SPECIAL RULES FOR THE ISSUE AND MAINTENANCE OF CERTIFICATION ACCORDING TO IFS FOOD v.6 April 2014

INDICE

Data	Doc	Rev	Description	Visto	Approvato
01/06/2014	001/12	3	Update to IFS Food v.2.1	S. Tornielli	R.Gatti
01/09/2013	001/12	2	Minor correction	S. Tornielli	P. Cau
12/09/2012	001/12	1	Minor correction	S. Tornielli	P. Cau
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Art. 1 Regulation subject

This Regulation establishes the procedures applied by CSICERT System to manage the certification scheme for production processes of Organizations in accordance with the requirements of **IFS Management GmbH** and the procedures that Organizations must follow to apply for, obtain and maintain the said certification.

This regulation defines the supplementary conditions and procedures for this specific plan in addition to those already set forth in the following documents:

- "General regulations regarding product certification (Reg. prod. 001/04)";
- "Product conformity certification procedure (PR 60B)"
- Regulation regarding the use of product/service certification logos";

Hence, these documents fully apply to this plan except for the changes set forth in this regulation.

IFS Food 6, April 2014, is not a new version of the Standard but a consolidated version of IFS Food 6, January 2012, taking into consideration IFS Erratum version 2, providing further explanations on specific topics and implementing a cross reference with IFS Doctrine version 3. All modifications which have been made from original IFS Food 6, January 2012 are traced. This updated version of the Standard is applicable, at latest, from 1st July 2014.

Art. 2 Reference documents

2.1 IFS FOOD standard requirements

The requirements that the organization must possess in order to obtain certification under this Rule are specified inside IFS FOOD standard (current revision), such document represent reference documents for European retailers.

IFS FOOD scope is identified in the food processing site organization both company brand and private label brand

IFS FOOD does not apply to imports (e.g., offices, agencies), transportation, Trade products and storage of products whether they are conducted outside the control of the organization.

Certification audit must always be carried out during the production of product or product groups within the scope of certification.

2.2 Certification scheme requirements

CSICERT takes the following documents into consideration while applying certification protocol:

- International food standard (current issue)
- FAQ for certification body and auditors issue applicable
- IFS Doctrine (current issue)

For all specific requirements is applied Standard protocol

Art. 3 Special rules

3.1 Choosing of Product scope and technological scope

IFS FOOD is not a technical standard structured on the basis of product sectors, it ranks products and related processes that can be certified in the categories described in the IFS FOOD (rev. current). Inside 'ANNEX 1 is described a classification based on product and technological scope

3.2 Prices

CSICERT prepare and sends to every company which requests quotation, a specific offer complete with all the information concerning technical aspects and prices. Economic value is established according to CSICERT price list.

3.3 IFS FOOD standard conformity conditions

With the application, the Company agrees to be certified according to IFS standard and comply with special rules and reference documents applicable (see Art. 2) for certification under the standard IFS FOOD and to meet customer requirements. The organization will also comply with all applicable requirements established by the standard owner.

As described in Section 2.1 of this protocol, IFS FOOD scope is identified in the Organizations of the food business that:

a. manufactures food products in own site, both company brand and private label brand
b. In addition to the point a. company that manages trade manufactured goods produced by others companies certified IFS

The standard does not apply to wholesale, import, distribution and storage, in case these operations are performed beyond the Organization's control.

Essentially there are 3 elements that characterize IFS FOOD standard:

- the implementation of an HACCP system in accordance with Codex Alimentarius requirements:
- adopting a Quality Management System;
- satisfy pre requirement programmes

These elements are organized within IFS FOOD standard under 6 chapters, namely as following:

Chapter 1. Management responsibility
Chapter 2. Quality and safety Management System
Chapter 3. Resource Management
Chapter 4. Production Process
Chapter 5. Measurements, analysis and improvement
Chapter 6. Food Defence

Each chapter consists of sections, which are structured in requirements.

