

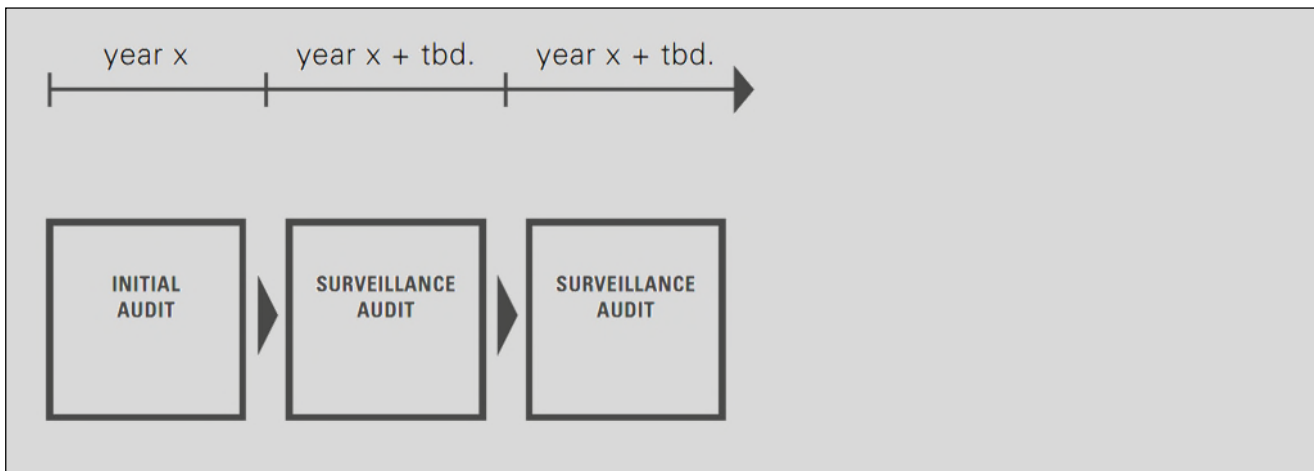
## DESCRIPTION OF SERVICE CERTIFICATION ACCORDING TO IFS LOGISTICS (INTERNATIONAL FEATURED STANDARDS)

IFS summarizes the requirements for the production, packaging and sale of products in 6 chapters:

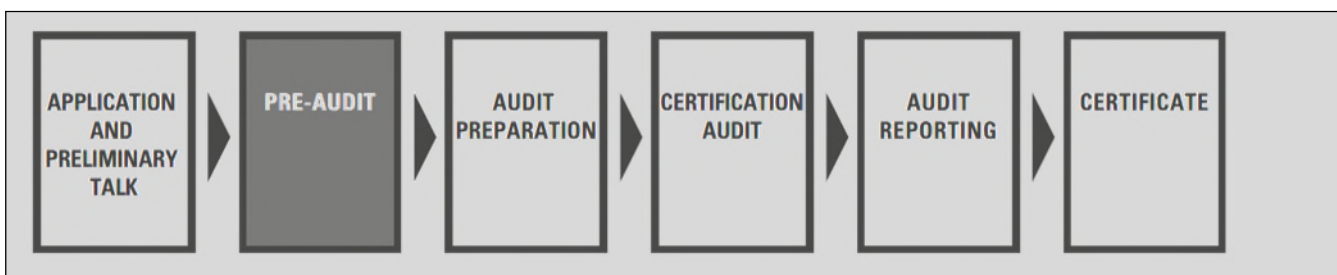
- Senior Management Responsibility
- Quality and Product Safety Management System
- Resource Management
- Realisation of the service
- Measurements, Analysis, Improvements
- Product / Food defense Plan and external inspections

At each audit all relevant activities of the company shall be audited against the IFS requirements. Certification according to IFS is a continuous process therefore surveillance audits on annual base are required after initial certification.

The following section describes the process of initial certification and the necessary steps to maintain the certification.



### INITIAL CERTIFICATION



### 1 APPLICATION AND PRELIMINARY TALK

The commissioning of the SGS to conduct audits is basically based on the „Application and Order for certification“.

After receipt of the order these will be checked in the following points on its feasibility:

- Completeness of information and compliance with the quotation data
- Feasibility (Standard/Type of company/appointed day)
- Admissibility of exclusions if client applied for

If necessary, a preparatory informal visit of the lead auditor takes place at the customer premises. In the case that a company carries out a pre-audit, the auditor who performs this audit is other than during the initial audit.

### 2 PRE-AUDIT INCL. REPORT (OPTIONAL)

If required by client SGS performs a pre-audit. During pre-audit all requirements of the Standard will be audited based on a sample check. The aim is to identify possible weaknesses with company's procedures. If ordered by client a report will be done (optional).

