

Ammonia
Europe



Certification Scheme

Scheme Governance

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History of Changes

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1 Introduction

This document describes the general principles according to which the Ammonia Europe certification scheme is governed. More precisely, chapter 2 describes the scheme governance structure and membership modalities. Chapter 3 addresses how the scheme ensures and promotes transparency, followed by Chapter 4 that describes the approach to risk management. In Chapter 5, the scheme’s conflict resolution principles are described, while Chapter 6 concerns the procedures in the case of non-conformities and related sanctions.

2 Governance of the Scheme

Governance encompasses the system by which the Ammonia Europe certification scheme is controlled and operated, and the mechanisms by which it, and its people, are held to account.

2.1 Governance structure

The governance structure of the Ammonia Europe Certification Scheme consists out of four main bodies detailed below. It is based on the existing governance structure and principles of Ammonia Europe that always prevails over what is described in this or any other Ammonia Europe Certification Scheme document.

The **Ammonia Europe Secretariat** is in charge with the day-to-day operation of the Scheme and provides operational support to the Certification Working Group and the Board. Its activities consist of but are not restricted to processing scheme application requests and producers and other economic operators and of Certification Bodies, organisation of any events and supporting communication and dissemination, including trainings for certification bodies.

The **Certification Working Group** addresses any technical matters, such as related to the inclusion of new production pathways and other certification scope extensions, (re)definition of methodologies, rules and procedures and verification. Decision making is based on consensus. If consensus cannot be reached, the matter is escalated to the Board.

The Ammonia Europe **Board** is the decision-making and conflict resolution body and has the ultimate say in all matters. The **General Assembly** of members elect its President and Board that direct Ammonia Europe's and the Scheme's activities.

Below the Ammonia Europe governance structure is presented schematically.



Figure 1: Governance structure of the Ammonia Europe Certification Scheme.

2.2 Scheme participation and Membership

Ammonia Europe Certification Scheme participation requires being a member of Ammonia Europe.

For more information about registration and membership, visit www.ammoniaeurope.com.

3 Transparency

Clarity, openness, and accessibility of information about how the Ammonia Europe Certification scheme and its operation is key to ensuring credibility, trust, and accountability among stakeholders. The Ammonia Europe Certification Scheme ensures transparency in the following ways:

1. **Clear Standards and Criteria:** transparent standards and criteria that must be met for certification are developed in consultation with relevant experts and stakeholders. The Scheme documents are accessible to all stakeholders.
2. **Traceability of Certification Claims:** Stakeholders can verify that a product or service certified under the scheme meets the criteria by the requirement of Third-Party audits by accredited Certification Bodies that are subject to objective procedures.
3. **Public Disclosure of Processes:** Publicly available information about the certification process, including how assessments are conducted, by whom, and using what methodologies.
4. **Governance and Decision-Making Transparency:** The roles, responsibilities, and governance structures within the scheme are clearly defined, detailing who is responsible for creating, updating, and enforcing the certification criteria.
5. **Conflict resolution:** The Ammonia Europe certification scheme has established processes to identify and mitigate potential conflicts of interest to ensure impartiality.
6. **Accessible Complaints and Feedback Mechanisms:** Established channels to report issues, submit complaints, or offer feedback, with clear information on how these are addressed.
7. **Regular Reporting and Auditing:** Periodic reports, audits, or reviews are published, showing the scheme's ongoing compliance with its standards and any updates or adjustments made to maintain integrity.

