

General information regarding elements of the FSSC Scheme and certification process are described below however it is important that you visit [www.fssc22000.com](http://www.fssc22000.com) to access and review all the FSSC Scheme documents in full including any additional updates from FSSC foundation such as Board of Stakeholder Requirements, guidance documents. You will also need to obtain copies of the additional normative documents ISO22000 as well as the additional nominated Technical Specification (22002/1 or other Technical Specification as applicable to your food chain category sector). Please feel free to contact us to discuss how we can better serve your organization.

### **SAI Global Full Service Team**

Upon selection of SAI Global as your Registrar and submission of the signed Application for Certification, SAI Global will assign your dedicated service team.

Your service team will be selected to suit your specific industry and will consist of an Account Manager, a Regional Account Representative, a Lead Auditor and other team members as needed to support your certification. The roles of each member of your service team are as follows: your Account Manager will manage the business relationship, including contract negotiation and changes to your certification requirements; your Regional Account Representative will manage the back office processes including scheduling and customer service related to certificates and invoicing; your Lead Auditor will manage the delivery relationship. As your primary contact with SAI Global, the Lead Auditor assigned provides you with ongoing industry developments and interpretations and ensures coordination of all audit-related activities for your company. If additional audit team members are required, they are selected from our experienced auditor base. Your audits will be consistent in approach, technically sound and relevant to your business needs.

### **Introductory/Gap Visit – (Optional)**

An introductory visit is an on-site assessment conducted prior to the Stage 1 Certification Audit. The introductory visit allows for the identification of any major implementation issues and feedback regarding your implementation readiness. We recommend that your preliminary assessment be scheduled at least 30 days prior to the Stage 1 Audit.

### **Certification Process**

The audit is conducted in two Stages.

The Stage 1 audit is conducted on site and consists of a documentation review and establishes the audit scope and audit plan and your sites readiness for stage 2.

The Stage 2 audit is conducted on site and consists of a review to ensure that the management system has been fully implemented and is in conformance to the requirements of the scheme and normative documents.

All audit activities are mutually planned with your assigned Auditor prior to the audit. An audit plan is provided detailing the scope and objectives of both the Stage 1 and Stage 2 audit, the audit team members, the processes to be audited and the timelines. While onsite your audit team will work to verify that the management system meets the requirements of the standard and your system documentation by assessing objective evidence. At the conclusion of the onsite audit, you will be immediately informed of the results. A formal audit report will be issued after the audit. The report includes information relative to positive aspects of the system, opportunities for improvement and system non-conformances.

Please note that if you request the option of having the Stage 1 and Stage 2 Audits conducted back to back a potential risk is present in that unacceptable Stage 1 audit results may require the cancellation of the Stage 2 audit with the application of cancellation fees as outlined in the terms and conditions.

Sites that are already hold a current certificate in ISO22000 or other GFSI scheme can have a transition stage 2 audit with no stage 1 required.

### **Certificate Issuance**

Upon successful completion of the certification process (including resolution of non-conformances if applicable), your Team Leader compiles a Certification Package for review by our Certification Team. Upon completion of the review, the Certification Team prepares and forwards your Certificate of Registration. Your certificate will include details such as: legal company name, site address, standard, scope of certification, the initial certification date and the expiry date.

The official certificate is forwarded, along with a link to our marketing website. The Marketing tools will provide you with useful ideas on how to capitalize on your Food Safety System Certification 22000 certification, provide you with the official 'SAI Global registered mark' artwork and the guidelines of use. Your successful certification will also be published in our online Directory of Registered Companies, at [www.saiglobal.com](http://www.saiglobal.com) and at [www.fssc22000.com](http://www.fssc22000.com).

**Surveillance Audits**

Surveillance audits are periodic audits of your management system and are due annually each year on the anniversary of your initial stage 2 audit. The purpose of surveillance audits is to ensure the management system is being maintained during the effective period of certification. The first surveillance audit is to be conducted within 1 year of the last day of the initial certification audit. The subsequent surveillance audits have to be conducted at least once in each of the following calendar years.

**Re-certification audit**

Re-certification Audits are scheduled before 3-year mark at or before the annual due date.

The purpose is to ensure:

- The effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of the Certification
- Client demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance.
- Whether the operation of the certified management system contributes to the achievement of the organization's policy and objectives

**Unannounced Audit**

Per program requirements, one of the Surveillance audits in a certification cycle, must be replaced by an unannounced audit. The decision for which of the two Surveillance audits is determined by the certification body.

