

# CUSTOMER INFORMATION 25-06

## DECEMBER 16, 2025

**kiwa**

### **Kiwa BCS customer survey – Availability during holiday season, Biofach Nuremberg**

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Dear valued customers,

We would like to inform you about our availability during the upcoming holiday season. In addition, we kindly invite you to participate in our customer survey.

If you have any questions, please do not hesitate to contact us.

## **1 KIWA BCS CUSTOMER SURVEY 2025**

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We sent you an invitation to our customer survey on December 5, 2025. If you have not yet provided feedback, we cordially invite you to do so. The survey will remain active until December 19, 2025.

Your feedback will help us to further optimize our services and implement new ideas. The survey only takes a few minutes to complete and your answers will of course be treated confidentially.

We are happy to provide you with the link to the survey again:

[Customer satisfaction Survey Kiwa BCS GmbH 2025 – Formular ausfüllen](#)

Alternatively, you can scan the following QR code:



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## 2 KIWA BCS AVAILABILITY DURING HOLIDAY SEASON

Our office will remain open for you between Christmas and New Year – albeit with a smaller team.

**We therefore ask for your understanding if it takes a little longer to process your requests. Even though our phones will be manned on the days mentioned, we recommend that you send your inquiries by email during this period.**

- We will be available from December 29 to 31 and on January 2
- From January 5, we will be back to full staffing levels and available as usual.

### Availability during the holiday season

*Our office will remain open between Christmas and New Year – but with a smaller team.*

- *We are here for you from December 29 to 31 and on January 2*
- *From January 5, we'll be back at full capacity and ready to assist you as usual.*



**From January 5, 2026, we will be available by phone as usual:**

Monday to Thursday 9:00 a.m. to 4:00 p.m. (CET)

Friday 9:00 a.m. to 2:00 p.m. (CET)

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### 3 KIWA BCS AT BIOFACH NUREMBERG



Kiwa BCS will once again be represented with its own booth at BIOFACH in Nuremberg (Germany) next Year.

If you or your business partners will be there, we look forward to welcoming you at our booth **hall 7-107**

**BIOFACH Nuremberg will take place from February 10 to 13, 2026.**

Come and visit us – we look forward to talking to you in person!

### 4 KIWA ACADEMY – THE NEXT WEBINAR WILL TAKE PLACE ON MARCH 31, 2026

The Kiwa Academy offers various training courses in the field of organic and sustainability certification. Our training courses are based on more than 30 years of practical experience in certifying sustainable practices. Experts from Kiwa BCS Öko-Garantie GmbH provide practical and understandable information on various legal requirements, control procedures, and examples from the industry.

Take advantage of our know-how to strengthen your team, master a certification process, or enter the organic market.

**If you would like a specific topic that goes beyond our regular offering, we are happy to provide a customized webinar or on-site seminar upon request.**



Current 2026 training courses at the Kiwa Academy

The general training dates and webinars are updated on an ongoing basis.



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- March 31, 2026 - Professional handling of suspicion cases and residue cases (English webinar)
  - the registration can be found in the annex and here:  
<https://www.kiwa.com/de/de/kontakt/standorte2/kiwa-bcs-oko-garantie-gmbh/kiwa-bcs-webinare/>

## 5 MERRY CHRISTMAS AND A HAPPY NEW YEAR!

As the year comes to an end, we would like to take a moment to express our sincere gratitude for your trust and the pleasant cooperation.

**“Every new beginning comes from some other beginning’s end.” — Seneca**

We wish you and your loved ones **joyful and peaceful holidays** and a **wonderful start into a happy, healthy, and successful New Year.**

We look forward to continuing our collaboration in the coming year.



Kind regards,

**Kiwa BCS Öko-Garantie GmbH**

i. V. Karlo Zeljko  
-Head of Team Operations international-

i. V. Ronald Wesner  
-Technical Management-

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If you have any queries or general questions about the control procedures, we will be happy to help you during our office hours by telephone (+49 911 42439 - EXT) or all day by e-mail.

On our website you will find the current versions of relevant documents, in particular for the preparation of the inspection.

- <https://www.kiwa.com/de/en/downloads-kiwa-bcs/important-documents-for-your-organic-certification/>

### Office hours (Central European Time)

Monday to Thursday: 9:00 am to 3:00 pm

Friday: 9:00 am to 2:00 pm

### Service: OSP updates, company name/ address change/ tour-planning/ submission of documents for correction of NCF (non-conformities)



[de.service-international.bcs@kiwa.com](mailto:de.service-international.bcs@kiwa.com)



#### Contact

- Beate Erlbeck (EXT -33)
- Roxana Cruz (EXT -68)

### Quotations, additional certification services, contracts



[de.sales.bcs@kiwa.com](mailto:de.sales.bcs@kiwa.com)



#### Contact

- Oliver Altwasser (EXT -37)
- Kristina Grocholl (EXT -76)

### Request / creation of import control certificates (COI), transaction certificates (TC)



[de.tc.in.bcs@kiwa.com](mailto:de.tc.in.bcs@kiwa.com)



#### Contact

#### Applications Germany, Eastern Europe and Africa

- Tobias Süß (EXT -53) Deputy: Claudia Valencia (EXT -54)

#### Applications Asia, Saudi Arabia

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- Claudia Valencia (EXT-54) Deputy: Tobias Süß (EXT -53)

### **Applications China and Turkey**

### **Applications Germany, Eastern Europe and Africa**

- Tobias Süß (EXT -53) Deputy: Claudia Valencia (EXT -54)

### **Applications Asia, Saudi Arabia**

- Claudia Valencia (EXT-54) Deputy: Tobias Süß (EXT -53)

### **Applications China and Turkey**

- Marco Hafner (EXT -55) Deputy: Claudia Valencia (EXT -54)

### **Invoicing**

For questions  
about your  
invoice



[Dimitri.regel@kiwa.com](mailto:Dimitri.regel@kiwa.com)



#### **Contact**

- Dimitri Regel (EXT -63)

### **Residues cases**



[de.residues.bcs@kiwa.com](mailto:de.residues.bcs@kiwa.com)



#### **Contact**

- Marlene Radolf (EXT -29)
- Natalia Redam (EXT -49)

### **Head of Team Operations International 49702 & 49703**

Coordination of  
control  
implementation,  
certification,  
technical support  
of control  
procedures



[karlo.zeljko@kiwa.com](mailto:karlo.zeljko@kiwa.com)



#### **Contact**

- Karlo Zeljko (EXT -62)

### **Technical Management**



[ronald.wesner@kiwa.com](mailto:ronald.wesner@kiwa.com)



#### **Contact**

- Ronald Wesner (EXT -14)



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### General Management



[ivonne.wimmer@kiwa.com](mailto:ivonne.wimmer@kiwa.com)



#### Contact

- Ivonne Wimmer (EXT -10)