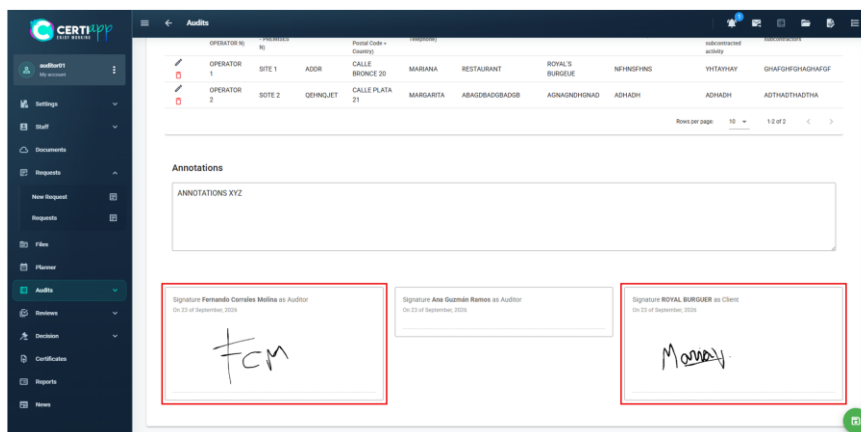
[CLOSE](#) [ADD](#)

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.

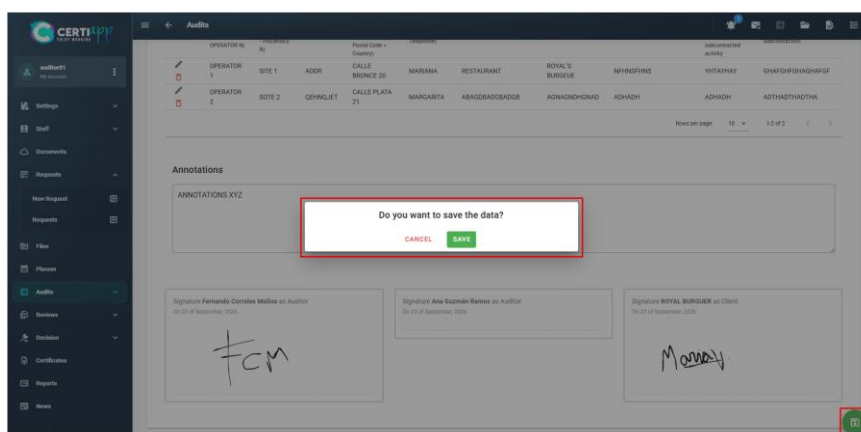


A pop-up window opens; follow the same procedure as for the representative's signature. Bear in mind that, once recorded, it cannot be edited either.

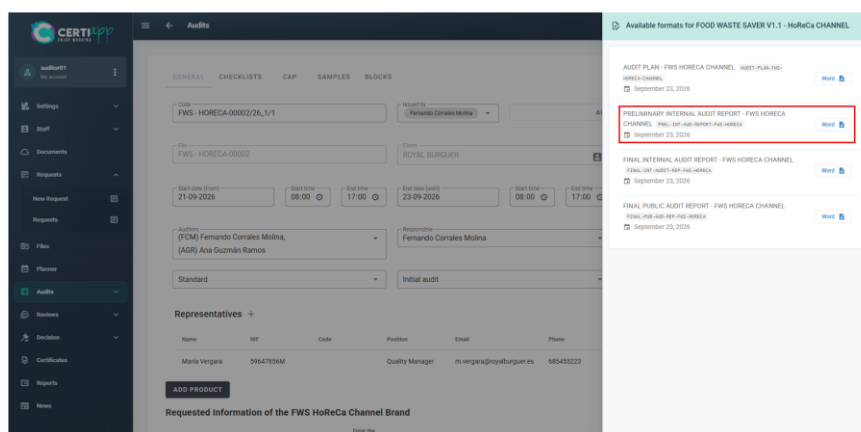
Once both signatures have been added, both the auditor's and the operator representative's signatures are displayed.



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



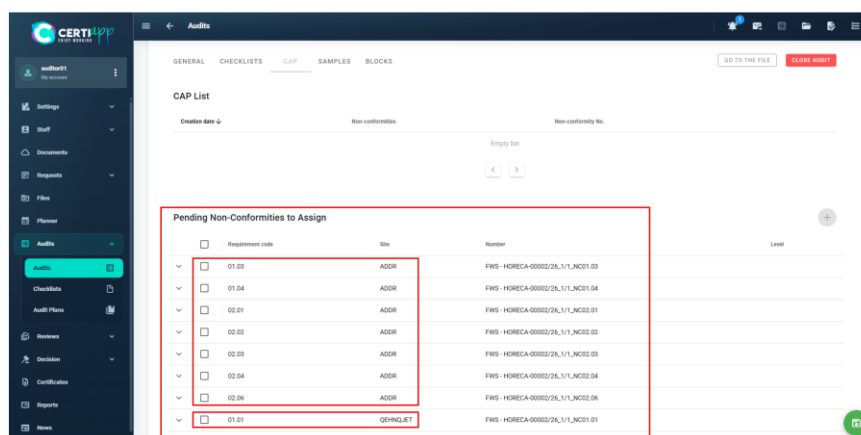
To download the **preliminary internal audit report**, click the "📄" icon in the top right corner of the screen. A panel opens on the right with the corresponding document available for download: "**Preliminary Internal Audit Report**". This document, together with the internal checklist (or the corresponding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