Publicly made available information about the Scheme explicitly includes:

Scheme documents, including fees, Terms of Use and the guidelines for Audits (audit procedures);

An archive of the Scheme updates informing about adjustments and clarifications of Scheme requirements;

- Information for Economic Operators on how to participate in the Scheme;
- Information on the governance of the Scheme;
- Options for stakeholders to give feedback on the scheme and developments of the scheme (public consultation);
- Contact form to submit Grievances or Appeals and a description of the related process;
- A list of Certification Bodies carrying out independent auditing under the Scheme. Certification Bodies that are no longer entitled to conduct independent auditing under the Scheme shall be listed for at least 12 months after the last Audit with an indication to that effect;

- A list of Economic Operators certified by the Scheme, the scope of certification, information about the status of the certification (valid, expired, suspended, withdrawn or terminated) and copies of the certificates and summary Audit Reports as issued by the Certification Bodies;
- A list of any Economic Operators being excluded from the Scheme due to serious Non-conformities with Scheme requirements and the period of the exclusion;
- Announcement of any offered trainings and events;
- Regular updates informing stakeholders about the latest activities.

The Scheme publishes all the Economic Operator Certificates that allow Economic Operators to make any sustainability claims according to Scheme on its website together with Summary Audit Reports as issued by the respective Certification Bodies.

Customers of Economic Operators certified by the Scheme, or other interested parties, can verify via the Scheme's website if an Economic Operator holds a valid certificate and is eligible to make sustainability claims according to Scheme.

An annual activity report is made available, also on the Scheme's website, including an aggregated list of any non-conformities that occurred during this period.

4 Risk Management

This chapter outlines risk management procedures that are in place. It serves as a guideline to identify, evaluate, and manage risks, ensuring transparency, reliability, and integrity. It mandates adherence to risk management principles for the different Scheme actors: the Scheme Operator, Certification Bodies, and certified Economic Operators.

4.1 Scope and Normative References

The principles of Risk Management outline the general process for identifying, monitoring, evaluating, and addressing risks to ensure the proper and transparent application of the Ammonia Europe Certification Scheme requirements and standards. These principles apply to the Ammonia Europe Certification Scheme Operator as an organization, Certification Bodies, and Economic Operators seeking certification under the Scheme. This document specifies the requirements for applying the Risk Management process across all activities within the Scheme and addresses the implications of risks on its outputs.

4.2 Definitions, Process and Levels of Application

A risk may impact the mission or integrity of the Ammonia Europe Certification Scheme, assessed by the probability of its occurrence and its potential consequences.

This chapter focuses solely on risks related to the Ammonia Europe Certification Scheme's requirements, excluding other types like technical or financial risks. Identified risks are evaluated and classified by relevance, with classifications assigned as low (risk factor 1.0), medium (risk factor 1.5), or high (risk factor 2.0) within Ammonia Europe Certification Scheme audits. Risk management applies across three levels in the Scheme: the Ammonia Europe Certification Scheme Operator, cooperating Certification Bodies, and Economic Operators seeking certification, with each required to appropriately apply risk management principles.

4.3 Ammonia Europe Certification Scheme

Risk management is integral to all operations and decisions within the Scheme. The Scheme Operator continuously monitors risks to the Scheme's integrity through:

- Multi-stakeholder dialogue with stakeholders, including Certification Working Group meetings.
- Regular meetings with recognized Certification Bodies to share feedback and experiences.
- Ongoing feedback from Economic Operators, including grievances and reports of non-conformities or alleged fraud.
- Continuous internal reviews of Audit documentation submitted to the Scheme Operator.

When specific regional or topical risks are identified, the Scheme Operator collaborates with relevant stakeholders to develop targeted risk control and mitigation strategies based on a fact-based analysis. Additionally, the Scheme Operator promotes innovations, tools, and risk assessment methods to enhance risk management, such as databases that improve traceability and reduce fraud. Audit documentation submitted by Certification Bodies undergoes selective internal review by the Scheme Operator, ensuring consistent application of Scheme procedures and a level playing field for all participants.

4.4 Certification Bodies

Before auditing an Economic Operator, the Certification Body performs an independent Risk Assessment, considering the Economic Operator's self-assessment (if available) and management system design. Certification Bodies recognized by the Scheme Operator must have risk management processes aligned with the Ammonia Europe Certification Scheme. These processes ensure rigorous and reliable audits that address risks to the Scheme's integrity.