During the certification audit, the organization shall have available an original IFS FOOD copy of the standard

3.4 KO, Non conformity and deviations

Deviations are classified and points are attributed in accordance with the following criteria:

Result	Description	Points
A	Total conformity to the detailed requirement	20
B	Slight deviation from the detailed requirement	15
C	Only a part of the detailed requirement is met	5
D	The detailed requirement is not met	-20

IFS FOOD includes an additional classification for non-conformities, explained below:

MAJOR: A Major non-conformity can be given to any requirement which is not defined as KO requirement. When there is a substantial failure to meet the requirements of the Standard, which includes food safety and/or the legal requirements of the production and destination countries. A Major can also be given when the identified non-conformity can lead to a serious health hazard.

KO: In IFS, there are specific requirements which are designated as KO requirements (KO – Knock Out). If during the audit the auditor establishes that these requirements are not fulfilled by the company, this results in non-certification.

1.2.4	Management responsibility
2.1.3.8	Monitoring CCP's
3.1.2	Personnel hygiene
4.2.2	Raw material specifications
4.2.3	Finished product specifications (by guideline)
4.9.1	Handling foreign bodies
4.16.1	Tracking System
5.1.1	Internal audits
5.9.2	Withdrawal and recall procedures
5.11.2	Corrective actions

Detailed requirements bearing KO remark cannot be assigned the grade C, but A, B and D only.

When an above requirement is classified with the grade D, 50% of the points will be taken off from the total points obtained and the certificate will be denied automatically.

N/A: Not applicable and provide a short explanation in the audit report

N/A is not possible for KO requirements, except for 2.2.3.8.1 and 4.2.2.1.

Furthermore, N/A is not possible for requirement 2.2.3.6.1 about determination of CCP (as even if a company doesn't have any CCP's, the company shall document a logical approach which needs to be assessed by the auditor).

Audit results must be considered as preliminary with regard to the outcome of the certification. The decision to grant certification will, in fact, taken by the CSICERT, Certification Committee, on the basis of the findings part of evaluation report and the IFS corrective actions proposal provided by the organization.

3.5 Certification process, Initial audit and follow up audit

After offer acceptance. the organization stays in contact with certification body in order to establish the certification date. Certification activities are performed according to the stages described as follows.

The audit will be carried out when the production process is working. Audit duration is defined by a specific computing system available on the website (http://www.ifs-certification.com). The duration is a function of the number of employees, the product scope (PS) and type of technological operations units (TS). Description product scope (PS) and the type of technological operations units (TS) is shown inside ANNEX 1 of the present document

If, through its expertise, the certification body assesses that the calculated audit duration results in an unacceptably high value and needs to be decreased, some flexibility about determination of audit duration is accepted, under the following conditions:

- If the calculation tool provides duration ≤ 2 days, this duration will be used as a minimum value.
- If the calculation tool provides duration > 2 days and ≤ 3 days, the certification body can decrease the duration, but it will always be ≥ 2 days. In this case, it will be justified in the company profile of the audit report.
- If the calculation tool provides duration > 3 days and ≤ 4 days, the certification body can decrease the duration, but it will always be ≥ 3 days. In this case, it will be justified in the company profile of the audit report.
- Etc.

A normal audit day duration is 8 hours.

The calculated audit duration does not include time for audit preparation and report generation, normally 0,5 man days. Independently from audit duration, besides on-site audit, preparation of the audit will be at least 2 hours.

If defined processes are centrally organized in a company with several production sites (e.g. purchasing, personnel management, complaint management), the central managing site – headquarter – will also be audited and relevant audited requirements outcome will be considered in the audit reports of each production site.

Each production site will be audited separately in a period of maximum 12 months after the central managing site and will have its own audit report and certificate. Each site is mentioned in the relevant contract and will be subject to its own report and certificate.

If the central managing site does not have any production activity, this site cannot be IFS certified as an independent company. The time for auditing the central managing site will be described in the company profile of the report.

The audit of the managing site will always take place before the audit of each production site in order to have a preliminary overview.

For multi-site companies, audit duration could be decreased by a maximum of 0,5 days, if requirements have already been audited at the central managing site.

It is also possible for the Organization perform IFS FOOD (product and process certification) and ISO 9001:2008 and ISO 22000:2005 (system certification) consecutive audits, and IFS FOOD (product and process certification) and BRC GSFS (product and process certification) combined audits. In case of combined audits and in accordance to respective owners requirements, on site audit time is incremented by a coefficient base x 1.2

The audit is scheduled based on the following steps:

- the opening meeting
- the evaluation of existing quality and food safety systems; achieved by checking documentation (HACCP, quality management documentation)
- the on-site inspection and interviewing of the personnel
- the final conclusions drawn from the audit
- the closing meeting.