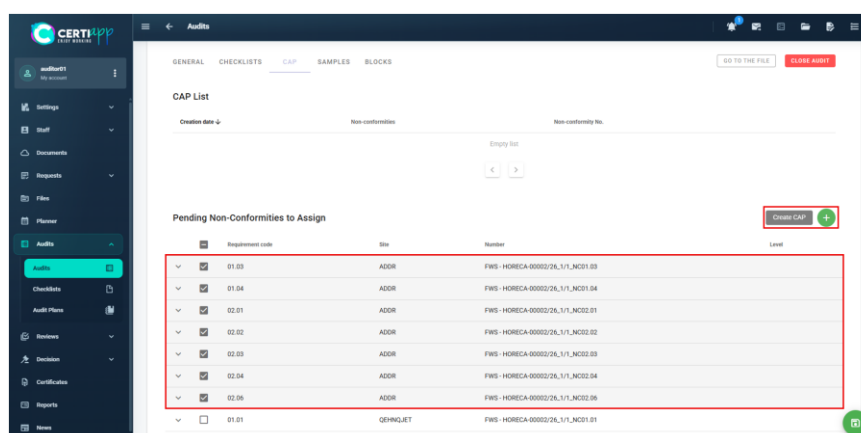
➤ Corrective Action Plan (CAP) evaluation

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"**.

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 ("ADDR") and click the "+" icon to create the corresponding Non-Conformity pack.



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** after the creation date of the corrective action pack. 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.

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.

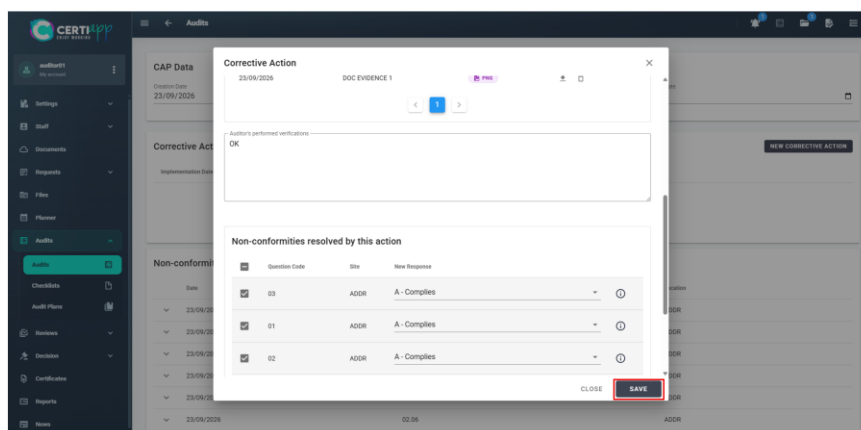
Once the operator has uploaded all its corrective actions (the procedure is described in the CERTIAPP User Guide for Operators), the auditor must be informed so that they can evaluate the **Corrective Action Plan**. The auditor can view the proposed corrective actions in the "Corrective Action".

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

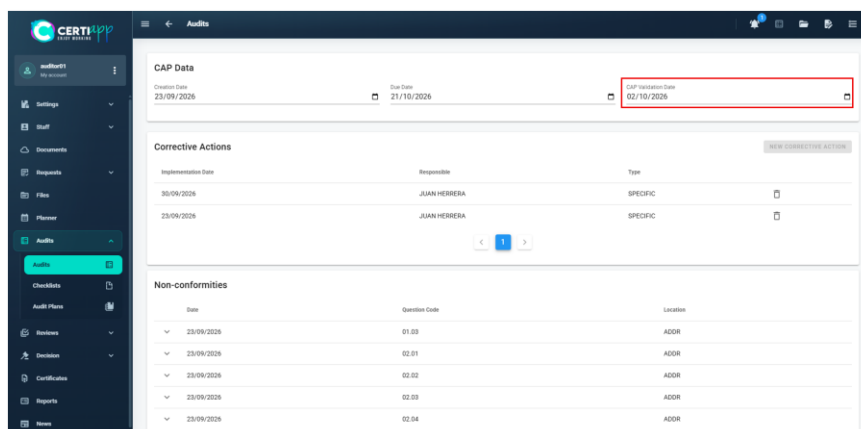
documents attached. In the fields outlined in red, the auditor must complete the evaluation of the cause, action and evidence proposed by the operator, selecting one of the following options: **"Complies"**, **"Does Not Comply"** or **"Not Applicable"**, and indicating the date on which each action was 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.