The Certification Body identifies risk factors specific to each operation, considering sources of risk that may impact their operations and the consistent application of the Scheme's requirements. For each identified risk, the potential impact of non-compliance is assessed, influencing the audit's intensity—higher risk requires a more thorough audit to ensure compliance with the Scheme.

In assessing Economic Operators, Certification Bodies review various reliable sources, including country-specific reports on social or environmental issues relevant to the Ammonia Europe Certification Scheme. This information guides the risk assessment, influencing when and how audits are conducted.

A risk-based approach is followed during audits, focusing on areas identified with higher risks. The Certification Body also reviews results from past audits and can adjust the risk level based on findings, increasing or reducing it as necessary.

4.5 Economic Operators

As mentioned above, the Economic Operator must establish, document, and implement a Risk Management approach, ideally based on ISO 31000:2018. A designated management representative with overall responsibility for the Risk Management approach must be identified, possessing the necessary knowledge and skills to ensure effective implementation. The Economic Operator must maintain adequate resources, competencies, and systems to comply with this procedure.

The Risk Management scope must cover all entities, sites, facilities, employees, and sub-contractors involved in certification. Staff responsible for executing the Risk Management approach must be properly trained and qualified.

Alongside the external risk assessment by the Certification Body, the Economic Operator must conduct a self-assessment in line with the principles and risk indicators in Chapter 5. This self-assessment enables the Economic Operator to design its internal quality management system to effectively address and mitigate risks that could impact the integrity of the Ammonia Europe Certification Scheme.

The Economic Operator's risk assessment focuses on internal processes and the risk of non-conformity with the applicable Ammonia Europe Certification Scheme requirements and principles as outlined in the Scheme documents.

4.6 Risk Assessment

Identification of Risk

The initial step in risk assessment is to identify potential risks by analysing relevant risk indicators, which form the basis for assessing compliance with the Scheme. These indicators should be used during all audits to identify risks of non-compliance or threats to the Scheme's integrity and may be expanded as necessary to address the specific circumstances of an Economic Operator, including geographic or process-specific conditions.

Risk assessments can be conducted remotely or on-site if necessary and may utilize designated online tools to maintain consistency across audits. Key aspects include evaluating the traceability and chain of custody of sustainable products to ensure that materials, or fuels are correctly certified as sustainable and that mass balance requirements are met. Additionally, greenhouse gas emission values must be checked for accuracy, verifying both emissions calculations and declarations.

General risk indicators for assessing an Economic Operator include:

- Workflow complexity and documentation within in-house processes.
- Structure, expertise, and monitoring of subcontractors and external providers.
- Quality management system and internal audit practices.
- Transparency, public reporting, and stakeholder engagement.
- Independent conflict resolution mechanisms.
- Management of conflicts of interest and corruption risks.
- Corruption and fraud risk, using sources such as the OECD and Transparency International indices.
- Certification history, including previous certifications, audit failures, or suspended certificates.
- Frequency of switching certification schemes or Certification Bodies.
- Record accuracy, update frequency, accessibility, and completeness.
- Risk of double-counting single consignments.

Evaluation of Risk

The second step in the Risk Assessment process is to evaluate and classify identified risks. The evaluation considers:

- Sources and causes of the risk.
- Potential consequences if the risk occurs, including the impact level (e.g., negligible, moderate, critical) and the probability of occurrence (e.g., unlikely, occasional, likely).
- Factors affecting both the impact and likelihood of the risk.
- Varied perceptions and emphasis on the risk by different stakeholders.

Following the evaluation, risks are classified into one of three levels:

- Low (risk factor 1.0)
- Medium (risk factor 1.5)
- High (risk factor 2.0)

A risk assessment matrix, as shown in Table 1, can aid in systematically classifying risks.