The company will assist and co-operate with the auditor during the audit. As part of the audit, personnel from different levels of management are interviewed. It is advisable that the company's senior managers are present at the opening and closing meetings so that any deviations and non-conformities can be discussed.

The auditor(s) who conduct(s) the audit will assess all the requirements of IFS Food which are relevant to the company's structure and function.

During the closing meeting, the auditor (or lead auditor in the case of an audit team) will present all findings and discuss all deviations and non-conformities which have been identified. As specified by ISO/IEC 17065 norm, the auditor may only issue a provisional assessment of company's status during the closing meeting.

The certification body will issue a provisional audit report and outline an action plan to the company, which will be used as a basis for drawing up corrective actions for the determined deviations and non-conformities.

FOLLOW UP audit is performed in a specific situation when the results of INITIAL or RENEWAL audit are insufficient to allow the issuance of the certificate. During FOLLOW UP audit, the auditor will focus on how the organization has handled the corrective actions undertaken in order to solve MAJOR NON CONFORMITY issued during the previous audit. FOLLOW UP audit will be done within 6 (six) months from the date of the previous audit.

In case of MAJOR NON CONFORMITY concerns the production process FOLLOW UP audit will be done between 6 weeks and 6 months from previous audit.

In case of MAJOR NON CONFORMITY concerns other kind of reason (e.g. documentation) FOLLOW UP date could be mutual between certification body and organization but not late 6 months from previous audit.

If there is no follow-up audit performed after 6 months from the date of the previous audit, then a complete new audit is necessary. If the company decides not to perform a follow-up audit

but to start with a new full audit, the new audit shall be scheduled not earlier than 6 weeks after the audit where the Major non-conformity was issued.

In the event that the follow-up audit establishes that requirements remain inadequate, a complete new audit is necessary, which shall be scheduled not earlier than 6 weeks after the follow-up audit. The elimination of Major non-conformities shall always be established by an onsite visit by the auditor.

3.6 Audit Report

The audit report provides transparency and confidence to the reader and is completed by the auditor. The audit report is subdivided into different sections:

- General information about the company with compulsory fields
- General audit result with detailed description of the scope
- General summary in a tabular format for all chapters. The result of the audit will specify the level and percentage.
- General summary of all chapters and comments about follow up of corrective actions implemented from the previous audit
- Observations on KO requirements and Major non-conformities
- Summary of all established deviations and non-conformities for each chapter (1 to 6)
- Separate list (including explanations) of all requirements evaluated with N/A (not applicable)
- Detailed audit report with compulsory fields to be completed by the auditors for some IFS Food requirements

All deviations (B, C, D) and KO requirements scored with a B, non-conformities (Major, KO requirement scored with a D) identified during the audit, are presented in a separate action plan.

Following the allocation of a grade, non-conformities and deviations, the company has to produce a corrective action plan. In this way, the reader of the report can see the non-conformities and deviations, and also the corrective actions that the company is initiating.

The time between the date of the audit and the awarding of certificate is determined as follows:

- 2 weeks to draw up the pre-report of the audit
- 2 weeks for the company to reply to the deviations and nonconformities (i.e. draw up the action plan)
- 2 weeks for the auditor to check the proposed corrective actions, for the certification procedure and upload the audit report, the action plan and the certificate to the audit portal.

In total: 6 weeks between the date of audit and uploading the audit report to the audit portal and awarding the certificate:

– Target time: 6 weeks,
– Maximum time: 8 weeks.