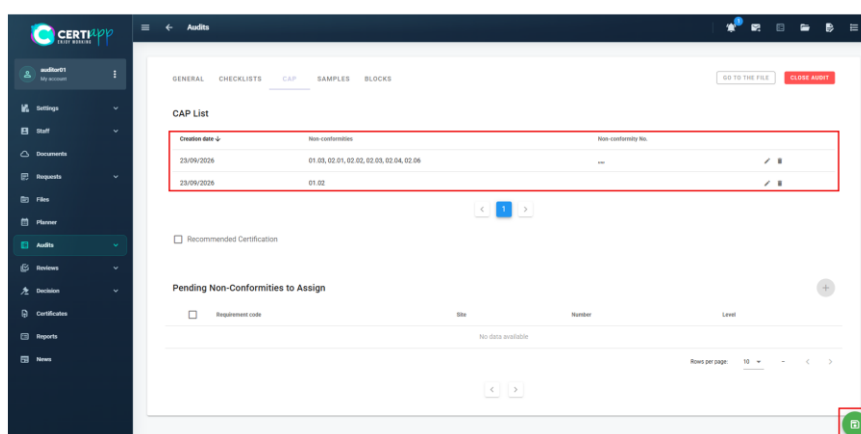
Click **"Save"** to save the evaluation of the corrective action, and repeat the same procedure for the remaining corrective actions.



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.

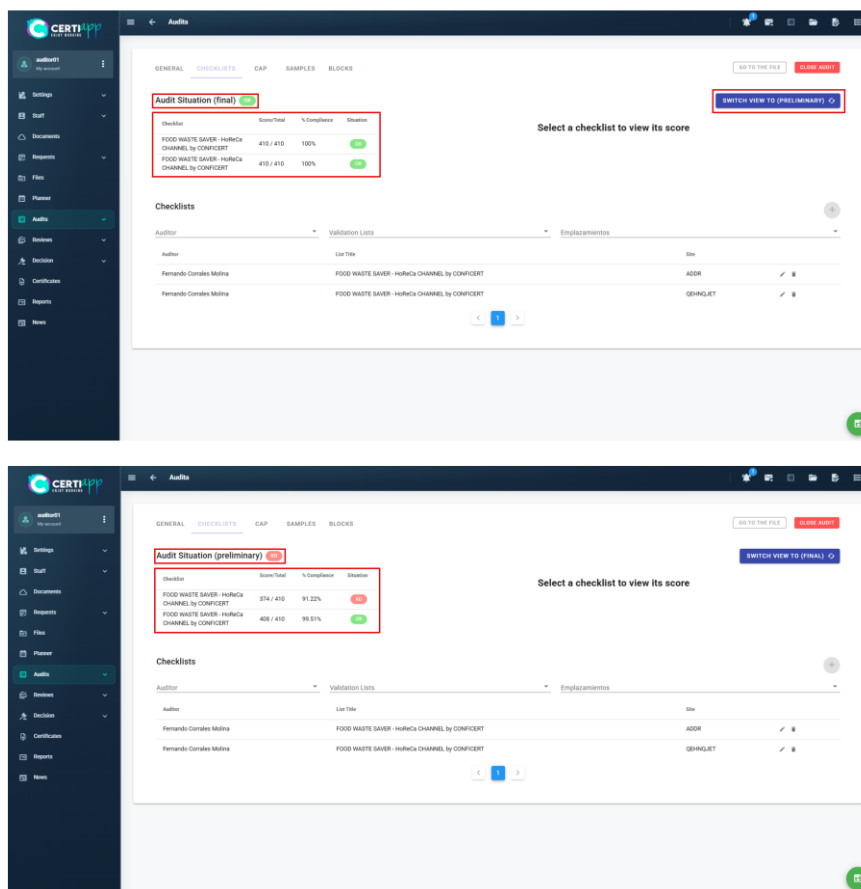


➤ Final audit status

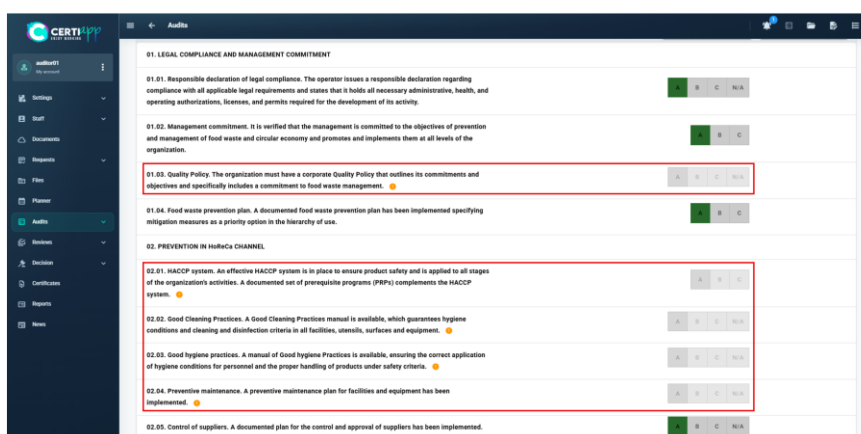
Returning to the checklist section, once the **Corrective Action Plan** has been evaluated, the audit status changes from **"Preliminary"** to **"Final"**. For the operator to move on to the next stage of the certification process, it must have achieved 100% compliance after the evaluation of the corrective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