Table 1: Example of a risk assessment matrix

Probability of occurrence	Likely	Occasional	Unlikely
Impact			
Critical	High	High	Medium
Moderate	High	Medium	Low
Negligible	Low	Low	Low

Guidance for evaluating and classifying the risk of flawed or deficient documentation includes:

- **Low Risk:** Classified as low if records are accurate, up-to-date, complete, easily accessible, and conform to Ammonia Europe Certification Scheme requirements, especially when track-and-trace databases are in use and accessible to the Certification Body during audits.
- **Medium Risk:** Classified as medium if records are inaccurate or difficult to access.
- **High Risk:** Classified as high if records are incomplete, inaccessible, or missing, or if indications of non-conformity or fraud are present.

If an audit reveals non-conformities impacting claims during the certification period, especially affecting the downstream supply chain, a high-risk level is applied to the subsequent re-certification audit.

This includes non-conformities related to mass balance, Proofs of Sustainability, or greenhouse gas emissions. Certification Bodies may halt audits if documentation is inaccessible or insufficient to perform a thorough audit and can adjust the risk level for the next audit based on findings.

Economic Operators may select or change among recognized Certification Bodies but cannot switch during an audit. Frequent changes in Certification Bodies may indicate "CB hopping," potentially aiming to obscure violations. Newly contracted Certification Bodies must consider such patterns, alongside prior audit records, in their risk assessment.

In cases of non-conformity, Ammonia Europe Certificates may be suspended or withdrawn. For the next two audits after suspension or withdrawal, a higher risk level must be applied than was used in previous audits.

4.7 Identification and Implementation of Risk Control Measures

Once a risk is identified and evaluated, appropriate measures must be implemented to minimize the likelihood of non-compliance with Ammonia Europe Certification Scheme requirements.

For Certification Bodies: Audit intensity is adjusted to match the risk level, particularly for traceability, where the number of documents reviewed by the auditor is increased according to risk.

For Economic Operators: Management tasks are tailored to risk levels by:

- Specifying responsibilities,
- Training employees,
- Ensuring thorough documentation,
- Establishing reporting duties (to the Certification Body or Ammonia Europe Scheme Operator),
- Conducting internal audits, and
- Strengthening the management system.

For the Ammonia Europe Scheme Operator: The scope of risk factors is expanded for certain areas.

When audits involve Chain of Custody verification, the audit's depth, especially for documentation review, is influenced by the assessed risk. All relevant documentation for the entire year must be available to confirm mass balance calculations and verify consistency with company reporting. The Certification Body doesn't need to verify every document but should use a sample size sufficient to assess traceability requirements confidently.

The frequency of surveillance audits is adjusted based on the overall risk level of the Economic Operator and previous audit outcomes.

5 Conflict resolution

The Ammonia Europe Certification Scheme has a conflict resolution process to address issues fairly. Conflicts are classified into three categories:

- Category 1: Conflicts between a Certification Body and Economic Operator
- Category 2: Conflicts between Ammonia Europe and Certification Bodies or Economic Operators
- Category 3: Conflicts affecting stakeholders, including alleged non-conformities ("Whistleblower Reports").

The conflict resolution process consists of two levels: complaints and appeals.

Complaints must be submitted in writing to Ammonia Europe. They are reviewed within ten days for admissibility. Complaints may be rejected for lack of evidence or relevance or for addressing standards changes. Accepted complaints are investigated impartially and publicly listed without revealing the complainant's identity.

Appeals: If a complainant disagrees with the decision, they can appeal within ten days. Ammonia Europe re-evaluates the complaint, and if unresolved, may convene an Arbitration Board. The Board's decision is final, with costs shared based on the outcome.

Whistleblower Reports: Stakeholders may report non-compliance anonymously via a secure, GDPR-compliant tool. Reports must be clear and evidence supported. Authorized staff investigate reports confidentially, and findings may lead to certification audits. Whistleblower identities remain confidential unless required by law.

6 Non-conformities and Sanctions

6.1 General provisions

An Ammonia Europe Certification Scheme Certificate is issued only if no major or critical non-conformities exist, and all prior non-conformities are resolved. Required evidence of conformity or resolution must be submitted to the Certification Body (CB) within 40 days of the Audit in which non-conformities were detected.