3,7 Certificate issue and IFS Logo authorization

The certification body is responsible for the decision to award or not award the IFS Food certificate. The decision is made by person(s) other than those who have carried out the audit. Detail of certification decision and certificate level (FOUNDATION or HIGHER) are described in the following TABLE 1

Result	Status of the Organization	Corrective actions	Communication	Certificate
At least 1 KO scored with D	Not approved	Actions and new initial audit to be agreed upon	Report gives status	NO
>1 NC MAJOR and/or <75%	Not approved	Actions and new initial audit to be agreed upon	Report gives status	NO
Max 1 NC MAJOR and ≥75%	Not approved unless further actions taken and validated after follow-up audit	Send completed Actions plan within 2 weeks of receiving the preliminarily report FOLLOW UP audit max 6 months after the audit date	Report including action plan gives status	Certification at FOUNDATION LEVEL if the MAJOR non conformity is finally solved as controlled during the follow up audit
Total score ≥75% e < 95%	Approved at **FOUNDATION IFS BROKER LEVEL** after receipt of the action plan	Send completed Actions plan within 2 weeks of receiving the preliminary report	Report including action plan gives status	Yes, certificate at **FOUNDATION LEVEL** 12 months validity
Total score ≥ 95%	Approved at **HIGHER IFS BROKER LEVEL** after receipt of the action plan	Send completed Actions plan within 2 weeks of receiving the preliminary report	Report including action plan gives status	Yes, certificate at **HIGHER LEVEL** 12 months validity

Note:
the total score is calculated as following: Total number of points = (total number of IFS requirements – requirements scored with N/A) × 20
Final score (in %) = number of points awarded/total number of points.

In the situation that during a RENEWAL audit is issued a MAJOR NON CONFORMITY and/or KO at the single site the certificate on the IFS Management GmbH portal will be suspended from CB within maximum 2 working days starting from audit date.

In the situation that during a RENEWAL audit is issued a MAJOR NON CONFORMITY and/or KO at the CENTRALLY MANAGEMENT SITE all the certificates present in the IFS Management GmbH portal will be suspended from CB within maximum 2 working days starting from audit date.

In the database, explanation about reasons for suspending the current certificate will be given **in English language.** Clear explanations about the identified non-conformity(ies) is provided by giving the number of involved KO requirement(s). These explanations will be detailed and be the same as those described in the action plan.

Note: All users having access to the IFS audit portal and having mentioned the respective company in their favorites list will get an e-mail notice (with explanations about the identified non-conformity (ies)) from the IFS audit portal that the current certificate has been suspended.

In each case, the audit will be completed and all requirements will be evaluated in order to give the company a complete overview about its situation. Furthermore, it is recommended to complete the action plan for improvement purposes.

The audit report where one or several KO have been scored with D will always be uploaded into the IFS audit portal (only for administrative purpose, but will not be visible). In these situations, a complete new audit will be performed. The new audit will be scheduled

Certificate of conformity confirms production processes Organization conformity to the requirements specified in the IFS FOOD standard

Certificate of conformity will be issued in English language and will include the following information: certification body name, organization name, address, COID, audit scope, detailed descriptions of processes. Product an technological scope Certification level, score (if required), the certificate number, audit date, certificate issue date, certificate expire date, next audit date, Date and place, Name and signature of the responsible person at the certification body, Certification body address

Certificates of conformity that are issued remain the property of CSICERT.

TABLE 2

Level of certificate	All products
FOUNDATION LEVEL	12 months
HIGHER LEVEL	12 months

The certification will be valid effectively from the date of issue stated on the certificate itself and will end after 12 months.

The date for the renewal audit will be calculated from the date of the initial audit, not from the date of issue the certificate. If the audit is not performed in due time, the retailers or other users will be informed via the audit portal.

Even if the renewal audit due date changes every year and does not completely correspond to the anniversary date, the certificate validity date will remain the same each year. Due date of the certificate is determined as follows: initial audit date + 8 weeks.

This allows to avoid gaps between two (2) consecutive certificates and to avoid that a company scheduling the audit earlier loses some months of certificate validity.

Example:

Initial audit date:	01. October, 2012
Date of issue of certificate:	26. November, 2012
Certificate valid until:	25. November, 2013
Renewal audit date:	25. September, 2013
Certificate valid until:	25. November, 2014 (independently from the renewal audit date).

the certificate will always be edited on the basis of a certification decision and after the several steps of certification decision according to ISO/IEC Guide 65 (future ISO/IEC 17065 norm).

The certification body will upload each audit concerning to on the IFS FOOD certified company on IFS Management GmbH portal.