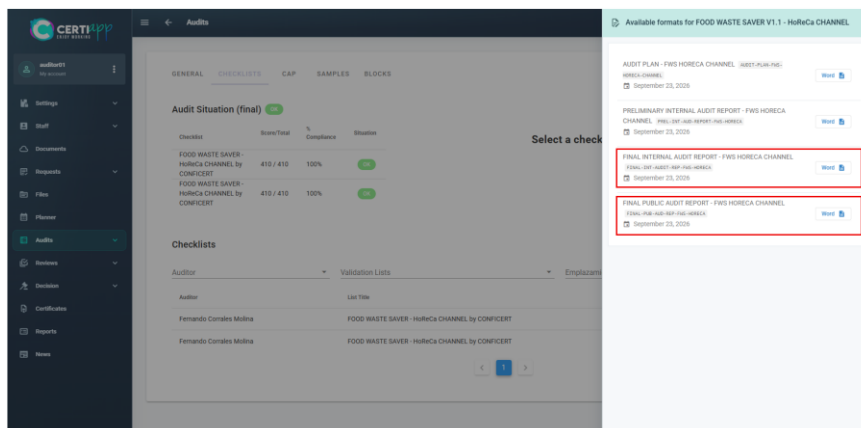
When opening a checklist, the change in rating can be seen for the requirements originally rated other than A (which therefore constituted Non-Conformities), which now show an A rating following the evaluation of the corrective action plan.



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:

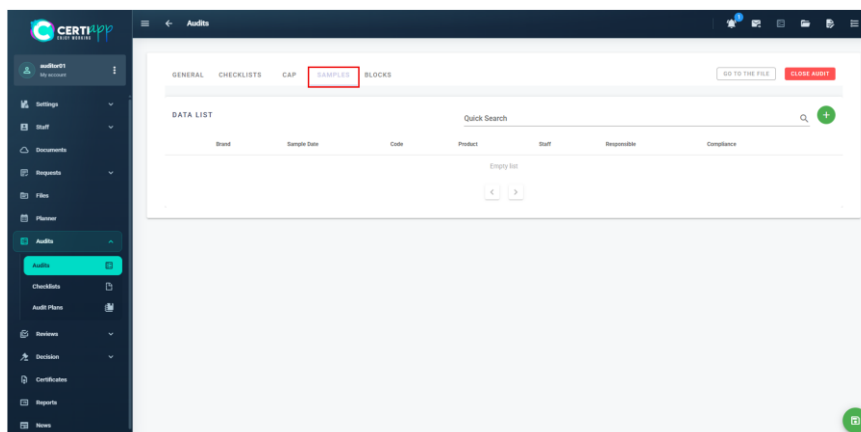
- "**Final Internal Audit Report**": includes the operator's explicit information recorded during the audit. This document must only be shared between the auditor, the CB and the operator concerned.

- **"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.

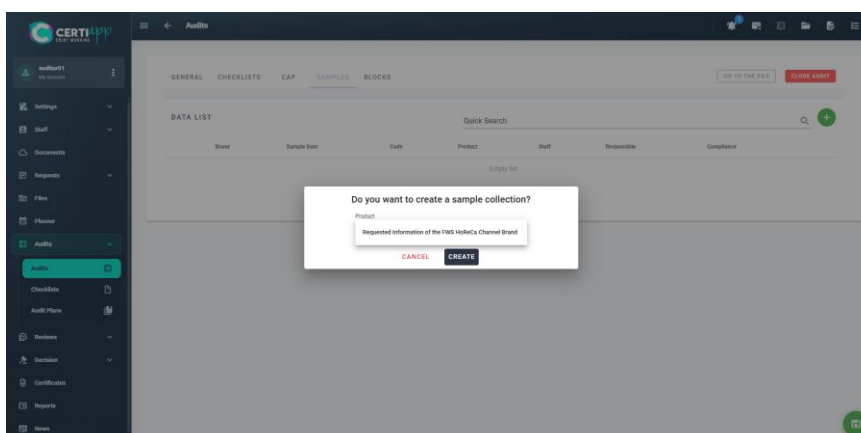


➤ Samples

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, 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.

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

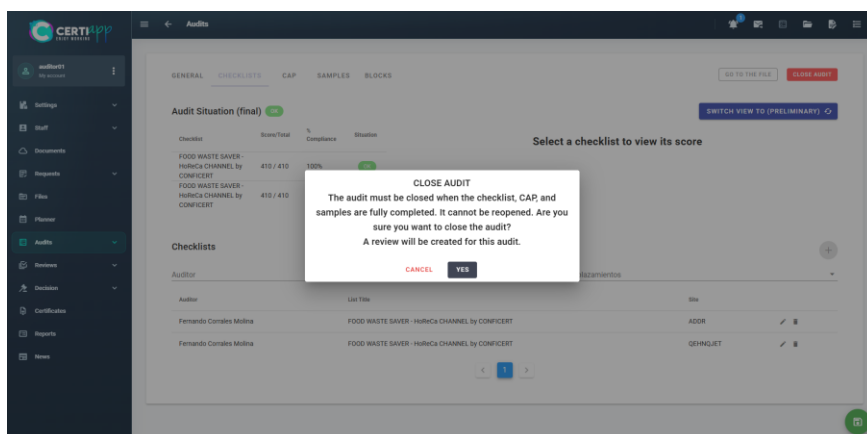
Brand	Sample Date	Code	Product	Requested information of the FWS	Response	Compliance
FOOD WASTE SAVER V1.1 - HURECA CHANNEL	24/09/2026	FWS - HORECA-00002/26_1/1_SA01	HureCa Channel Brand	Requested information of the FWS	Fernando Comales Molina	