Non-conformities are classified by their impact and the fault of the responsible actor. A non-conformity is severe if it:

- Involves green/low carbon ammonia not meeting Scheme requirements entering the supply chain or market;
- Affects the reliability, integrity, or performance of the Ammonia Europe Certification Scheme.

Non-conformity categories:

1. **Minor:** No severe impact can be corrected, but repeated violations may escalate.
2. **Major:** Severe impact or neither minor nor critical; may not always be correctable.
3. **Critical:** Severe, systematic, or intentional, e.g., fraud.

Based on this classification the Certification Body assesses Non-conformities of Economic Operators as minor, major, or critical and applies the respective sanctions and measures as described in the next chapter.

The Scheme Operator takes the necessary measures to establish the facts needed for its assessments. Certification Bodies and/ or Economic Operators are obliged to cooperate with and support the Scheme Operator in such measures. The Scheme Operator is entitled to demand explanations, statements and the submission of documents and other evidence from Certification Bodies and Economic Operators regarding the Non-conformity and its circumstances. If the responsible actor notifies the Certification Body or the Scheme Operator proactively and in time of a committed Non-conformity, this can be taken into account as a mitigating circumstance in the assessment. If the Non-conformity has been found during or as result of an Audit or an Integrity Assessment, the respective communication cannot be regarded as proactive and timely notification. Breaches of contract are found to be the case when a Certification Body or an Economic Operator does not act according to contractual agreements between the Certification Body and the Scheme Operator. In the event of contractual breaches, the Scheme Operator is entitled to suspend the services. The Scheme Operator may not accept new registrations for additional sites of an Economic Operator with contractual breaches.

6.2 Economic Operators

Non-Conformities and Sanctions

If minor, major or critical Non-conformities are found with an Economic Operator, for example during an Audit, the Certification Body and the Scheme Operator will impose specific measures and sanctions as described in the following.

Critical Non-conformities of Economic Operators include but are not limited to:

- Non-conformity with a mandatory requirement of the Scheme;
- Fraudulent issuance of a Product Attribute Declaration or Ammonia Certificate, for example, intentional duplication of a Product Attribute Declaration to seek financial benefit; repeated cases of selling consignments of a green/low carbon ammonia multiple times (double-counting), including claiming the amount or sustainability attributes (e.g. the GHG savings) of a consignment of a green/low carbon ammonia multiple times, for example, in countries or under different regimes that cover the same sustainability characteristics;
- Deliberate misstatement of input description or falsification of GHG values;
- Intentional violations of Ammonia Europe Certification Scheme requirements, for example fraud;
- Repeated false declaration of products;
- Missing or delayed cooperation with audits ordered by the Certification Body and/or by the Ammonia Europe Certification Scheme Operator;
- Making false claims with a direct reference to the Ammonia Europe Certification Scheme without the consent of the Scheme Operator.

In the case of critical non-conformities, Economic Operators applying for certification shall not be issued a certificate. The Scheme Operator may exclude the Economic Operator from re-certification with the Scheme for a period of up to 60 months. Critical non-conformities identified during audits, or through the Scheme's internal monitoring or complaints process, shall lead to the immediate withdrawal of the Economic Operator's certificate.

Major Non-conformities of Economic Operators. Failure to comply with a mandatory requirement of the Scheme, where the non-conformity is potentially reversible, repeated and reveals systematic problems, or aspects that alone, or in combination with further non-conformities, may result in a fundamental system failure, shall be considered to be a major non-conformity.

Major non-conformities include but are not limited to:

- Repeated problems with mass balance or GHG data reported, for example incorrect documentation is identified in more than 10 % of the claims included in the representative sample;
- Failure to provide relevant information to Auditors for example, mass balance data and Audit reports;

- Issuance of Product Attribute Declarations according to the Scheme requirements despite no valid certificate being available at the time of dispatch of the product;
- Making any claim, while the sustainability of the product cannot be fully traced, verified or validated (e.g. due to missing, incomplete or incorrect self-declarations, Product Attribute Declarations and/ or mass balance calculations or negative mass balances).

