



Bureau Veritas Certification IFS Terms & Conditions (ISO 17065 Product Certification)

General

Bureau Veritas Certification offers certification audits as described in the relevant IFS Standards current version covering, respectively: Food, Logistics, Broker.

To achieve their certificate of approval, the client must demonstrate compliance to all sections of the relevant standard, including the protocol sections. The client must also allow access to Bureau Veritas Certification to enable audit of their systems and premises as necessary. The client shall make available to IFS all documents in relation to the audit upon request.

The certificate of approval awarded by Bureau Veritas Certification covers only the products and services supplied and manufactured under the control of the client. Other services and products which are manufactured, packed and labelled by and under a different client's names than the company being IFS Food certified are normally excluded from the IFS audit scope.

Requests for Audit

Requests for audit will follow the terms and conditions as set out in "Bureau Veritas Certification Agreement". Audit Process The details of the services to be provided will be agreed between the client and Bureau Veritas Certification. To provide a general guide outlined below are the key stages of the Audit process.

Audit preparation

Before being audited, the client shall review all requirements of the IFS Standard. On the day of the audit, the current version of the IFS Standard shall be available at the site being audited.

If the audit is not an initial audit, the client shall inform Bureau Veritas Certification so that the auditor can check the corrective action plan from the previous audit.

Audit plan

An audit plan will be provided prior to the commencement of the audit except for unannounced audits.

Audit realization

The audit team will meet with the management of the client to discuss the details of the Audit process and consider any issues relating to the performance of the audit. Observations, general remarks, deviations and non-conformities will be identified and discussed if and when they arise during the audit. The lead auditor will present all findings during the closing meeting and may only issue a provisional assessment of client's status at this stage. The lead auditor will prepare and present to the client's management a pre-report of the audit, their findings and the scope of audit. Bureau Veritas Certification will perform the technical review and reserves the right to review audit results before any certification decision is made. If a follow-up audit is necessary these will be subject to an additional fee. The audit is performed following the rules of confidentiality.

Completion of corrective action plan

For each non-conformity and deviation, the client shall provide the Lead Auditor a corrective action plan within 2 weeks of having received the pre-report of the audit. If this deadline is not respected, the client may undergo a complete audit

Audit Reporting

Bureau Veritas Certification will deliver full audit report to the client within 8 weeks of the audit and will upload the audit report into IFS's database. The client also allows Bureau Veritas Certification to forward the audit report to the accreditation body. A copy of the audit report and any subsequent certificate or audit result shall be supplied to the IFS and where accredited, the Accreditation Body in the agreed format for the IFS Standard used. All documents in relation to the audit shall be made available to the IFS upon request. All documents submitted to the IFS shall be copies of original documents and will be treated as confidential.

Issuance of Certificates of Approval

Certificates of Approval can only be granted and issued as and when all corrective actions agreed between the client and the lead auditor have been validated. Failing this, Bureau Veritas Certification reserves the right to re-audit the premises at the client costs. The certificate of Approval issued does not exempt the client from their legal obligations in respect of the services and products evaluated. A policy document explaining how to use Bureau Veritas Certification and relevant Accreditation Body logos is available on request. Any failure to follow these guidelines may result in the certificate of Approval being withdrawn and/or legal action being taken.

Re-audit

Re-audits shall be carried out at a frequency determined as specified in the relevant Standard. Bureau Veritas Certification will contact the client to arrange a date (except for unannounced audit) for the re-audit before the audit deadline. It remains the client responsibility to have the audit done within appropriate window.

Witnessed audit

The client authorises Bureau Veritas Certification to bring in additional participants (at no extra cost for the client) to the audit as follow: - A Bureau Veritas Certification auditor in progress of qualification - A Bureau Veritas Certification personnel supervising the lead auditor as part of usual shadow audit program - An accreditation body auditor supervising the lead auditor as part of usual accreditation program - An IFS representative supervising the lead auditor as part of IFS's Integrity Program. Refusing such arrangements may result in the certificate of Approval being withdrawn and/or legal action being taken.

Audit by the IFS

As part of the IFS Integrity Program, the client authorises IFS to carry out further audits to validate continued certification. These visits may be announced or unannounced. Refusing such audits may result in the certificate of Approval being withdrawn and/or legal action being taken. IFS may contact the site directly in relation to its certification status or for feedback on Bureau Veritas Certification performance, or investigation into reported issues or complaints. The certification status may be affected in the event that access to any parts of the site or process or requests to these points specified above is unreasonably refused.

Incident notification

The client shall notify within 3 working days in writing Bureau Veritas Certification about any changes any changes that may affect the company's ability to conform to the certification requirements. **This shall include,**

at a minimum:

- any legal entity name change
 - any production site location change.
- For the following specific situations:
- any product recall
 - any product recall and / or withdrawal by official order for food safety and / or food fraud reasons
 - any visit from health authorities

which results in notifications and / or penalties issued by authorities Bureau Veritas Certification will assess the situation and may proceed to an extra audit at client cost or a suspension or withdrawal of the Certificate of approval.

Withdrawal or suspension of the Certificate of Approval Bureau Veritas Certification reserves the right to withdraw or suspend the certificate of Approval at any time. If such actions are deemed necessary the client will be fully briefed and given as much notice as is practical. The client will be given every possible opportunity to take corrective action before a final decision is taken on what action Bureau Veritas Certification should take. Bureau Veritas Certification reserves the right to publish the fact that such action has been taken

Appeals, Disputes and Complaints The client should appeal or dispute against the decisions of Bureau Veritas Certification in accordance with the Bureau Veritas Certification appeals procedure. **The appeals shall be finalized within 20 working days of receiving information from the assessed site.**

The certification body shall have documented procedures for handling complaints received from the companies and / or other relevant parties. A letter confirming receipt of the complaint shall be issued within a maximum of five (5) working days. An initial response shall be given within ten (10) working days of receiving the complaint. A full written response shall be given after the completion of a full and thorough investigation into the complaint. Bureau Veritas Certification complaint procedure is available on request from the clients local office. In the event of an unsuccessful appeal, Bureau Veritas Certification has the right to charge costs for conducting the appeal.