➤ Audit closure

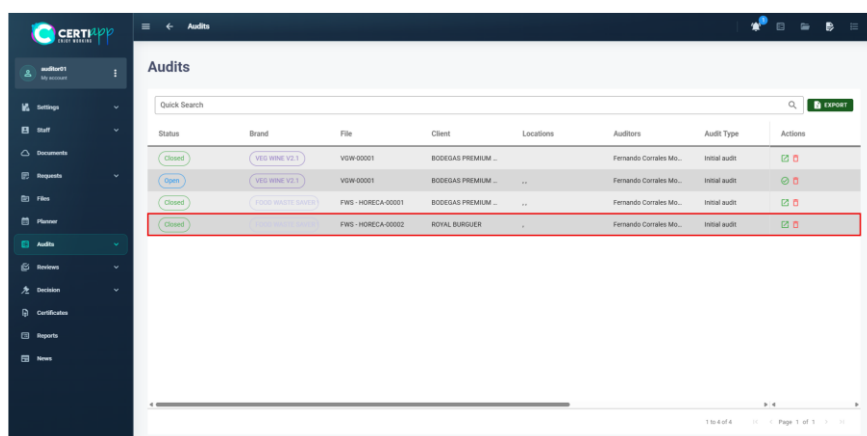
Before closing the audit, all data must be checked and saved. Once the information has been checked, click "Close Audit" to close the audit.

Auditor	Validation Lists	Emplazamientos	Bit
Fernando Comales Molina	FOOD WASTE SAVER - HURECA CHANNEL by CONFICERT	ADOR	
Fernando Comales Molina	FOOD WASTE SAVER - HURECA CHANNEL by CONFICERT	GENQUJET	

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.

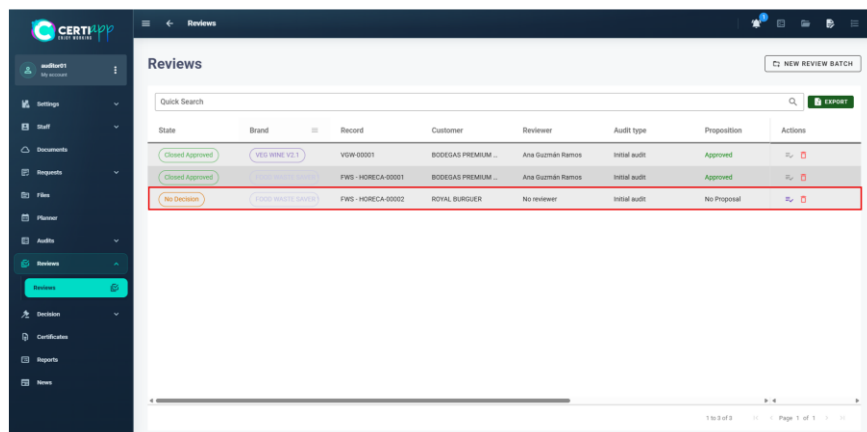


3.3. Technical Review management – Technical Reviewer part

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.

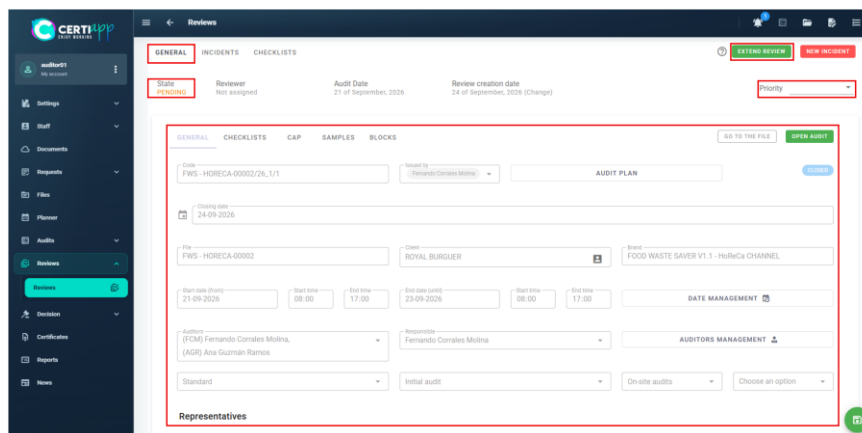
For the person acting as reviewer to be able to carry out the evaluation, their role as technical reviewer must have been set up beforehand, which is the responsibility of the Certification Body's administrators.

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

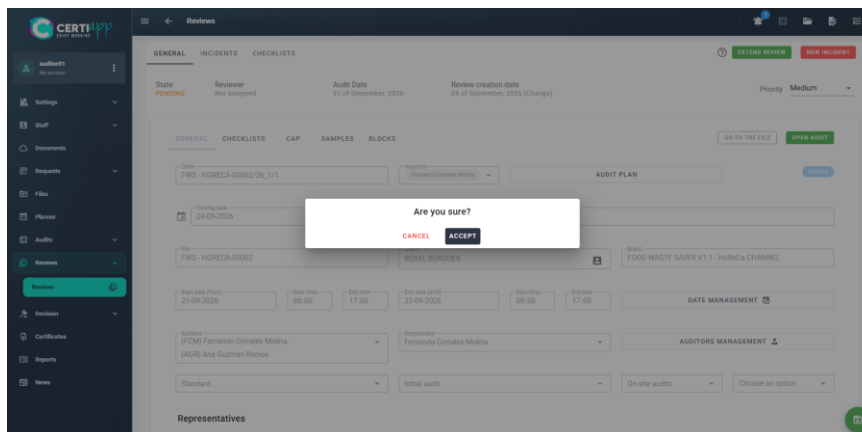


Within the review, only the **"General"** section is accessible, where all the information recorded by the auditor during the audit can be viewed. The review status is shown as **"Pending"**, since the review has not yet been carried out. A priority level can be assigned in the **"Priority"** field as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