In the case of major non-conformities, Economic Operators applying for certification shall not issue a certificate. Major non-conformities identified during audits, or through the Ammonia Europe Certification Scheme’s internal monitoring or complaints process, shall lead to the immediate suspension of the Economic Operator’s certificate. The issuing Certification Body must *suspend* the validity of the certificate with immediate effect for a period of 40 days, with a maximum of 90 days given for addressing non-conformity, after which participation to the scheme could be terminated.

Within this period all Non-conformities must be corrected by implementing appropriate corrective measures as determined by the Certification Body. The Certification Body shall end the suspension within or after this period if it confirms the successful implementation of the corrective measures. If corrective measures cannot be implemented within this period for exceptional reasons, the suspension can be extended up to 30 days with the consent of the Scheme Operator. If not, all major Non-conformities are corrected within the period of suspension the Certification Body must declare the certificate invalid and withdraw the certificate with immediate effect. The Certification Body must inform the Scheme Operator immediately about any suspension, its intended extension, its end or a withdrawal of a certificate. In case of withdrawal, the Scheme may exclude the Economic Operator from recertification (exclusion) for up to 12 months.

Minor non-conformities. A non-conformity that has a limited impact constitutes an isolated or temporary lapse, is not systematic and does not result in a fundamental failure if not corrected, shall be considered to be a minor non-conformity.

Minor Non-conformities must be corrected by implementing appropriate corrective measures within 12 months from their notification or the date of the next audit. The corrections must be verified by the Certification Body during the next Audit at the latest. In addition, the Scheme Operator may issue a warning to the Economic Operator. A warning may be accompanied by reasonable measures (e.g. additional training for employees at critical control points) to ensure future compliance with the Scheme requirements.

Minor non-conformities do not prevent economic operators from continuing to supply green/low carbon ammonia (based on product attribute declarations and cancellation of ammonia certificates).

In case of suspension or withdrawal of a certificate, the Economic Operator will immediately update the status of the certificate. Exclusions from re-certification and their duration also published on the Ammonia Europe Certification Scheme website. The Scheme Operator will not publish specific reasons for the suspension and withdrawal of a certificate or the exclusion of Economic Operators. The Scheme Operator is entitled to notify authorities,

other certification schemes and Certification Bodies about the suspension and withdrawal of certificates as well as the exclusion of Economic Operators.

If any Non-conformities are detected with an Economic Operator, the Scheme Operator and the Certification Body are entitled to impose conditions for the re-certification of the Economic Operator which are suitable for preventing future Non-conformities and for ensuring future compliance with Scheme requirements. This also applies if certificates were suspended or withdrawn or if the Economic Operator was excluded from re-certification. Examples for conditions are the application of a higher risk level for Audits, the obligation of additional audits after a specified period, the submission of specified documents to the Certification Body and/ or the Scheme Operator for a specified period of time (e.g. one mass balance period), or the obligation of trainings for relevant members of staff. Unless the Economic Operator is excluded from re-certification, immediate re-certification is possible after the withdrawal of a certificate. For this, the Economic Operator must pass a certification Audit successfully.

During the time of a suspension of the certificate or the exclusion from certification the (former) Economic Operator is not allowed to make any claims referring to the Ammonia Europe Certification Scheme. This implies that the (former) Economic Operator is not permitted to act for other Ammonia Europe Certification Scheme certified Economic Operators. Economic Operators certified according to Ammonia Europe Certification Scheme are obligated to ensure that all service providers, such as storage facilities, comply with the Scheme's requirements.

Economic Operators must promptly inform their Certification Body and the Scheme Operator in writing if they or their activities under the Ammonia Europe Certification Scheme are subject to fraud investigations by authorities.

If the Scheme Operator becomes aware of such investigations or receives credible information suggesting a major or critical Non-conformity or fraud, it will request a statement from the Economic Operator. This statement must refute all suspicions of Non-conformity and fraud and explain the reasons for the investigation within three working days.

