

## VERIFICATION CERTIFICATE

### Trustea Code for Sustainable Tea in India

Verification Certificate no: TS-VC/CB/00001284/2023 Valid Up to: 21/05/2025 | Certificate Type: Individual Certification

This verification certificate is issued based on the audit conducted in accordance with the trustea Code Version 2.1.4, Cotecna Inspection India Private Limited herewith certifies that the entity mentioned below is found in compliance with the trustea code.

Name of the VC holder:	New Manas Tea Estates Private Limited
Entity Type:	Estate + Factory
Address of VC holder:	Nirmala Tea Estate. P.O: Halem, Dist: Biswanath, Assam Pin Code- 784171
Total No. of verified suppliers:	0
Land Area Under Tea cultivation:	258.36
Total Land Area of Estate (Hec):	303.88

Verified Unit Name	Nirmala Tea Estate	Location: District - Sonitpur , State - Assam , Pin - 784171	
Source of Green Leaf	Name of Products	Mark	Estimated Production (Million Kg)
Own Leaf	CTC	NIRMALA	0.60000000
Total:		1	0.60000000
Grand Total:		1	0.60000000

Date of Audit : FROM 07/04/2023 TO 08/04/2023  
Date of Issue of VC : 22/05/2023  
VC valid up to : 21/05/2025  
Date of First issue of VC : 22/05/2023  
Date of Revision (if any) : -  
Place: Kolkata



Subrata Saha

Name of authorized certifier

#### # Note for renewal audit certificates:

The issuance of this certificate regularizes the validity date of the previous certificate to the current issue date of this new certificate, based on the specific extension granted due to exceptional circumstances, unless the certification is/has been officially revoked by trustea or the certifying audit body.

#### # Note for remote audit certificates:

The validity of the certificate issued after remote audit is provisionally granted for a period of six months and is to be regularized by a on site audit. In the case of on-site audit being delayed due to exceptional circumstances, issuance of a certificate post successful on-site audit regularizes the validity date of the previous provisional certificate to the current issue date of this new certificate, unless the certification is/has been officially revoked by trustea or the certifying audit body.

Cotecna Inspection India Private Limited is accredited by trustea. This VC remains the property of Cotecna Inspection India Private Limited and can be withdrawn in case of terminations as mentioned in the contract or in case of changes or deviations of the above-mentioned data. The licensee is obliged to inform CB immediately of any changes in the above-mentioned data. This is electronically generated and validated by scanning the QR Code.

\*The certificate validity is subject to the compliance on the agreed trustea certification terms and conditions as in [www.trustea.org](http://www.trustea.org)

Cotecna Inspection India Private Limited | Cotecna Inspection India Pvt Ltd., 1, Lee Road (3rd Floor), Kolkata – 700020

Audit: #01524

## Annexure - I

Verification Certificate no: TS-VC/CB/00001284/2023 Valid Up to: 21/05/2025

### APPROVED FARMER LIST

Unit Name:		Nirmala Tea Estate							
Sl. No.	Code	Name	Gender	Farm Location (Town / Village)	Pin	State	Production Area (Ha)	Estimated Production of Green Leaf (Kg)	Green Leaf Kg. per Hec.
		ESTIMATED TOTAL PRODUCTION OF GREEN LEAF (Kg.)						0.00	
		AVERAGE GREEN LEAF PRODUCTION KG PER HEC.						0	
		TOTAL PRODUCTION AREA.						0	
Total no. of Supplier:			0			Subrata Saha CERTIFIER			
Male:			0						
Female:			0						



## TERMS & CONDITIONS

This VC is valid for two years from the date of issue. Failing to fulfill the following conditions will lead to either suspension or cancellation of the certificate:

### 1. System Assurance Audits (SAA)

1. The trustee Secretariat and/or the CB may at any time carry out SAA, during the validity period of the verification certificate without any advance notice.
2. Non-conformities noticed during SAA will be treated like non-conformities found in regular audits and the same processes, timelines and consequences will apply to non-conformities as found in the regular audit.
3. It is mandatory to comply with the notice of SAA unless it is justified on account of force majeure –strike, natural calamity, fire, disease outbreak, civil disorder, etc. which will be mutually agreed. In any other circumstances, if the entity does not accept the SAA notice, it will be considered willful non-compliance and lead to immediate cancellation of the Verification Certificate.
4. Major NCs noticed during SAA are to be closed within 90 days from the date of audit. During this period, the VC will remain suspended. Failure to close the NCs within 90 days will lead to the cancellation of the VC for one year.
5. If any NC relating to Zero Tolerance code criteria points are noticed during the SAA, the VC shall stand canceled forthwith for one year. The Zero Tolerance code criteria points are: 2.3, 6.2, 8.9, 9.4, 9.5, 9.18, 9.7, 9.8, 9.9, 9.10, 9.11, 9.13, 9.20, 10.2

### 2. Logo Usage:

The trustee logo is a proprietary single graphic unit and must not be altered from its original specified form under any circumstances.