### 3 AUDIT PREPARATION

#### 3.1 Personnel Allocation

In the first instance SGS allocates the lead auditor and – if necessary – further members of the audit team. Doing so it shall be ensured that the general qualification criteria for auditors according to ISO 19011 are fulfilled. The members of the audit team will be announced to the client in due time prior to the scheduled audit date.

#### 3.2 Audit plan

The date of the certification audit is usually agreed with a lead time of 8 weeks with the customer.

In coordination with the client the lead auditor prepares a documented audit plan for the execution of the audit. The plan will be send to the client approx. 2 weeks prior of the scheduled audit date.

The plan contains amongst other things the following information:

- Date and time of the audit
- Name of the lead auditor/team members
- Audited standard
- Audits language
- Departments/Function/Process to be audited

### 4 CONDUCTING THE AUDIT

#### 4.1 Opening meeting

At the beginning of the audit an opening meeting will be conducted with senior management and quality management representative as well as other participants appointed by company. During opening meeting the lead auditor explains the audit- and certification process. Furthermore the certification scope and applicable technology scope will be confirmed. If necessary adjustments to the audit plan will be done.

#### 4.2 Document review

During audit the auditor evaluates the relevant and necessary documentation which includes amongst other things quality management documentation, HACCP documents and evidences for hazard assessments.

#### 4.3 Evaluation of the site/transport unit

To confirm compliance of the company with IFS requirements the auditor shall evaluate and grade all requirements of the IFS standard during audit. For that purpose the auditor will conduct interviews with personnel from all levels of responsibility e.g. senior management, department leaders, supervisors, shop floor staff, cleaning staff and technical staff.

### 4.4 Preparation of final conclusions drawn from the audit

The auditor grades his findings from the according to the following scheme:

A	20 Points =	Full compliance with the requirement specified in the Standard
B	15 Points =	Almost full compliance with the requirement specified in the Standard, but a small deviation was found
C	5 Points =	Only a small part of the requirement has been implemented
D	-20 Points =	The requirement in the Standard has not been implemented
N/A		not applicable

Besides the above mentioned grading the auditor can raise a non-conformity „KO“ (D grading at KO requirement) or a Major if a substantial failure of a certain IFS requirement is identified during audit. If a non-conformity is raised during audit this has a severe impact on the total result of the audit.

#### 4.4.1 KO

A „KO“ (D grading at a KO requirement) will be raised if one (or more) of the 6 KO-requirements are not implemented or a substantial failure is identified during audit. The 6 defined KO-requirements in IFS Logistics are:

- 1.2.7 Responsibility of the senior management
- 2.1.1 Product safety management system
- 2.3.8 Monitoring system of each CCP
- 5.1.1 Internal audits
- 5.5.1 Management of non-conforming products
- 5.8.2 Corrective actions

When a KO requirement has been graded as „D“, 50 % of the possible total amount of points will be subtracted automatically meaning that the company is „not approved“ for IFS Logistics certification.

In case of a surveillance audit (re-certification) the current valid certificate will be blocked by certification body within 2 working (starting after last audit day) within IFS Portal. All user of IFS Portal who has added the company to their „Favorites“ will be informed by an automatically generated Email. In each case, the audit shall be completed and all requirements shall be evaluated in order to give the company a complete overview about its situation. In these situations, a complete new audit shall be performed. The new audit shall be scheduled no earlier than 6 weeks after the audit where a KO was scored with D.

#### 4.4.2 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 [and internal dysfunction](#). A Major can also be given when the identified non-conformity can lead to a serious health hazard.

A Major will subtract 15 % of the possible total amount of points.

In case of a surveillance audit (re-certification) the current valid certificate will be blocked by certification body within 2 working (starting after last audit day) within IFS Portal. All user of IFS Portal who has added the company to their „Favorites“ will be informed by an automatically generated Email. In each case, the audit shall be completed and all requirements shall be evaluated in order to give the company a complete overview about its situation. In case one Major non-conformity has been identified and at least a total score of 75 % or above is achieved the company can go for a follow up audit. In cases where more than one Major non-conformity have been identified, a complete new audit shall be performed. The new audit shall be scheduled no earlier than 6 weeks after the audit where Major non-conformities were issued.

### 4.5 Closing Meeting

During the closing meeting, the auditor (or lead auditor in the case of an audit team) shall present a non-committal summary of all findings and confirm all deviations and non-conformities which have been identified. The auditor may only issue a provisional assessment of company's status during the closing meeting.

## 5 REPORTING

### 5.1. Audit Report

After completion of the audit the preliminary report and corrective action plan will be send to the client by lead auditor (latest after 14 calendar days).

