RAINFOREST ALLIANCE CERTIFICATION PLATFORM (RACP): USER MANUAL FOR FARM CERTIFICATE HOLDERS

Version 1.1, July 2023

RAINFOREST ALLIANCE

CONTENTS

INTRODUCTION

The Rainforest Alliance Certification Platform (RACP) is the platform for members who wish to be part of the Rainforest Alliance 2020 Certification Program.

What can you do in the RACP?
Register in the RACP to join the Rainforest Alliance 2020 program. Here you can create your account, obtain your Rainforest Alliance certification, manage your licenses, report traceability, submit labelling and trademark requests.

Who needs to register in the RACP?
Registration in RACP applies to:
- Producers: small farms, large farms, farm groups
- Supply Chain Actors (including Retailers, Food Service Companies, Brand owners)

What is this user manual for?
This user manual helps **Farm Certificate Holders** navigate the RACP during the registration and certification process, the certification renewal process, and how to manage users and contacts.

1. SUBMIT YOUR REGISTRATION REQUEST

- Go to the RACP registration page **here**.
- Select your preferred language in the pop-up or on the top right corner.
- Read the information about the farms and click on 'Continue'.
- Provide your organization's information:
    - **Organization details**:
        - organization name;
        - if applicable, your legacy Rainforest Alliance/UTZ ID.
        - your main crop.
        - any additional activities.
    - **Organization address**: this is the location where farm/group is managed.
    - **Personal details**: your first name, last name and business email address.
    - **Terms & Conditions**:
        - Read and accept the Terms & Conditions.
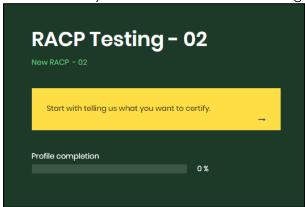   - Submit your registration: click on 'Submit participation'.

Note: Your registration request will be reviewed by the Rainforest Alliance team. You will receive an email to activate your account.
Check your spam inbox if you haven't received the email.

2. CREATE YOUR CERTIFICATION PROFILE

After you receive the activation e-mail, click on the link in the email to activate your username and set your new password.

You will land in your Dashboard at the following screen:

Tell us what you want to certify, by indicating:
- an estimation of how many small and/or large farms you want to certify. You can add more later.
- if all farms are owned or rented by one company or owner:
    - A **single farm** or **multi-farm** has one owner. If this applies to you, select Yes.
    - A **farm group** has several farms with multiple farm owners. If this applies to you, select No.
- the address of the Central Management Location.
- if you purchase certified product from another farm certificate holder. Please answer Yes only if you purchase from a certificate holder that is not included in your certification.
- any additional sites/subcontractors to add to your certification.
- Summary: Click on 'Submit' to continue with the next steps.
  For any required edits, click on the 'Edit' button under Action.

You will now land in the section 'Certification Overview', where you can see your Certification scope.

2.1. ADD AND MAINTAIN SITES/SUBCONTRACTORS

In the section 'Certification scope', edit your site(s).
The site in this overview is the Central Management Location (CML) that you indicated when creating your account. Every Farm Certificate Holder must have at least one site in their profile to be able to confirm their scope. Click on 'Edit' to fill in additional information about the CML.

In the new form, fill in the information as applicable:

Add a site/subcontractor

A site is a location that you would like to include in your certification that purchases, handles, and/or processes Rainforest Alliance Certified product. This can also be a location subcontracted by you that you want to include in your certification.

○ Details   ○ Crops   ○ Activities   ○ input   ○ output   ○ traceability   ○ Certification questions ○ Summary

1. **Details**: enter your site's information.
2. **Crops:** select the Rainforest Alliance Certified crop(s) linked to this location
3. **Activities**: indicate what activities are conducted at this location. Select 'Trading' if no other activities apply to this location.
4. **Input**: indicate what (sub)products are traded from or processed at this location.
5. **Output**: indicate what (sub)products exit this location.
6. **Traceability**: indicate the traceability type of the products handled at this location. Select any type of traceability level applicable to your certification.
7. **Certification questions**: answer the questions in this section to help us identify your scope. More questions may appear depending on your answers. Some questions are pre-filled based on the information you provided in your profile.
8. **Summary**: here you can see a summary of the information you entered so far. If any edits are required, click on the button 'Back' to edit the previous entries. If no further edits are required, click on 'Submit' to continue with the next steps.

If you have more sites (i.e. a processing facility) or would like to add any subcontractors to your certification scope, click on the green button 'Add new site' in your 'Certification scope' section, and repeat the actions as illustrated above.

Note: In case of multiple sites, make sure the management site is selected as **Central Management Location**.