If suspicion persists and the Scheme Operator identifies an urgent suspicion of a critical Non-conformity or fraud, the Certification Body must suspend the certificate immediately for 40 days. The suspension will be lifted, with Scheme Operator's consent, if compliance is demonstrated or if the investigations end. If compliance cannot be demonstrated or the investigation continues, the suspension may be extended.

The Scheme Operator may assess or request an Audit of the Economic Operator, and applicable sanctions will follow any findings.

In cases of Non-conformity by a Certification Body or its representatives, the Scheme Operator may impose sanctions, determined case-by-case. Sanction levels include:

1. Warning
2. Yellow Card
3. Red Card
4. Contract Cancellation

Additionally, the Scheme Operator may impose penalties for Scheme violations and take preventive measures, such as mandatory training or restricting Auditor activity. The Certification Body must implement these within a set time and provide proof of compliance to the Scheme Operator.

Warning

The Scheme Operator may issue a Warning if minor Non-conformity with Scheme requirements are detected.

- Examples of minor Non-conformity include but are not limited to:
- Certification documents submitted to the Scheme Operator are delayed or incomplete;
- Delayed notification to the Scheme Operator about suspended or withdrawn certificates;
- Missing or delayed notification to the Scheme Operator about failed Audits;
- Missing notification to the Scheme Operator about the change of Certification Body of an Economic Operator (i.e. when an Economic Operator contracts a new Certification Body for the re-certification Audit). The notification has to be done by the Certification Body the Economic Operator changed to;
- Incorrect determination of the sample size for Audits (if applicable);
- Conditions for the certification of an Economic Operator imposed by the Scheme were not taken into account during the Audit;
- Certification Body did not detect minor Non-conformities of an Economic Operator although the Nonconformity should have been detected during the Audit.

Only the Certification Body will be informed about the Warning. After a Warning the Certification Body must submit a statement of explanation to the Scheme Operator within two weeks upon notification of the Warning. This statement has to include a description of suitable measures taken by the Certification Body for preventing future Non-conformities or for ensuring future compliance with Ammonia Europe Certification Scheme requirements.

Yellow Card

The Scheme Operator may issue a Yellow Card for repeated or systematic minor Non-conformities, especially if a Warning has previously been issued for similar issues. A Yellow Card can also be issued for major Non-conformities or if the Certification Body fails to respond to written requests from the Scheme Operator, such as requests for evidence or statements.

Examples of major Non-conformities include:

- Failure of the Certification Body to detect major Non-conformities during an Audit that should have been identified.
- Certificates issued incorrectly, such as a single certificate covering multiple Economic Operators.

The Scheme Operator informs the Accreditation Body or national authority responsible for monitoring the Certification Body about the Yellow Card. The Certification Body must provide a statement within two weeks outlining measures taken to prevent future Non-conformities and ensure compliance. The Scheme Operator may require further measures with set deadlines for implementation.

Red Card

The Scheme Operator may issue a Red Card for critical Non-conformities, incomplete implementation of measures required after a Yellow Card, failure to respond to repeated requests, or suspension of accreditation by the Accreditation Body.

A critical Non-conformity may include the failure to detect critical Non-conformities during an Audit. A Red Card can last up to 12 months, resulting in:

- Notification to the Accreditation Body or relevant authority about the Red Card and its cause.
- Publication of the Red Card, including its duration, on the Ammonia Europe Certification Scheme website.
- Suspension of the Certification Body's authority to issue certificates for the Red Card period.

Contract Cancellation

The Scheme Operator may terminate the Cooperation Agreement with the Certification Body in cases of verified fraud, a Red Card that cannot be lifted after two extensions, bankruptcy, or loss of accreditation or recognition.

Upon contract cancellation:

- The Scheme Operator notifies the Accreditation Body or relevant authority.
- The cancellation is made public on the Ammonia Europe Certification website, and all Economic Operators are informed.
- The Certification Body loses the right to issue certificates.
- Termination of the Cooperation Agreement by the Scheme Operator.