There are 3 groups of users that have access to IFS Management GmbH. database: Certification bodies, certified organizations, distributors. Certified companies can provide access to own auditing data. The access allows distributors to see : information such as percentage achieved, audit report and corrective action plan ; download IFS logo; management of audit data, search of other certified companies, manage their suppliers via the "favorites" link option

The copyright of IFS Food and the registered trademark is fully owned by the IFS Management GmbH. The IFS Food Logo can be downloaded via the secured section of the IFS audit portal http://www.ifs-certification.com, rules are described in IFS FOOD and Chapter 10

3.8 Renewal, extension audits and management of outsourced process

3.8.1 Renewal audit

Renewal audits are those which are performed after the initial audit. The period in which a renewal audit shall be performed is shown on the certificate. A renewal audit involves a full and thorough audit of a company resulting in the issue of a new certificate. During the audit, all IFS requirements shall be assessed by the auditor. Particular attention is paid to the deviations and non-conformities identified during the previous audit, as well as to the effectiveness and implementation of corrective actions and preventive measures laid down in the company's corrective action plan.

Note: corrective action plans from the previous audit shall always be assessed by the auditor, even if the previous audit has been performed more than one year ago. Therefore, audited companies shall always inform their certification body, if they have already been IFS certified in the past. The date of the renewal audit shall be calculated from the date of the initial audit and not from the date of issue of the certificate. Furthermore, the renewal audit can be scheduled at earliest 8 weeks before and at latest 2 weeks after the renewal audit due date. Companies are responsible for maintaining their certification. All IFS certified companies will receive a reminder from the IFS on-line audit portal three months before certification expiration.

Note: the certificate will always be edited on the basis of a certification decision and after the several steps of certification decision according to ISO/IEC Guide 65 (future ISO/IEC 17065 norm).

3.8.2 Extension audit

In specific situations, such as new products and/or processes to be included in the audit scope or each time the audit scope would need to be updated on the certificate, then, for an IFS Food certified company, it is not necessary to perform a complete new audit, but to organize an on-site extension audit during the validity period of the existing certificate.

The certification body is responsible for determining relevant requirements to be audited and relevant audit duration. The report of this extension audit will be represented as an annex adjoined with the current audit report. Conditions for passing the extension audit (relative score ≥ 75 %) are the same as normal one, but only focused on specific requirements which have been audited; the original audit score does not change. If the extension audit demonstrates compliance, the certificate will be updated with the new scope and uploaded in the audit portal. The updated certificate will keep the same due date of end of validity as the current certificate. If, during the extension audit, a Major non-conformity or a KO (Knock Out non-conformity) has been identified, the full audit is failed and the. Current certificate will be suspended

3.8.3 Management of products exclusion from the audit scope

By definition, all food processes which are managed by the company/legal entity, on the same site, and which are under their responsibility shall be included in the scope of an IFS Food audit.
All processes and products shall be included in the audit scope. The identification of exclusions shall only be an exceptional situation and can only be related to product exclusions.
Only for those exceptional situations where the audited company would like to exclude product(s) from the IFS Food audit scope, IFS has developed a questionnaire that certification bodies shall fill in, in order to determine if exclusion is possible. This questionnaire is available on IFS website: it can be applicable from its publication date and is mandatorily applicable at latest on 1st January 2015.

3.8.4 Management of outsourced process

In general, the two requirements of the IFS Food version 6 checklist shall apply:

4.4.1 The company shall control purchasing processes to ensure that all externally sourced materials and services, which have an impact on food safety and quality, conform to requirements.

Where a company chooses to outsource any processes that may have an impact on food safety and quality, the company shall ensure control over such processes. Control of such outsourced processes shall be identified and documented within the food safety and quality management system.

4.4.2 There shall be a procedure for approval and monitoring of suppliers (internal and external), outsourced production or part of it.

If a food processing company (A) being IFS Food audited outsources parts or full of its processes (including packaging) to another company (B) and if the products are not labeled under the name of company B, then 2 situations are possible for managing outsourced processes:

	Company A produces retail branded products (private labels)	**Company A doesn't produce retail branded products (private labels)**
purchase of raw materials	**A**	**A**
processing step 1	A	A
processing step 2	B	B
packaging	A	A
labelling information	Retail brand (private label)	A brand
Storage	A	A
Delivery	A	A
Invoicing	A	A
Requirements for company A	IFS Food certification	IFS Food certification
Impact for company B	IFS Food certification required, unless customer has accepted other conditions	Assessed through auditing requirements in purchase chapter (4.4), during IFS Food audit of company A

Note 1: outsourced storage and/or transport activities shall not be considered as outsourced processes and shall be managed in relevant IFS Food chapters (4.14 and 4.15), especially through the assessment of requirements 4.14.6 and 4.15.7.