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



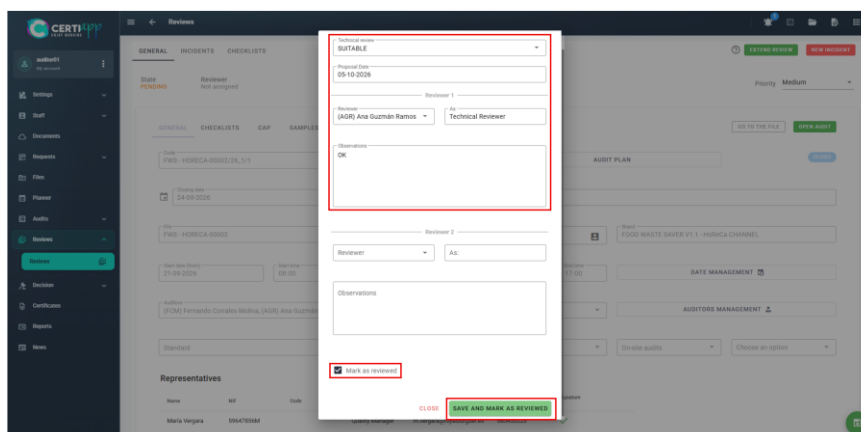
A pop-up window is shown; click **"Accept"**.



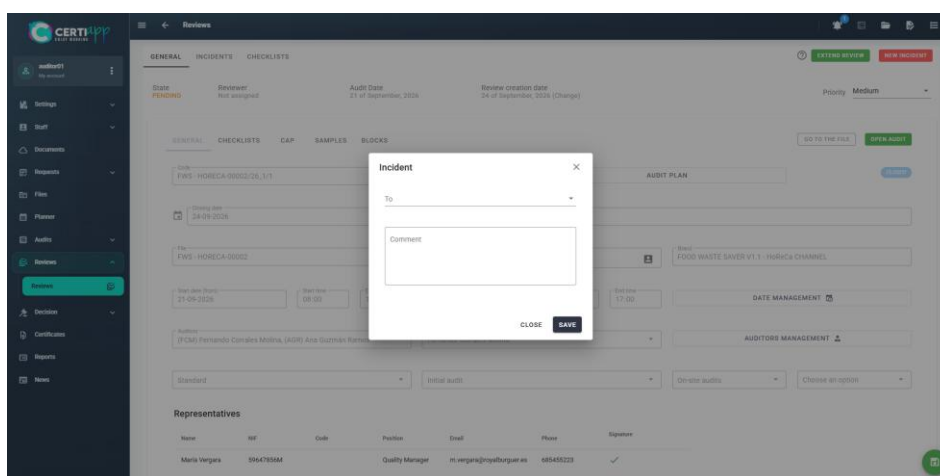
A second pop-up window then opens, in which the fields for the technical review decision (**"Technical Review"**):

- 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.

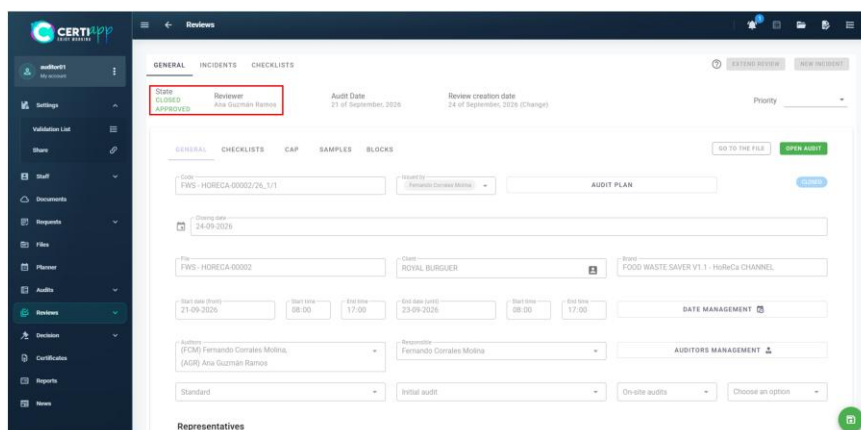
Note: Bear in mind that, from the moment the operator submits its corrective actions, there is a period of **28 days** to issue the final certification decision. Of this period, the auditor has a maximum of **7 days** to evaluate the operator's **Corrective Action Plan**, while the technical reviewer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



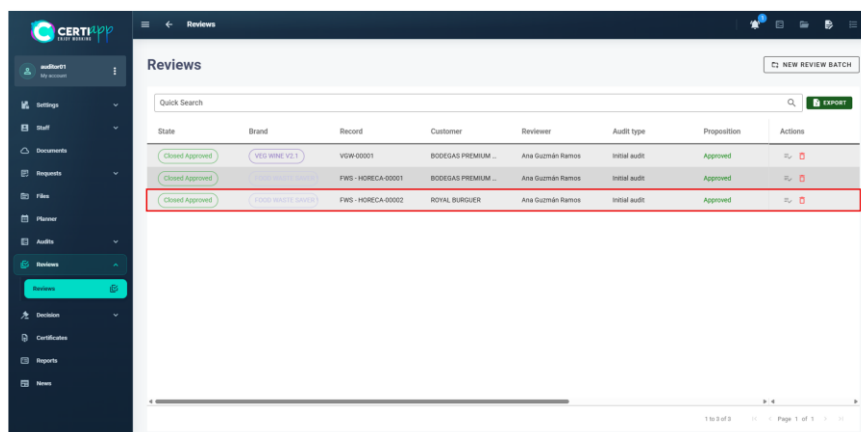
If any issue is detected, click the **"New Incident"** button, selecting who the incident is addressed to and the corresponding reason.



