



## Definitions

**Findings** – a statement of fact made during an audit and substantiated by objective and verifiable evidence.

**Observation**- a finding that does not fail to meet any requirements of the MSC Standard. However, if unattended, may lead to a potential minor or major non-conformance in the future.

**Non-Conformance**- the non-fulfillment of a requirement or failure to comply with a requirement of a standard; in the case of FIA PNG MSC Group CoC Scheme, it is a failure to comply with the requirement of the MSC Group CoC V5.0 and the FIA PNG MSC Group CoC Policy.

**Critical Non-conformance**-Total non-conformity to the delineated general requirements of the standards. This finding is an indicative of a serious failure to comply with the MSC Group CoC and FIA PNG MSC CoC written standards.

**Major Non-Conformance**- relates to the absence or breakdown of the system to meet the requirements of a clause of MSC Group CoC V5.0, or the site has not reached the sufficient level to be approved by FIAO to handle MSC-certified Lobster.

**Minor Non-Conformance**- is raised when deficiencies have been identified in a process in the operation of the organization's Chain of Custody but which are less severe that warrant a major CAR (against the MSC Group CoC v5.0).

**Training**- for the purpose of this FIAO manual, training pertains to RDFP MSC planned activities provided to the organization's personnel to enhance their competence and knowledge.

**Competence**- pertains to the ability of the FIA PNG Lobster members, and Site personnel to apply the knowledge and skills acquired through training provisions.

**Inspection**- checking or scrutinizing the level of compliance of each site against MSC Group CoC standard V5.0.

**Site** – a physical place where MSC-certified lobster is handled, this can be a processing facility, a secondary facility/processor, an exporter, or a transport media. Include reef platform.