Note 2: if the outsourced process is freezing and/or thawing process, an IFS logistics certification is also accepted for company B (if company A produces private labels).

3.8.5 Management of trade products

Trade products are products which are manufactured, packed and labeled by and under a different company name than the company being IFS Food certified. Trade products, as above defined, shall be excluded from the scope of the IFS Food audit. Therefore, the following requirements apply:

It's not possible to include trade products in the audit scope of IFS Food audit and no specific mention on the certificate is necessary

it shall be specified in the company profile of the audit report whether the company also manages trade products, but those will not be included in the IFS Food certification.

If a food processing company would like to certify trade products (processed, packed and labeled by and under a different company name), a combined audit IFS Broker/IFS Food may be performed.

3.9 Sanction

Apart from the provisions of the general rules (Reg. prod. 001/04), the following rules are applied: after the certificate is issued, CSICERT will take the following measures, in case the

conditions defined below arise. The organization under certification is supposed to inform all of its clients of the measures taken, as set forth by the reference standards.

3.9.1 Certificate suspension

The certificate will be suspended temporarily under the following circumstances:

- In case of total score < 75%, NON CONFORMITY classified as MAJOR and KO issue by certification body during RENEWAL AUDIT
- In case of total score < 75%, NON CONFORMITY classified as MAJOR and KO issue by IFS Management GmbH Quality Assurance department during surveillance and investigation audit on certified sites
- In case of breach of contract

3.9.2 Certificate withdrawal

Certificate Withdrawal means that the company is barred from using the certificate and certification logo completely and definitively and it occurs under the following conditions:

- Reasons amounting to temporary suspension
- Company bankruptcy.

3.10 IFS Integrity program

The IFS Integrity Program launched in early 2010 includes different measures to assure the quality of the IFS certification scheme, with a focus on the review of audits conducted by the IFS certification bodies and their auditors.

3.11 IFS Management GmbH Quality Assurance Activities

Quality assurance activities monitor the entire IFS system. Surveillance audits at the certification body offices and on-site supplier audits are carried out on a regular basis in order to assess the IFS system. These audits are undertaken regardless of whether or not a complaint has been made. The sampling for these surveillance audits is based on a random selection process and by use of objective criteria. These criteria are both economic criteria (e.g. number of issued certificates) and quality criteria (e.g. the review and analyses of IFS certification processes and corresponding reports).

A surveillance office audit of a certification body (CB) takes place at the accredited certification body's premises to verify the correct application of the IFS regulations at the certification body offices and to promote continuous improvement.

Additionally, surveillance on-site supplier audits at certified companies may be undertaken. In general, surveillance on-site supplier audits are announced 48 hours before the audit date. In these audits the documentation reviewed in the office audit of the certification body, or in the IFS database, is compared with the real situation found at the company.

Witness audits can also be performed. In this case, Integrity auditors assess an IFS auditor during a real IFS audit.

Quality assurance actions after complaint notification

A detailed complaint management process analyzes all necessary information. Retailers or any other interested parties have the right to forward any possible non-conformity to IFS for investigation as part of the Integrity Program.

The IFS Offices collect complaints concerning IFS audits, reports, certificates or other circumstances in which the integrity of the IFS brand is in doubt. Retailers, certification bodies, employees of IFS certified companies or any person can use the complaint form on the IFS website www.ifs-certification.com or can send an e-mail to complaintmanagement@ifs-certification.com to inform IFS about a certain issue. In addition to any complaints received, IFS also analyses the IFS database using analytical tools in order to identify any deficiencies. If IFS Quality Assurance Management is informed of significant discrepancies between the results of an IFS audit and a subsequent retailer audit, this will be investigated within the complaint management process as described below.

The IFS Offices will gather all necessary information in order to investigate the cause of the complaint and to establish if there are deficiencies by certified companies, accredited certification bodies or IFS-approved auditors in meeting IFS requirements. Appropriate steps are taken to fully investigate a complaint, which may include a request to a certification body to carry out internal investigations and provide a statement on the outcome of their investigations to IFS.