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"**.

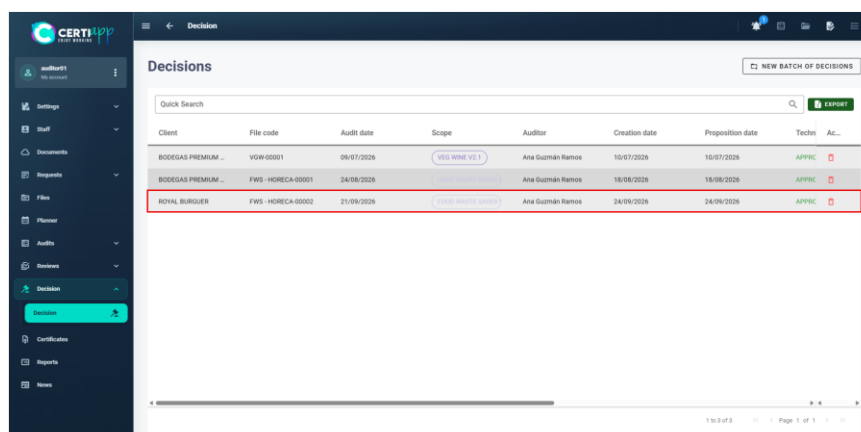


State	Brand	Record	Customer	Reviewer	Audit type	Proposition	Actions
Closed Approved	VDS WINE V1.1	VDS-0001	BODEGAS PREMIUM ...	Ana Guzmán Ramos	Initial audit	Approved	[Icons]
Closed Approved	FWS - HORECA-0001	FWS - HORECA-0001	BODEGAS PREMIUM ...	Ana Guzmán Ramos	Initial audit	Approved	[Icons]
Closed Approved	FWS - HORECA-0002	FWS - HORECA-0002	ROYAL BURGER	Ana Guzmán Ramos	Initial audit	Approved	[Icons]

3.4. 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 make the decision, their role as decision-maker must have been set up beforehand, which is the responsibility of the Certification Body's administrators.



Client	File code	Audit date	Scope	Auditor	Creation date	Proposition date	Techn	Ac...
BODEGAS PREMIUM ...	VDS-0001	06/07/2026	VDS WINE V1.1	Ana Guzmán Ramos	10/07/2026	10/07/2026	APPHC	[Icon]
BODEGAS PREMIUM ...	FWS - HORECA-0001	24/08/2026	FWS - HORECA-0001	Ana Guzmán Ramos	16/08/2026	16/08/2026	APPHC	[Icon]
ROYAL BURGER	FWS - HORECA-0002	21/09/2026	FWS - HORECA-0002	Ana Guzmán Ramos	24/09/2026	24/09/2026	APPHC	[Icon]

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.

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**.

Once the **Brand Use License Agreement** has been signed by the operator (and returned to the Certification Body) and the **Royalty fee** has been 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.

Client	File code	Audit date	Scope	Auditor	Creation date	Proposition date	Techn	Ac...
BODEGAS PREMIUM	VGW-0001	09/07/2026	VEG WINE V2.1	Ana Guzmán Ramos	10/07/2026	10/07/2026	APPAC	
BODEGAS PREMIUM	FWS - HORECA-0001	24/09/2026	FOOD WASTE SAVER V1.1 - HORECA CHANNEL	Ana Guzmán Ramos	18/08/2026	18/08/2026	APPAC	
ROYAL BURGER	FWS - HORECA-0002	21/09/2026	FOOD WASTE SAVER V1.1 - HORECA CHANNEL	Ana Guzmán Ramos	24/09/2026	24/09/2026	APPAC	

3.5. 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. The certificate is initially shown as inactive and unpublished; the procedure for enabling both options is explained in the following points.

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.

Certificate: FWS-HORECA26_00001 (Certificate grant)

File: FWS-HORECA-00002 | Audit: Closed | Review: Closed Approved | Judgment: RESOLVED

Buttons: **Activate** | **Not Published**

File Code: FWS-HORECA26_00001 | Client: ROYAL BURGER | File Code: FWS-HORECA-00002

Menu: FOOD WASTE SAVER V1.1 - HORECA CHANNEL | Publication Date: 24 of September, 2026 | **Valid To: 7 of October, 2027** | **Issuance Date: 8 of October, 2026** | **Certificate Date: 8 of October, 2026**