2.2. CONFIRM CERTIFICATION SCOPE & VIEW REQUIREMENTS

You can now **confirm your scope**. Go to your Certification scope section, and click on the green button 'Confirm scope and view requirements'.
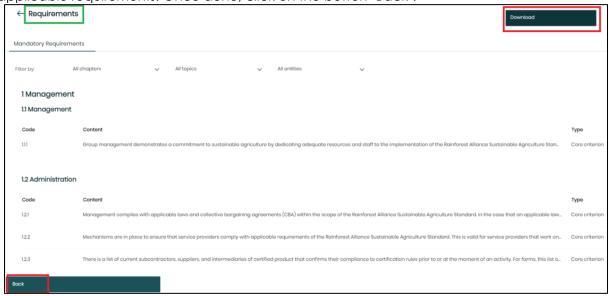
This will generate the requirements applicable to your organization, based on the information entered in your profile.

In the Requirements section, you can review and download an Excel file with all your applicable requirements. Once done, click on the button 'Back'.

If you have made further changes to your certification scope (farms and/or sites), you need to re-confirm your scope and view your requirements again. To do so, click on the green button 'Re-confirm scope and view requirements'.

2.3. EDIT YOUR FARM ESTIMATION NUMBER & OWNERSHIP

Only applicable to multi-farms and farm groups

If during the creation of your certification profile you have entered the wrong number of estimated farms, and/or the type of farm ownership, you can update this information as follows:

- On the Certification Overview tab, click on 'Edit'.

In the next screen you can:
- update the estimated number of small farms and large farms.

- the ownership status.

Click on 'Submit' to save your changes.

Note: After uploading a GMR or manually adding a farm, it is no longer possible to edit the number of small or large farms via this screen. However, you can still edit the ownership status of the farms.

Need Help?

Consult the FAQ at the end of this user manual for more information.

3. APPLY FOR YOUR AUDIT

3.1. REACH OUT TO AN AUTHORIZED CERTIFICATION BODY (CB)

You need to sign a certification agreement with a selected CB. You can find a list of authorized CBs **here** and request a quote.
Please send the Certification Application Form (CAF) to your CB, including the documentation mentioned in your CAF.

3.2. FILL OUT THE CAF

The Certification Application Form (CAF) is a mandatory document to be filled out by Certificate Holders and Certification Bodies along the Certification Process.
Download the latest version of your CAF in the RACP (in the Certification Body section) or on the Rainforest Alliance website **here**. Make sure you use the correct document depending on your farm situation:
- Single farms and Multi-farms;
- Farm groups

Fill out the red tab 1. Application form.

3.3. CONFIRM THE CONTRACT IN RACP (HANDSHAKE)

After you have signed a certification agreement with your CB, you need to confirm this in the RACP. This step will give the CB access to the necessary information in your profile.
There are two ways to do this, as illustrated below.

3.3.a. Send a request to your CB
To send a request to your CB, follow the below steps:
- Go to the tab 'Certification Overview', click on the 'Details' button of the license in *Pending* status.
- Click on your 'License preparation' tab;
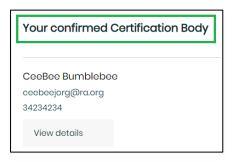- In the section 'Your Certification Body', click on 'Open'.

- A list of authorized Certification Bodies will appear. Click on 'Confirm contract' next to the name of the CB you have signed a contract with.

- The CB will receive your request. Until this is confirmed, the status of your request will be *Awaiting response*.
- When your CB accepts your request, your contract with your CB is officially signed in the RACP.

Your confirmed Certification Body

CeeBee Bumblebee
ceebeejorg@ra.org
34234234

View details

3.3.b. Receive a request from your CB

If your CB has sent you a contract request, follow the below steps:

- Go to the tab 'Certification Overview', click on the 'Details' button of the license in *Pending* status.
- Go to your License preparation tab.
- In the section 'Your Certification Body', click on the button 'Open'.

- You will see an invitation from your CB. Click on the green button 'View invitation'.

Authorized Certification Bodies

You have received an invitation from
CeeBee Bumblebee
ceebeejorg@ra.org
34234234

View invitation

- In the panel on the right-hand side, click on 'Yes, we have signed the contract', and then on 'Accept Invitation'.
- Your contract with your CB is now officially signed in the RACP.

Your confirmed Certification Body

CeeBee Bumblebee
ceebeejorg@ra.org
34234234

View details

RAINFOREST ALLIANCE
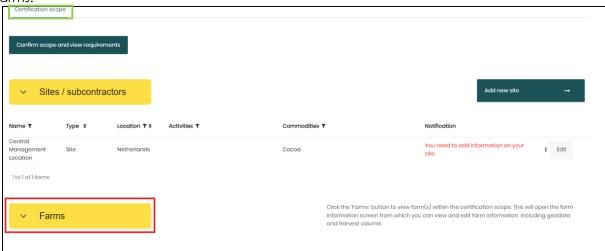
4. PREPARE FOR YOUR AUDIT

Once you have implemented all applicable requirements, you can start planning your audit. Make sure to complete the following steps:

- Add and/or update your Farm information.
- Download, complete and upload the self-assessment in RACP.
- Fill in your Indicator data.