In the event that a complaint cannot be successfully resolved by the investigation undertaken by the certification body, an on-site investigation audit will be undertaken at the certified company(s). In general, investigation audits are announced 48 hours before the audit date, however in special cases unannounced audits are undertaken.

Witness audits can also be performed. In this case, Integrity auditors assess an IFS auditor during a real IFS audit. Audits carried out as part of the Integrity Program are conducted by auditors employed by IFS and completely independent from the auditee.

Sanctions

If, following a complaint or preventive quality assurance actions, the cause of a deficiency has been found to be the fault of a certification body and/or an auditor, IFS will forward all necessary information anonymously to an independent Sanction Committee. The Sanction Committee, which is made up of a lawyer and participants from industry, retailers and certification bodies, shall make a decision on whether a breach exists and on its severity.

Topics concerning administrative faults of certification bodies based on database investigations can be directly assessed by the IFS Quality Assurance Management, but have to be confirmed by the chairman (lawyer) of the sanction committee.

Sanctions will be issued to the certification body and/or its auditors if the Sanction Committee concludes that a breach has been committed. The type of sanction depends on the number of breaches previously committed by the auditor and/or the certification body as well as the level of severity of such breaches. IFS Management informs the appropriate accreditation body if a breach for a certification body and/or for an auditor has been established.

All these procedures are laid down in the contract between IFS and each certification body and all stakeholders of the IFS system are informed of the process. The IFS Integrity Program strengthens the reliability of the IFS scheme by checking the implementation of the IFS Standard in practice.

3.12 CSI spa clients complaints management and appeals

CSICERT QM procedure are in place for consideration and resolution of appeals against the results of an audit. These procedures are independent of the individual auditor and will be considered by senior management of the certification body. Appeals will be finalised within 20 working days of receiving information from the auditee.

CSICERT QM procedure are in place for handling complaints received from the companies and/or other relevant parties. An initial response will be given within ten (10) working days of receiving the complaint. A letter confirming receipt of the complaint will be issued within a maximum of five (5) working days. A full written response will be given after the completion of a full and thorough investigation into a complaint.

For the handling of complaints received by the IFS offices, the basis for the complaint management is described in the IFS framework agreement with certification bodies:

If the complaint relates to the quality of the content of IFS audits or IFS audit reports, IFS offices require the certification body to provide a statement on the cause and the measures introduced to rectify the problem within 2 weeks.

If the complaint relates to administrative errors, e.g. in IFS audit reports, IFS certificates or in the IFS database, IFS offices ask the certification body to provide a statement and rectify the problem within one (1) week. The statement shall be issued in writing by email or post.

3.13 Communication with certification body

The organization has a responsibility to inform the certification body if between two certification audits were activated or introduced new processes or products other than those included in the scope of certification. After that certification body will perform a risk assessment to decide whether or not an audit is required

The organization has a responsibility to inform the certification body with respect to any changes or information indicating that the product / process does not meet the requirements of the certification system (e.g., RECALL, ALERT, etc.). This information will be done to the certification within 3 working days

3.14 Ownership and usage of the IFS Logistics Logo

The copyright of IFS Food and the registered trademark is fully owned by the IFS Management GmbH. The IFS Food Logo can be downloaded via the secured section of the IFS audit portal.

Furthermore, the below terms and conditions shall be checked by the auditor during the audit and results of this check shall be described in the company profile of the audit report as a mandatory field (see also Annex 2, Part 2, for mandatory fields).

In case the auditor identified that the company doesn't fulfill those terms and conditions, IFS shall be informed accordingly.

These terms and conditions apply for both IFS Food and all IFS logos in general.

Form, design and color of the IFS Food logo
When used, the IFS Food logo must comply with the form and color of the scale drawing. If it is used in documents, black and white print is also permitted. The IFS Food logo can be used in

print, physical and electronic form, and in films, providing the forms and formats are respected. The same conditions apply to the use of the logo as a stamp.

Restriction of comment and interpretations
When an IFS Food certified company, an IFS Food supporting company or an IFS Food certification body publishes documents bearing the IFS logo, comment and interpretations referring to the IFS shall be clearly identifiable as such.