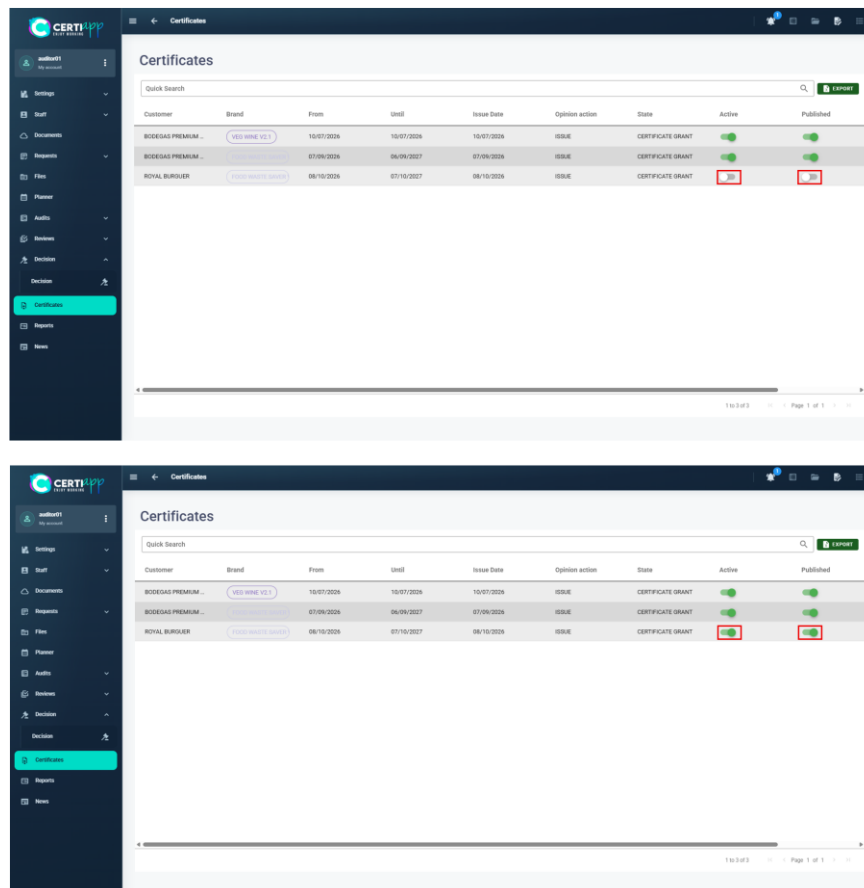
Modification Date: | Review: |

Observations: |

Next Audit: **PLAN NEXT AUDIT**

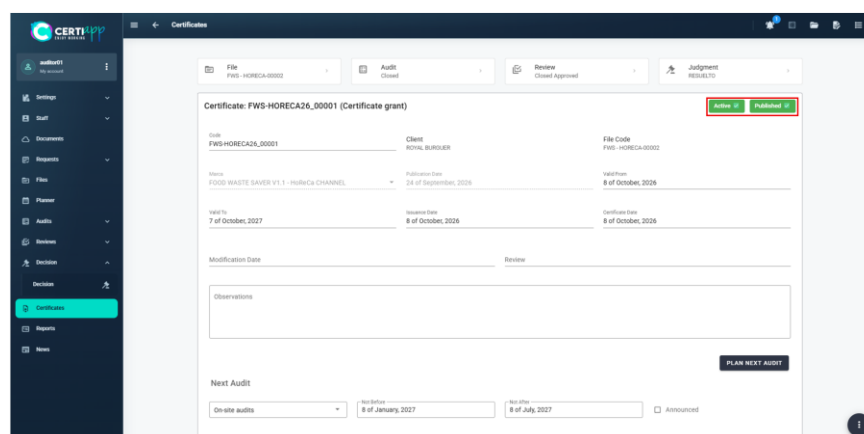
Date audit: 8 of January, 2027 | **Announced: 8 of July, 2027** | ☐ Announced

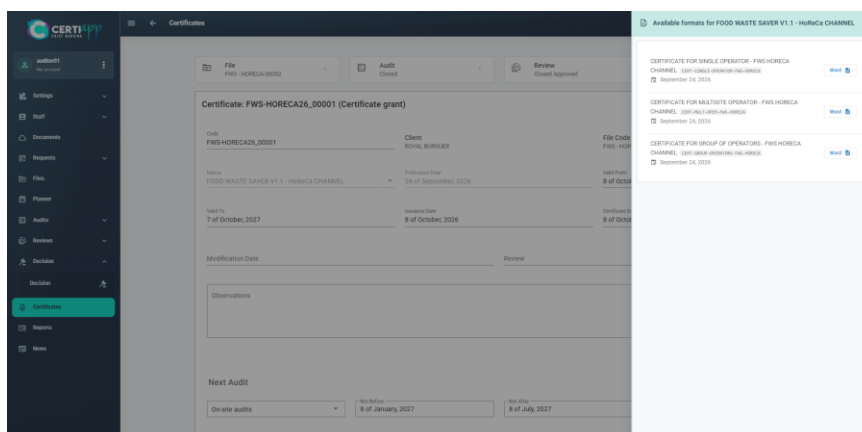
Once the information has been saved, go to the general panel of the certificates section, where the "**Active**" and "**Published**" options are not enabled. Click on both to enable them.



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 internal audit report and the public audit report must be sent to the operator, and the operator must be asked 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), so that this information can be published on the CONFICERT Transparency Portal (<https://portal.conficert.org/>).

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