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 for some IFS Logistics requirements

### 5.2 Corrective Action Plan

The company shall enter proposed corrective actions for all deviations (B, C, D) and KO requirements scored with a B and non-conformities (Major, KO requirements scored with a D) listed by the auditor.

For all evaluated deviations with grade C and D, as well as non conformities, Major or KO requirements scored with a B and/or a D, the company shall clearly state the responsibilities and implementation deadlines for corrective action. The company shall forward the corrective action plan to the certification body within 2 weeks of having received the pre-report of the audit and the corrective action plan. If this deadline is not respected, the company has to undergo a complete initial or renewal audit.

The proposed corrective actions are subject to evaluation by lead auditor, after confirmation of lead auditor the corrective action plan is released by lead auditor and send to certification body for technical review. If the corrective actions are not valid or are inadequate, the certification body shall return the action plan to the company for completion in due time.

## 6 CERTIFICATE

The report and released corrective action plan will be reviewed by certification body. After technical approval of report and released corrective action plan the certification decision will be done by competent personnel of the certification body.

Awarding the certificate is based on the total result of the audit:

AUDIT RESULT	STATUS	ACTION COMPANY	REPORT FORM	CERTIFICATE
At least 1 KO scored with D	Not approved	Actions and new initial audit to be agreed upon	Report gives status	No
> 1 Major and/or total score < 75 %	Not approved	Actions and new initial audit to be agreed upon	Report gives status	No
Max 1 Major and total score ≥ 75 %	Not approved unless further actions taken and validated after follow-up audit	Send completed action 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	Certificate at foundation level, if the Major non-conformity is finally solved as controlled during the follow-up audit
Total score is ≥ 75 % and < 95 %	Approved at foundation IFS Food level after receipt of the action plan	Send completed action plan within 2 weeks of receiving the preliminarily report.	Report including action plan gives status	Yes, certificate at foundation level, 12 months validity
Total score is ≥ 95 %	Approved at higher IFS Food level after receipt of the action plan	Send completed action plan within 2 weeks of receiving the preliminarily report.	Report including action plan gives status	Yes, certificate at higher level, 12 months validity

*The validity of the certificate is always 12 month.*

## 6.1 Follow-up Audit

A follow-up audit is required in a specific situation when the results of the audit (an initial audit or a renewal audit) have been insufficient to allow the award of the certificate. During the follow-up audit, the auditor focuses on the implementation of the actions taken to correct the Major non-conformity determined during the previous audit.

The follow-up audit shall be performed within a six months period from the date of the previous audit. If the Major non-conformity is related to production failure(s), the follow up audit shall be performed at least 6 weeks after the previous audit and no later than 6 months after the 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.

## 7 UNANNOUNCED AUDITS

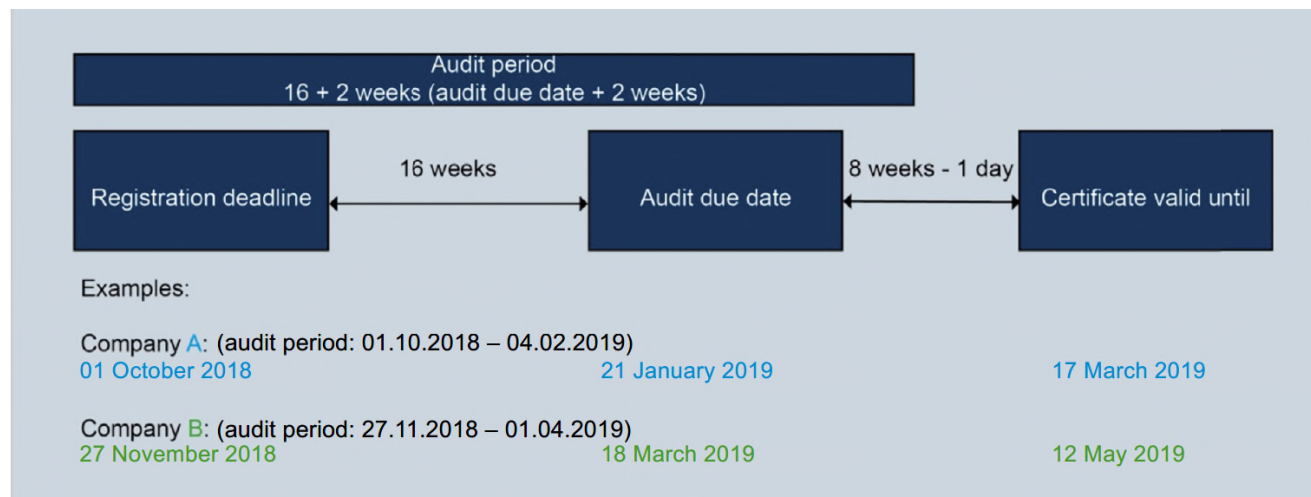
### 7.1 Registration

Prior to scheduling and performing the audit, the company shall inform its certification body about the chosen option:

- IFS Logistics announced audit (option “Announced”):  
The requirements defined in the current audit protocol of IFS Logistics Standard apply.
- IFS Logistics unannounced audit (option “Unannounced”):  
the information below described the requirements which will apply.  
This option involves a full unannounced audit against the audit checklist of the IFS Logistics requirements, which replaces the yearly scheduled audit. The audit date shall not be notified to the company in advance of the audit.  
Option 1:  
This is the regular registration for the unannounced audit, with a timeframe of – 16 weeks; + 2 weeks (18 weeks in total) from the recent audit due date. By choosing this option the certification validity/cycle does not change.  
  
Option 2:  
This option give companies the possibility to postpone or move forward their audit time frame (18 weeks in total) to align it with other schemes and / or due to non-production periods. Based on the new time frame the validity of the next certificate will change. SGS may need some weeks to plan and register the audit, therefore the client is obliged to inform SGS as soon as possible about the requested audit option.

The unannounced option is preferably aimed at renewal audits (i.e. for companies already IFS certified), but may also apply for initial audits, if the company prefers starting directly with an unannounced audit.

For each renewal audit, the company shall inform its certification body about the chosen option.



### 7.2 Block-out days

The company has the opportunity to identify maximum 10 operational days, plus **not operating periods**, when the site is not available for the audit.

These dates shall be notified to the certification body at the same time as the company is registered for the unannounced audit by its certification body and reasons shall be provided. Reasons may be challenged by the certification body or by the auditor during the audit.

Note: The company may only split the 10 operational block-out days into a maximum of 3 periods (e.g. planned customer visit, holidays of Quality manager, etc.).

### 7.3 Further information to be provided by client

The company shall provide the name(s) of the person(s) to be contacted on-site when entering the site the day of the unannounced audit, to facilitate the auditor entry.

As for an announced audit, SGS may ask, before the start of the time window, for some company's documentation, in order to prepare the audit.

### 7.4 On-site audit

After arrival and introduction, the auditor may briefly review the documents prepared by the company and shall immediately start the audit on the location (production area). The opening meeting and documentation audit shall be undertaken later during the audit.

As for announced audits, it is not possible to include in the scope of the IFS Logistics certification production lines of the audited site, which are not operating during the audit, unless those production lines involve the same HACCP study, the same product and technical scopes as the lines, which are audited when operating.

If, during the unannounced audit, some lines are not operating and involve different HACCP plans, product and technical scopes, an additional audit of the lines, when operating, is mandatory. When performing the audit, two options are possible:

- If it is possible, the auditor can ask the company to run the production line(s) later during the first audit day or the following audit day(s), so that the line(s) is / are assessed later during the unannounced audit.
- If it is not possible for the company to start the production line(s) during the audit, the auditor shall come back to audit the line(s) when operating, during an extension audit (if the company wants to include these products into the audit scope and / or an exclusion is not possible). The extension audit shall be performed announced.

#### **NOTE:**

If company denies access to the auditor (apart from "force majeure"), the currently valid IFS certificate shall be suspended by SGS, within a maximum of 2 working days after the audit date (notification will be received by customers having placed the company in their favorites' list in IFS Portal) and this information will be visible in the company history in IFS Portal. The company shall be invoiced by SGS for the total cost of the audit. Moreover, the next audit can only be scheduled announced.

### 7.5 Corrective action plan, reporting and certificate

No changes to IFS announced program except, the option "Unannounced" will be clearly stated on the IFS report and certificate.

### SURVEILLANCE AUDITS

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Surveillance 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 criteria of the 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.

#### LINK BETWEEN TWO CONSECUTIVE AUDIT REPORTS (INITIAL AND RE-CERTIFICATION AUDITS)

When the auditor scores a requirement with C or D, corrective actions shall be implemented before the renewal audit. This means the certification body shall read the audit report and the action plan of the previous audit, even if the report was issued by another certification body. If C and/or D scorings remain the same from one audit to the next, or if scorings are getting worse, the auditor shall assess in accordance with the IFS chapter related to „Corrective actions“. This link between two consecutive audits ensures a continuous improvement process.

### EXTENSION AUDITS

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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 Logistics 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.

### EXTRAORDINARY INFORMATION

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Extraordinary information to the certification body by the certified company.

The company shall inform its certification body about any change that may affect its ability to conform with the certification requirements (e.g. recall, alert on products, etc.). This information shall be made within 3 working days