Use of the IFS Food logo in promotional material
An IFS Food certified company, an IFS Food supporting company (broker, food, manufacturer, retailer, logistics provider or wholesaler) which accepts IFS certificates from their suppliers or services providers, or an IFS certification body may use the IFS logo for promotional reasons and publish information about IFS certification provided that it is not visible on final product packaging which are available to the end-consumer.

The IFS Food logo and information about the certification may be used in correspondence with relevant IFS users. Presentations mentioning IFS on the internet are only permitted if they are in a direct link with product safety (e.g. within information about the safety/quality management system).

The IFS Food logo may be displayed on any kind of general communication (e.g. exhibitions for business contacts, brochures, generic articles about food safety and quality management in general, vehicles). The IFS Food Standard was developed by the manufacturers, retailers and food service companies in order to assure the food safety and quality of their suppliers. It must be ensured that all information concerning certifications refers clearly to IFS. The IFS logo may not be used in presentations having no clear connection to IFS.

Further restriction on the use of the IFS Food logo
The IFS Food logo shall not be used in a way that could show intent that the IFS owner is responsible for the certification decision. Furthermore, the same applies for opinions and interpretations which could be arisen from it. In the event of suspension or withdrawal of the IFS Food certification, the certified company has to immediately stop the inclusion of the IFS logo on its documents or other associated material and cease all communications regarding IFS. The audited company must demonstrate that they have complied with these requirements.

Communication of the IFS Food certification
All the above mentioned rules apply to any communication regarding IFS Food. This also means that using the wordmarks "IFS", "International Featured Standards", or "IFS Food" or similar is not allowed when communicating on finished products, which are available to the end-consumer.

Art. 4 Exceptions to the confidentiality clause

The confidentiality clause must be applied at all times: in case of particular legal actions, IFS Management GmbH might require to CSICERT as an expert witness. In that case, the company under certification grants CSICERT with the right to fulfill this role, by signing the certification contract, so that it can provide to IFS Management GmbH with the necessary information regarding audits performed in accordance with IFS standards.

Art. 5 Certification Contract

The company under certification and the certification body enter into a certification contract, which sets forth the methods and constraints for providing the service. The contract must be signed by both parties.

ANNEX 1 SUMMARY TABLE

PS	PRODUCT CATEGORY
1	Red and white meat, poultry and meat products
2	Fish and fish products
3	Egg and egg products
4	Dairy products
5	Fruit and vegetables
6	Grain products, cereals, industrial bakery and pastry, confectionary, snacks
7	Combined products (e.g ready to eat, pizza's etc)
8	Beverages
9	Oils and fats
10	Dry goods, food additives andsupplements
11	Pet food

TS	OPERATION	DESCRIPTION
A	P1	Sterilisation (e.g. cans)
B	P2	Thermal pasteurisation, UHT /aseptic filling; hot filling; Other pasteurisation techniques e.g. high pressure pasteurisation, microwave
C	P3	Irradiation of food
C	P4	Preserving: Salting, sugaring, acidifying/pickling, curing, smoking, etc. Fermentation /acidification
C	P5	Evaporation/dehydration, vacuum filtration, freeze drying, microfiltration (less than 10µ mesh size)
D	P6	Freezing (at least –- 18°C) including storage Quick freezing, Cooling, chilling processes and respective cool storing
D	P7	Antimicrobial dipping/ spraying, fumigation
E	P8	Packing MAP, Packing under vacuum
E	P9	Processes to prevent product contamination esp. microbiological contamination, by means of high hygiene control and/or specific infrastructure during handling, treatment and / or processing e.g. clean room technology, „white room", positive air pressure systems (e.g. filtration below 10µ, disinfection after cleaning)
E	P10	Specific separation techniques: e.g. filtration like reverse osmoses, use of active charcoal
F	P11	Cooking, baking, bottling, brewing, fermentation (e.g. wine), drying, frying, roasting, extrusion
F	P12	Coating, breading, battering, cutting, slicing, dicing, dismembering, mixing/ blending, slaughtering, sorting; manipulation Storing under controlled conditions (atmosphere) except temperature
F	P13	Distillation, purification, steaming, damping, hydrogenating, milling