The unannounced audit, will be scheduled in a 60 days window, prior to the date of the previous audit. Blackout dates are allowed, if approved prior to the audit. These must be submitted to SAI Global for approval no later than 60 days prior to the audit. Record of approval must be kept onsite.

Suppliers have no control of scheduling of the unannounced audit, and will not be informed of exact dates. If the supplier rejects the unannounced audit, then the certificate will be immediately suspended.

**FSSC Contract Requirements**

By entering into a contractual agreement for FSSC 22000 certification services, your organisation acknowledges:

- The ownership of the certificate and the audit report content is held by SAI Global;
- At the request of food safety authorities, information related to the certification and auditing process shall be shared
- The conditions under which the certification contract can be terminated is outlined in the Terms and Conditions;
- The conditions under which the certificate can be used by the certified organisation is outlined in the Terms and Conditions;
- The terms of confidentiality in relation to information gathered by the CB during the certification process is outlined in the Terms and Conditions
- The certified organisation allows the CB to share information when required by law from governmental authorities and/or the FSSC Foundation;
- The procedures for nonconformity management is outlined in the audit report and SAI Global Assurance website;
- The procedures for complaints and appeals can be found on the SAI Global Assurance website;
- Information on the certified status of the organisation shall be included on the FSSC 22000 website and in the Portal;

**Site Obligations**

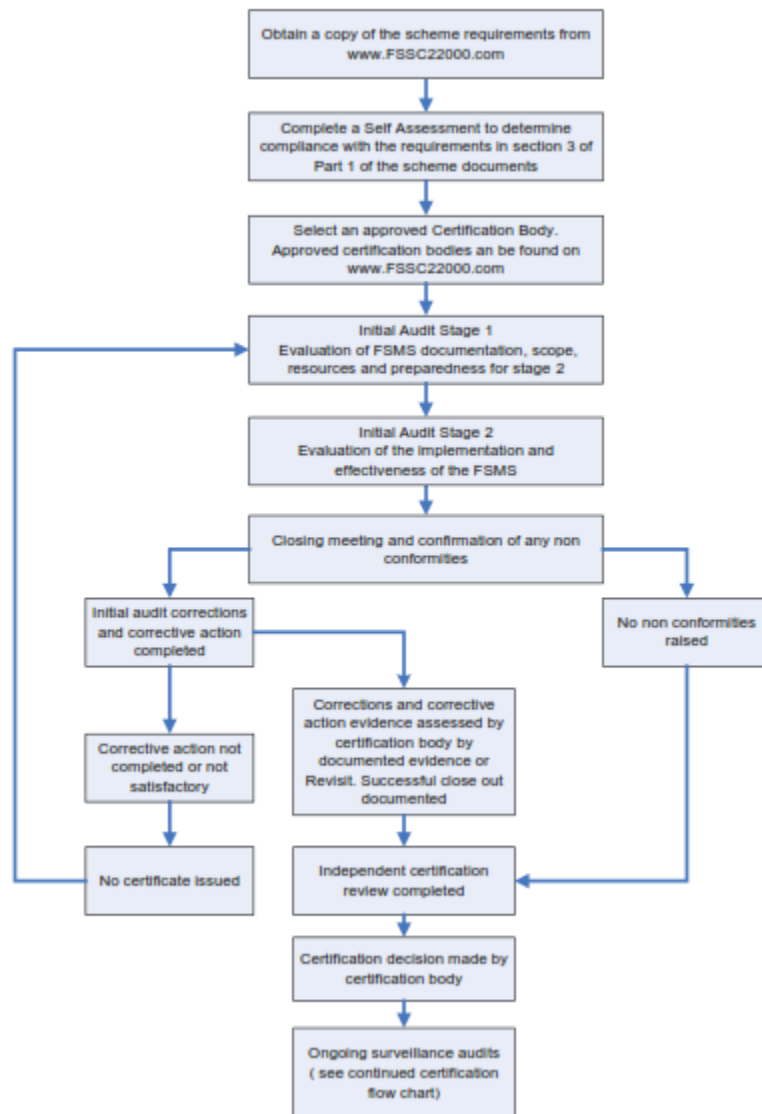
The FSSC scheme has numerous obligations conditions that apply as well as SAI Global standard terms and conditions. Please refer to FSSC Scheme documents and all normative documents and below are some highlights:

- Allowing the supervised training/witnessing of new auditors by SAI Global
- Routine SAI Global shadow witness audit program
- Witness audits by Accreditation Bodies, FSSC, GFSI or other stakeholders
- Witness audits by a specifier where a specifier specific additional audit module is included
- Any specific requirements for additional audit modules are to be in accordance with the respective protocols
- Certified organisations must inform SAI Global within 3 working days any of the following:
  - Any significant changes that affect the compliance with the Scheme requirements and obtain advice in cases where there is doubt over the significance of a change
  - Serious events that impact the FSMS or FSQMS, legality and/or the integrity of the certification which include legal proceedings, prosecutions, situations which pose major threats to food safety, quality or

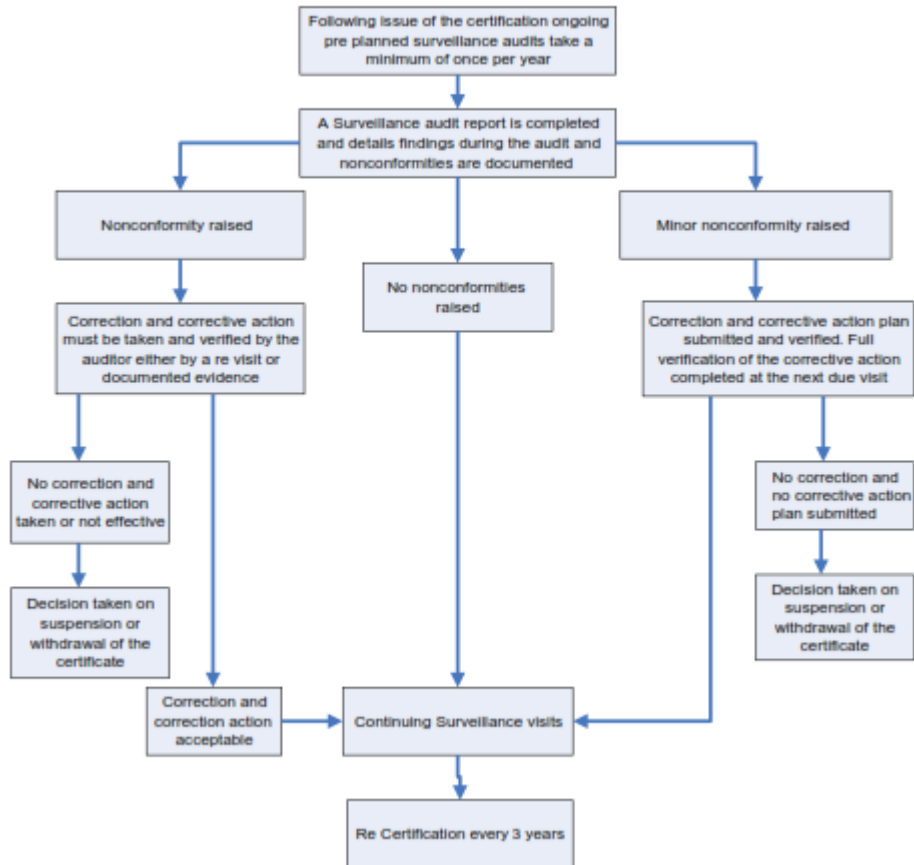
- certification integrity as a result of natural or man-made disasters (e.g. war, strike, terrorism, crime, flood, earthquake, malicious computer hacking, etc.)
- Public food safety events (such as e.g. public recalls, calamities, food safety outbreaks, etc.) or regularly food safety non-conformity (e.g. regulatory enforcement notice);
- Changes to organisation name, contact address and site details;
- Changes to the organisation (e.g. legal, organisational status or ownership) and management (e.g. key managerial, decision-making or technical staff);
- Changes to the management system, scope of operations and product categories covered by the certified management system;
- Any other changes that renders the information on the certificate inaccurate
- FSSC reserves the right to contact the site or conduct its own audit or visit to a site once certified in response to complaints or as part of the routine FSSC compliance activity to ensure the integrity of the Global Standards schemes. Such visits may be announced or unannounced.

Flow diagram

### How to gain certification



### Surveillance Audits



For more information about the Food Safety System Certification 22000 program, please go visit their official website at [www.fssc22000.com](http://www.fssc22000.com). There you will be able to download specific scheme requirements, guidance documents, and clarification documents.