Below you can find all the steps explained.

4.1. ADD OR UPDATE YOUR FARM(S) INFORMATION

Go to the tab 'Certification Overview', click on the 'Details' button of the license in Pending status. In your 'Certification scope', click on the yellow button 'Farms' for an overview of your farms.

What are your next steps?

- if you are a single or multi-farm, follow the instructions in paragraph 4.1.1;
- if you are farm group, follow the instructions in paragraph 4.1.2.

4.1.1. Single farms & multi-farms

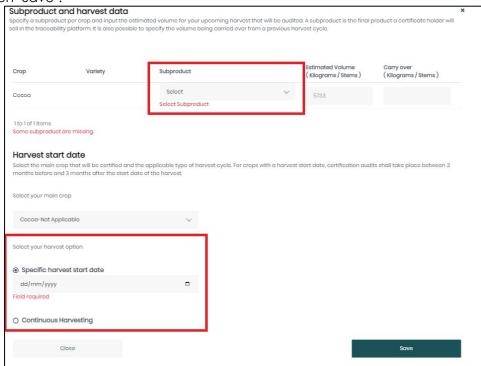In the section **Farm Information** you can find:

1) The **overview of farms** you entered in your certification profile. For each farm, a notification in red will remind you to *Provide information*. To do so, click on 'Edit' on

each farm. A new form will open, fill in the mandatory fields with the red asterisk in the following:

- o **General information**: add information about one farm.
- o **Farm Operator/Manager**: provide contact details of the farm operator/owner (this is not mandatory information).
- o **Employment Information**: Add information about the number of employees working on this farm.
- o **Crops and Volumes**: Update information about your crops. Your crop was already entered earlier while registering the account. Click on the icon ✎ to edit your crop. Here you can add the crop variety, crop area and estimated harvest volume. If this farm harvests more than one crop, you can add a new crop (click on the button 'New crop').
- o **Farm units**: add the farm unit ID and farm unit area. Click on 'Save' to continue. The farm will be added below. You can add more farm units if required in the same way.
- o Click on 'Update' to go back to your 'Farm information' screen.

2) **Add new farm**: use this button to enter more farms, if required.
3) **Product harvest and volumes**: after you have provided information about all your farms, click on 'Provide your harvest data' to fill in the *Subproduct* (in case of more than one subproduct, select the main subproduct) and *Harvest start date*. Then click on 'Save'.

Once your farm information is complete, go to paragraph 4.2 to continue with your certification.

4.1.2. Farm groups

As a Farm group, you can easily add your farms to you certification profile by uploading your Group Member Registry (GMR). Alternatively, it is also possible to manually add farms to your certification profile by clicking the **Add new farm** button and filling in the form.

In the section **Farm Information** click on the button 'Use GMR'. This allows you to download and upload your Group Member Registry (GMR).

Download and upload your Group Member Registry (GMR)

In the section GMR import, you have three options:

1. **Upload your group member registry (GMR):**
   - o You can upload your GMR to enter your farms. Make sure your GMR template is in the same language as the RACP when uploading your file.
2. **Download your group member registry (GMR)**:
   - o Download the correct version of the GMR.
   - o If you have already provided data – it will be populated in this GMR.
3. **Download Error Report:**
   - o An error report is created when the GMR is uploaded and contains more than 50 errors (incorrect data). This will help you fix the errors in the GMR. After you have updated your GMR, upload this again by repeating the upload process.

Data interpretation

For more information on how to interpret any errors during the GMR upload, please see below:

- If there are less than 50 errors in your upload, follow the steps in paragraph GMR Validation process and data interpretation (<50 errors).
- If there are more than 50 errors in your upload, follow the steps in paragraph GMR Validation process and data interpretation (>50 errors).

GMR Validation process and data interpretation (<50 errors)

After your GMR is uploaded, you will be guided through a Validation process to help us interpret your data. Here you can provide any missing critical data and numbers, and identify errors. Please fill in the blanks and click on "Continue".

In the last tab 'Validation check' you will see your validation results. Here you can also view the Warnings, which we recommend checking to make your GMR more accurate.
If you want to make changes to your GMR, click on 'Cancel upload' on the left-hand side, then repeat the upload process as described above.

When your GMR is ready, you can proceed by clicking on "Confirm" to successfully upload your GMR.

GMR Validation process and data interpretation (>50 errors)

If more than 50 errors are identified upon upload of your GMR, an **error report** is created. This flags any incorrect data in your document. The error report helps you locate the errors in your GMR and understand what is required to fix these.
A pop-up message will guide you to 'Download' your error report.