The VC holders are to use of trustee Logo for the below-noted purposes only:

1. Depiction on the wholesale tea packs/bags trustee tagline on the side panels of the packet.
2. Official Stationary Items used to promote marketing relationships

iii. At the entrance to the verified tea garden/factory

**The logo is not authorized for use on any product, packaging used for retail sale or labels to be used in the promotion of any products** For more details on this, please visit <https://trustea.org/wp-content/uploads/2020/12/STF-CB-01-Communication-Branding-Guideline.pdf>

### 3. Internal Audit

1. An Internal Audit must be carried out **at least four weeks before the expiry of twelve months** from the date of issue of the verification certificate. It will be carried out as a self-assessment under the responsibility of the verified organisation. The self-assessment shall be against the complete checklist which shall be provided by the certification body.
2. The organisation shall notify the Certification Body (CB), copying the trustee secretariat, of the planned internal audit date and audit plan at least one week before the starting the audit.
3. Once the audit is completed, the Internal Audit Report (IAR) must be submitted to the CB, copying the trustee secretariat, within two months.
4. The unit would have designated personnel trained in trustee Cod, they can access the e-learning module and obtain a certificate on trustee website or use this link- <https://trustealms.org/>. In case of a new appointment, the designated person needs to avail trustee training within two months from the first day of joining.
5. The CB on receiving the IAR shall review the same and inform the organisation as to the acceptance or otherwise of the report and the Secretariat shall be kept informed to that effect.
6. In the event of IAR being found to be not acceptable, (not reaching the minimum score required for the given year) the CB shall advise the organization to carry out the required corrective actions and submit the report within the specified time period, which shall not exceed 90 (ninety) days.
7. The verification certificate shall be withdrawn by the CB if the organization fails to carry out the internal audit within due time and forward the IAR to the CB within two months, or if the internal audit is delayed more than 120 days from the due date.
8. Internal Audits must be carried out by qualified internal auditors or subcontracted to an external certification body, different from the certification body responsible for the external verification audits.
9. Internal auditors shall have at least the following qualifications:
  - i. Five years of experience in the tea industry; plus
  - ii. At least one of the following:
    - a. Three years of experience in a quality control role in food or agriculture; or
    - b. Having attended trustee internal auditor training.

### 4. Renewal Audit

1. The CB shall send a renewal notice to the verified organisation at least four months prior to certificate expiration.
2. The Verified Organization should apply for renewal of verification at least three months before the expiry of the verification.
3. The CB then carries out a full External Verification Audit, ideally at least four weeks before the expiry of the old verification certificate.
4. When the performance of the verified organisation does not meet the verification requirements, the CB shall not issue a new verification certificate to the Organization.
5. The new verification certificate shall be effective from the date of the expiry of the old certificate provided the verification audit has taken place four weeks prior to the expiry of the old VC.
6. In the event of the Renewal Audit taking place less than the prescribed period of 4 weeks prior to the expiry of the old VC, the intervening period gap between the expiry date of the old certificate and the start date of the new one, shall be treated as a period of non-verification. During this period, the verified unit shall not claim verification or use the trustee logo, trademark, verification certificate, or any other type of document that has any relation to trustee verification or make any explicit or implicit reference that suggests it is trustee verified.

### 5. Appeals against Certification Body decisions

1. An Organisation can appeal against decisions of a CB on formal notice of the decision. The appeal shall state which decision is contested, detailed reasons why the organisation objects and what it thinks should be the correct decision.
2. The CB shall respond within 7 days of receipt of the appeal, replying in detail to the concerns of the organisation and either confirming or revoking the contested decision.
3. If the organisation is not satisfied it should engage in further rounds of trying to resolve the issue directly with the CB.
4. Any appeals will be logged with the trustee secretariat. Both the appealing organisation and the CB have a duty to inform the secretariat, which issues a case number and will log all related correspondence. All correspondence in the matter from both the appealing organisation and the CB shall be in writing (or confirmed in writing if verbal) and copied to the trustee Secretariat by post or e-mail to
5. If either party feels that the issue cannot be resolved bilaterally, or cannot be resolved within an acceptable time, the party may escalate the matter to the trustee Secretariat. The trustee Secretariat will review the case, hearing both sides, and make a final and binding decision within one month. The Secretariat reserves the right to pass on the cost of such a review by the trustee Secretariat (time, travel to the field and other expenses) to one or both of the parties, at a level and split at its discretion.
6. An appeals procedure is a mandatory component of the contract between organizations and CBs. The appeals procedure must be in line with the above generic framework.

### 6. Extension of Scope under an Existing Verification Certificate

A verified organization needs to get the existing VC revised through the CB as and when there is either an increase in the production area by 10% or there is a change in the list of verified sources- small tea growers/suppliers.

#### **7. Communication of information and changes**

A verified organization needs to inform the Certification Body, without delay, of any changes that may affect its capability to fulfill the trustea requirements. These include, for example, changes relating to

- a. The legal, commercial, organizational status or ownership,
- b. Organization and management (e.g. key managerial, decision-making or technical staff),
- c. Production sites,
- d. Scope of operations under verification,
- e. Major changes to the production unit and processes, and
- f. Inclusion or exclusion of smallholders or leaf suppliers

#### **8. Credibility**

Credibility concerns raised on an entity externally or internally trustea welcomes stakeholder feedback and any feedback from credible sources like government agencies may call for information from the certified entities to establish the veracity of the same. Any update on the guidelines and policies of the trustea program can be accessed at <https://trustea.org/guidelines/>. trustea welcomes stakeholder feedback and any feedback from credible sources like government agencies may call for information from the certified entities to establish the veracity of the same.

The entity must reply within one week to any show-cause notice raised by tSTF to any serious violation of the code requirement or any reported incident that adversely affects trustea standard.

Any data collected during the whole process of certification maybe used for analysing the trends of improvement, public claim by trustea, and gaps of the program without disclosing the name of any specific entity.

Note: The issuance of the certificate implies that the entity accepts all the terms and conditions mentioned above.