The error report is in Excel format and consists of 4 sheets:

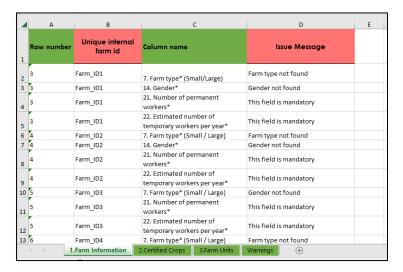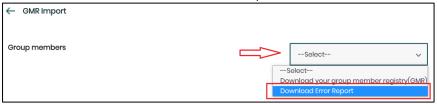1. **Farm information** indicates the errors that occurred in "1. farm information" sheet of the GMR. Correct all the errors to proceed.

2. **Certified Crop** indicates the errors that occurred in "2. Certified crop" sheet of the GMR. Correct all the errors to proceed.

3. **Farm units** indicates the errors that occurred in "3. Farm unit" sheet of the GMR. Correct all the errors to proceed.

4. **Warnings** highlights warnings which might be interesting for you. Correction is not mandatory, and the upload is not blocked if the errors are not fixed.

	A	B	C	D	E
1	Row number	Unique internal farm id	Column name	Issue Message	
2	3	Farm_ID1	7. Farm type* (Small/Large)	Farm type not found	
3	3	Farm_ID1	14. Gender*	Gender not found	
4	3	Farm_ID1	21. Number of permanent workers*	This field is mandatory	
5	3	Farm_ID1	22. Estimated number of temporary workers per year*	This field is mandatory	
6	4	Farm_ID2	7. Farm type* (Small / Large)	Farm type not found	
7	4	Farm_ID2	14. Gender*	Gender not found	
8	4	Farm_ID2	21. Number of permanent workers*	This field is mandatory	
9	4	Farm_ID2	22. Estimated number of temporary workers per year*	This field is mandatory	
10	5	Farm_ID3	7. Farm type* (Small / Large)	Gender not found	
11	5	Farm_ID3	21. Number of permanent workers*	This field is mandatory	
12	5	Farm_ID3	22. Estimated number of temporary workers per year*	This field is mandatory	
13	6	Farm_ID4	7. Farm type* (Small / Large)	Farm type not found	

1.Farm Information   2.Certified Crops   3.Farm Units   Warnings   ⊕

As an alternative, you can download your error report in the tab 'License preparation' and on 'Import Group member registry'. In the next menu, click on 'Select' and then on 'Download Error Report'.
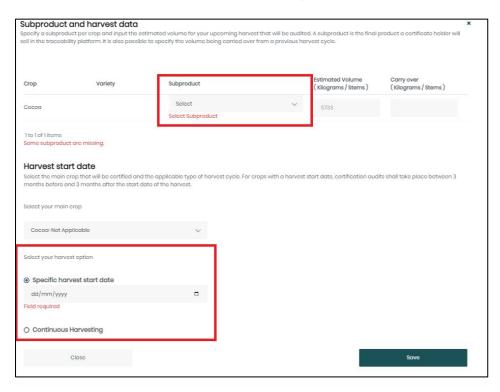

Reupload your GMR once your errors are fixed, by following the steps indicated in paragraph Download and upload your Group Member Registry (GMR).

4.1.3. Product harvest and volumes

After you have successfully uploaded your GMR, go back to the **Farm information** section, to add your **Product harvest and volumes**. Click on 'Provide your harvest data' to fill in the *Subproduct* (in case of more than one subproduct, you can select the main subproduct) and *Harvest start date*. Then click on 'Save'.

4.2. MAINTAIN AND EDIT FARMS

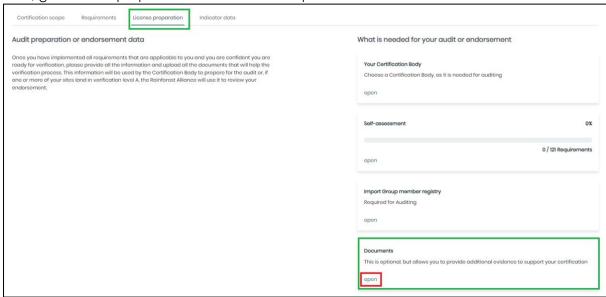If needed, you can update information in any of your existing farms. Follow these steps:

1) Go to 'Certification Overview' and click on 'Details'.
2) Click on the yellow button 'Farms'.
3) In the section **Farm Information**, you will see the **overview of farms** you entered in your certification profile. To update existing information, click on 'Edit'.
4) Fill in the mandatory fields with the red asterisk in the form:
   o **General information**: update information about the specific farm.
   o **Farm Operator/Manager**: update contact details of the farm operator/owner (this is not mandatory information).
   o **Employment Information**: update information about the number of employees working on this farm.
   o **Crops and Volumes**: Update information about your crops. Click on the ☑ to edit your crop. Here you can add the crop variety, crop area and estimated harvest volume. If this farm harvests more than one crop, you can add a new crop here.
   o **Farm units**: update the farm unit ID and farm unit area. Click on 'Save' to continue. You can add more farm units if required in the same way.
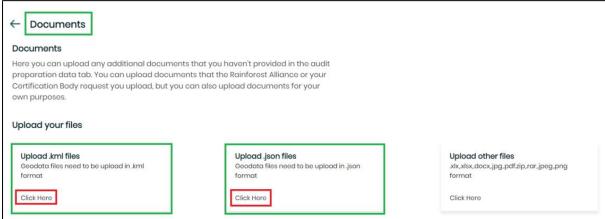   o Click on 'Update' to go back to your *Farm information* screen.

4.3. UPLOAD YOUR POLYGONS

Single farms, multi-farms and farm groups can upload polygons (.KML or .JSON) in RACP. To do so, go 'License preparation' and click on 'Open' under 'Documents'.

Here you will find three upload options:
1. Upload .KML file (designated to upload polygon files).
2. Upload .JSON file (designated to upload polygon files).
3. Upload other files.

To upload your file, click on the 'Click here' button of the format you want to upload and search for the file in your computer folders.

Once the file is uploaded, it is visible under the 'Geo Data Files' section of the 'Documents' tab. In this section you can download or delete the file. This can be done by clicking on the three dots next to the date.

Note: when two KML files are uploaded, the second file will overwrite the first. This means that only the second upload will be used. This applies to both .KML and .JSON files uploaded.
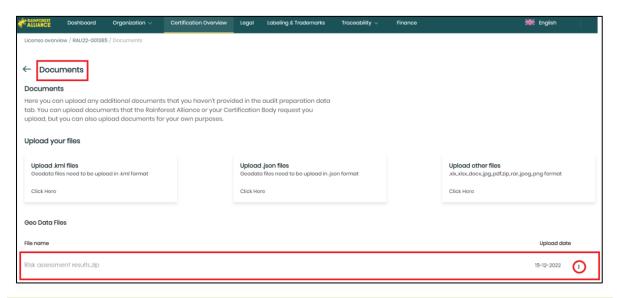
4.4. YOUR RISK ASSESSMENT RESULTS

Based on the uploaded GMR and/or Polygons, the risk assessment results will be prepared by the Rainforest Alliance.

How to download your risk assessment
You will receive an e-mail once the results are available in your RACP account.

Follow the below steps:
- Log in to the RACP and in the tab 'Certification Overview' click on 'Details' in the license in status "pending".
- Go to the "License preparation" tab.
- You can find the results in the tab 'Documents' as a zipped folder.
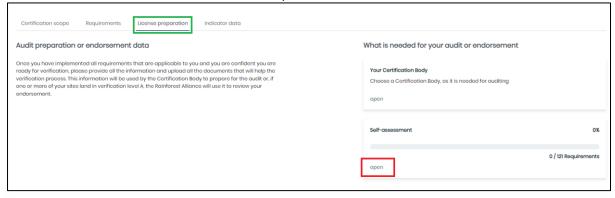- By clicking on the three dots, you can download your risk assessment results.

Note: You cannot delete the risk assessment results from your Documents.

4.5. DOWNLOAD, COMPLETE AND UPLOAD YOUR SELF-ASSESSMENT

To download your self-assessment, follow the steps below:
- Go to the tab 'Certification Overview', click on the 'Details' button of the license in *Pending* status.
- Click on the 'License preparation' tab.
- In the section 'self-assessment', click on 'Open'.

- Download your self-assessment. This Excel file contains the requirements applicable to your organization based on the information provided during the registration.

- In the Excel, fill out column D with "conformity" or "non-conformity" and elaborate in column E what your findings are and how your organization complies with each requirement. If you are not (yet) compliant, please fill in columns G – J explaining what steps and measures have been taken to solve this non-conformity.
- When ready, upload your self-assessment in this section. Click on the button 'Upload your file'.

> Tip: Consult the document General Guide for the Implementation of the Sustainable Agricultural Standard for help with the interpretation and implementation of your applicable requirements.

4.6. INDICATOR DATA

Farm Certificate Holders (CHs) implementing the Rainforest Alliance 2020 Standard requirements must collect information (Indicator data) in preparation for their audit.
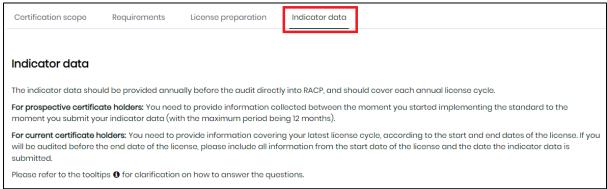
As of July 2023, this data needs be filled in and submitted in the RACP. The 'Indicator data' tab in the RACP replaces the Excel file '2020 Standard Indicator Template'. Once the Indicator data has been submitted and a handshake has been conducted with a CB, CBs will be able to view and download the Indicator data too.

CHs need to make any necessary corrections or amendments identified during the audit and submit a correct final version in their certification scope prior to the CB making the license request to RA.

4.6.1. Fill in your Indicator data
To fill in your Indicator data, follow the steps below:
- Go to the tab 'Certification Overview', click on the 'Details' button of the license in *Pending* status.
- Click on the 'Indicator data' tab.

You will see the sections you are required to provide information on:
- Management (*only applicable to Farm groups*)
- Risk Assessment and Management Plan
- Sustainability Differential (SD)
- Sustainability Investments (SI)
- Assess-and-Address
- Living Wage

To fill in the form, click on each section to open a panel and fill in the required data.

For each completed section, a green symbol will appear next to the section's name, as shown below.

The entered data is saved automatically when closing each panel. You can also save with the 'Save' button at the bottom of the page.

When all sections are complete, click on the button 'Submit'. A pdf file of your Indicator data will be generated. Your CB will have access to your latest report when the contract (handshake) has been confirmed (see paragraph 3.3).
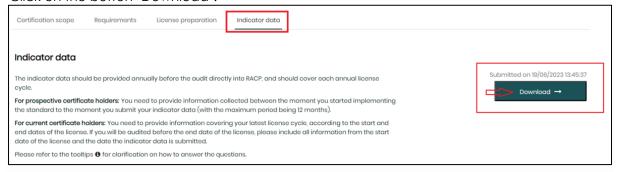
Note: all sections need to be successfully filled in before you can submit your Indicator data. If any field is missing, an error message on your screen will inform you of the missing data.

If you make any changes to your certification scope (see paragraph 2.3), your Indicator data may change. You will need to reconfirm your scope (see paragraph 2.2) and fill in any new Indicator data as illustrated in this paragraph. Make sure all the indicators are up to date according to your new certification scope.

4.6.2. Download your Indicator data report

Once submitted, you can download your Indicator data report:
- Go to the tab 'Certification Overview', click on the 'Details' button of the license in *Pending* status.
- Click on the 'Indicator data' tab.
- Click on the button 'Download'.

Note: Above the 'Download' button you can see the latest date when your Indicator data has been submitted. If changes are required in your Indicator data report, update the required data, and click on 'Submit' again to resubmit your updated information. Then download the report again.

Need Help?
Consult the FAQ at the end of this user manual for more information.

5. RENEW YOUR CERTIFICATION

You receive a notification 6 months before your license expires. This means you need to make sure you renew your certification and/or license before this expires.
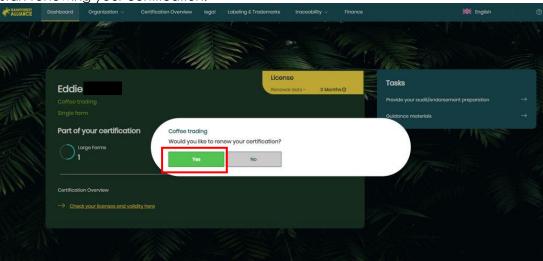
Below you can find the main steps to take in the RACP to renew your certification.

5.1 UPDATE AND CONFIRM YOUR SCOPE

Login to your account at this link with your username and password received when you registered in the RACP.

A pop-up message will appear 6 months before your current license expires. Click on **Yes** to start renewing your certification.

Note:
1. If you click on the button **No** you will be able to renew your certification at a later stage by clicking on the button 'Certification Overview', and on the button 'Details' on the license in status *pending*.
2. If you do not see the pop-up message, this means you already have a new certification scope for your next pending license in your 'Certification Overview'.

Your certification scope is copied from your previous certification scope, so you do not need to enter all information again. Click on the tab 'Certification Overview' and follow the below steps:

1) Click on 'Edit' to review the ownership status of your farms. If any changes are required, update the information (see instructions in paragraph 2).
2) Click on 'Details' to go to your 'Certification scope' section.

Make sure to verify the existing information in your farms and site(s) and update it if required (for example new crops, farms, sites, activities, traceability levels etc. you want to include), by clicking on the button 'Edit' on the right-hand side of your site.

To continue with your certification, apply and prepare for your audit, follow the instructions in chapter 3 and 4 of this user manual.

Need Help?
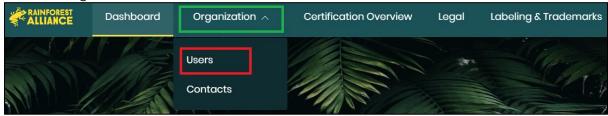Consult the FAQ at the end of this user manual for more information.

6. ORGANIZATION: USERS & CONTACTS

In this chapter you can find instructions on how to add users and contacts to your RACP account.

6.1. USERS

In the tab Organization, click on Users to view, edit or add new users.

Every user can be assigned 3 roles, based on their activities in the RACP.

Role	Available functions in RACP
Administrator	Can add users, change user roles, change information, contact CBs, and upload or fill in required information
Finance	Can change financial information, and view farm and site information
User	Can change information, contact CBs, upload or fill in required information

By default, the person who has registered the account is assigned with all three roles (Finance, Administrator, User).

6.1.1. Add new user

To add a new user, click on 'Users' and use the button 'Add New User'. Complete the form, including the designated role(s) as explained above. By default, a new user will have the basic role 'User'.

Note: When creating a new user, we recommend using the user's email address as username.

6.1.2. Edit user

Administrators can edit the user's information, such as name, surname, email address and roles. To do so, click on the user and update the required information.

Multiple users can have the role 'Finance' and 'Administrator'.

If applicable, as Administrator, you can remove your Finance role by clicking on your name and de-activate the corresponding tick-box, after you have assigned the Finance role to a different user.

> Please note: In each account, there must always be at least one user with the Administrator role. To remove your administrator role, assign this first to another user, then deselect the role from your username.

6.1.3. Delete user

To delete a user, click on the user's name and then on the button 'Delete'. In the pop up, click 'Confirm'.

6.2. CONTACTS

In the tab Organization, click on 'Contacts' to view, edit or add new contacts.
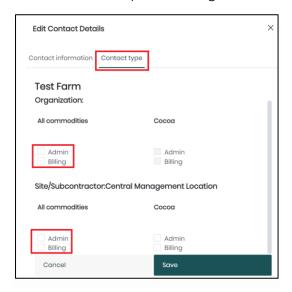

An employee registered as User is automatically also listed as a Contact.

When you add an employee as Contact, this is to indicate their responsibility in your organization, that may be relevant for the Rainforest Alliance or a Certification Body, and does not automatically assign them a user role in RACP.

6.2.1. Add new contact

To add a new contact, click on 'Add new contact'. Fill in the form with the required information and save contact.

Click again on the newly created contact's name and then go to the section 'Contact type'. Here you can assign their contact type (Admin, Billing) for the organization and each site/subcontractor you have registered.

6.2.2. Delete contact

To delete a contact, click on the contact you want to delete. A panel will open, click on the red button 'Delete contact'.

Confirm the pop-up by clicking on 'Delete' and the contact is removed from your account.

6.3. USER IN MULTIPLE ACCOUNTS

It is possible to be a user active in multiple accounts. To keep one username for all accounts, we recommend you use the same e-mail address (and username) when going through the registration process for all Certificate Holders for which you need access in RACP.

When accessing RACP with your username linked to more than one accounts, you can select for which organization you want to login.

If you are logged in already, you can switch to another account. Go to your Dashboard tab, and click on the orange text (-> Click here to change) on the top right corner.

7. GLOSSARY

The table below lists the most frequently used terms and abbreviations and their significance for working with RACP. Understanding these terms is necessary to accurately complete your registration.

See also our online glossary, for an explanation of the terminology you will find within the Rainforest Alliance 2020 Certification Program's documents and tools.

Term	Definition
Central Management Location (CML)	Location where most of the management activities take place. This includes the management of the processes and procedures needed to become and remain certified.
Certificate Scope	A set of activities, processes, actors, and products covered under the certification of a certificate holder.
Certification Overview	Section in the RACP where a Certificate Holder can submit the information on their 'certificate scope'.
Farm	All land and facilities used for agricultural production and processing activities under the geographical scope of the farm applicable for Rainforest Alliance certification. A farm may be composed of several neighbouring or geographically separate farm units within one country, provided that they are under a common management body. All farm units falling within this geographical scope must comply with the Rainforest Alliance Sustainable Agriculture Standard, including both crops to be sold as certified and other crops.
Single farm	This certification option applies for farms with an independent organizational structure, where management and all activities take place at a single physical location. This farm will be certified individually. Most farms in this category will be large farms; however small farms may also be certified under this option. Please note that even with single farm certification, a management site still needs to be added to your organization scope and your certification scope.
Multi-farm	This certification option is for two or more farms owned or rented by the same person or organization, that want to get certified together. If the farms are not owned or rented by the same person or organization, they can be certified together under the group of farms certification option, or each farm can be certified individually under the single farm certification option.
Geolocation data	Data that identifies the geographic location of farms and boundaries of farms, farm units, and other facilities of the Rainforest Alliance Certificate Holders. Geolocation data is represented by coordinates generally collected through Geo Positioning Systems (GPS) mapping using either individual location points (including envelopes) or polygons which define the full boundaries of the relevant area.
Geodata Risk assessment	GIS tool developed by the Rainforest Alliance to identify the risk of deforestation and encroachment into Protected Areas, which in turn, could jeopardize the compliance with the standard requirements and the expected sustainability outcomes.

Group of farms	This certification option is for farms that are not owned or rented by one organization but do implement a common management system. The group can be organized as an association or cooperative or be managed by a farm or other supply chain actor such as an exporter. This type of certification is most appropriate for small farms that do not have the means to get certified individually. However large farms may form or be part of a group.
Group Management	The entity that signs the certification agreement with the Rainforest Alliance accredited certification body and takes responsibility for the development and implementation of the group's internal management system and all member farms' management systems. The group management is responsible for assuring member farms' compliance with the Standard.
Group Member Registry (GMR)	A binding template that allows Farm Certificate Holders, especially those under group certification, to upload relevant data from their internal inspections around their group members to the RACP in preparation for their audit.
Indicator	Quantitative or qualitative data included in the standard to measure and monitor the changes connected to the improvement requirements, or to assess the reach and output of the organization related to core requirements. The certificate holders are requested to report yearly on the applicable indicator data.
Large farm	All farms with 10 or more permanent workers.
Multi-site	A supply chain actor that does not have farming in the scope of its Rainforest Alliance certification and has an identified central location under which two or more sites are operating.
Producer	A person (either male or female) who owns and/or operates an agricultural enterprise, either commercially or to sustain him or herself or his/her family.
Site	A geographically separate entity belonging to a certificate holder (farm or supply chain actor) where a specific number and type of operations are conducted.
Small farm	All farms with fewer than 10 permanent workers are small farms.
Subcontractor	An organization or individual contracted to carry out one or more specific operations on the certified products, for example, processing, storing, packaging, and/or labelling products.

8. FAQ

What is the link to register in RACP?	You can register at this link (Farm flow): https://portal.ra.org/CertificateHolder_Registration/
My account has been approved. Where can I log-in?	Follow the link in the email you received to set your password. You can login at the link below after you have set a new password: https://portal.ra.org/RA_Certification_Theme/Login
How do I join the Rainforest Alliance 2020 certification program?	You need to register in the RACP, comply with the applicable requirements and obtain a Rainforest Alliance 2020 certificate and license.
I forgot my password. How can I retrieve it?	If you have forgotten your password, you can recover it by clicking on 'Forgot your password?' in the login screen.
Where can I find the rules to become certified against the Rainforest Alliance 2020 certification program?	You can learn about the certification and auditing rules on our binding document 2020 Certification and Auditing Rules. For other binding documents, check out our Certification page.
When do I add a subcontractor to my certification?	Consult our document Guidance to Define if an Organization is in Scope of Certification to find out which entities can be included in your certification scope.
I am renewing my license. Why do I need to choose the pending license?	The first license(s) include all information (certification scope, audit preparation information, etc.) of your first transition cycle. The pending license represents the new certification/transition cycle for Farm CHs, and this is where you can edit information.
What is the maximum number of farms I can add to my RACP account while creating my certification profile?	<table><tr><td></td><td>**Max small farms**</td><td>**Max large farms**</td></tr><tr><td>Farm groups</td><td>50.000</td><td>500</td></tr><tr><td>Single / multi-farms</td><td>100</td><td>100</td></tr></table> Note: this limit only applies to the initial registration process. Via the 'Farm Information' section it is possible to add additional small and/or large farms at a later stage.
Why are my risk assessment results not ready yet?	This could be because during the validations there were errors found which need to be corrected, or our GIS-unit is still processing your geodata. Please contact the Rainforest Alliance if you have not received a notification within two weeks.
Why can't I upload my geodata?	Geodata can only be uploaded after your certification scope is confirmed. To confirm your scope, go to your Certification scope'. Follow the steps in chapter 2 of this user manual.
How can I receive my risk assessment results?	Your risk assessment results will be available in your RACP account in the 'Documents' section. An automated notification e-mail will be sent to your e-mail as soon the results are uploaded by the Rainforest Alliance team.
I need help with my registration/certification process. Who can I reach out to?	Reach out to our Customer Success team via email at CustomerSuccess@ra.org or visit our Contact Us page. For technical assistance, use our live chat on the RACP.

9. CHANGE HISTORY

Version no.	Effective Date	Significant Changes	Previous Version no.
1.0	March 2023	New version: Replaces version 02 Je 2022	N/A
1.1	July 2023	- Updates to chapters 3 and 4: paragraphs are reorganized in '3. Apply for your audit' and '4. Prepare for your audit'. Update to paragraph 4.5: in case of non-conformity, fill in columns G-J in the self-assessment. - New section '4.6 Indicator data' is added. - Paragraph 5.2 is removed. - New definition of 'Indicator' is added to Glossary.	1.0

Disclaimer

This user manual is being created in parallel with the RACP system development, therefore screens may slightly differ from the live version of RACP due to ongoing development.