Client Information Note – IFS Logistics v3

Overview

In this Client Information Note we explain the key stages of the LRQA process for audit against IFS Logistics version 3

IFS Logistics v3 timeline

IFS Logistics version 3 audits are possible from 1st June 2024 and become mandatory as of 1st December 2024.

In general, the applicability of version 2.3 ends on 30th November 2024. However, version 2.3 can apply after 1st December 2024 in some exceptional situations.

The general admission of these **exceptions** ends on 30th November 2025. Here is an overview:

> For **unannounced audits**: Version 3 applies when the audit window starts on or after 1st October 2024.

> For **multi-location audits**: the head office and the sites shall be audited to the same version. After 1st December 2024, version 3 applies to all audits performed at the head office.

> For **follow-up audits**: When the connected main audit took place according to version 2.3 before 1st December 2024 version 2.3 also applies for the follow-up audit.

> For **extension audits**: When the connected main audit took place according to version 2.3 before 1st December 2024, version 2.3 also applies for the extension audit.

IFS Logistics v3 Certification Protocol

Before the audit

To prepare for your audit you must read the normative documents (standard and doctrine), which can be downloaded from IFS Homepage (ifs-certification.com), as well as supporting guidelines and documents issued by IFS.

To prepare for the "first" initial audit (see § Type of IFS Logistic Audits), the logistics site may perform a voluntary pre-audit to evaluate its current status and level. The pre-audit cannot be uploaded to the IFS Database and a different auditor shall perform the pre-audit to the one who will perform the subsequent IFS Audit.

Any logistics site starting with new operations shall ensure that all IFS Requirements can be audited at the time of the initial audit. IFS recommends a minimum of

three (3) months of operation before this first audit takes place.

IFS COID

IFS certification is always site-specific (one legal entity, one address, one certificate).

The IFS COID is the IFS identification code number, and it is site specific.

A new COID is required when:

> ➢ the site is moving to a new location (i.e. physical address where the logistics site is situated),
> ➢ there is a change of legal entity, and the new legal entity has no contract with the prior regulating data protection issues.

Global Location Number of GS1 (GLN)

The GLN allows to clearly identify the IFS certified site in the electronic communications in the supply chain.

If available, GLNs are included in the IFS Audit Report, on the IFS Certificate and in the IFS Database for each certified site(s).

Types of logistics sites

1) Single logistics site

A single logistics site is a site which is not centrally managed by a head office / central management, has only one legal entity and no decentralised structure(s). Such sites shall have one audit, one COID, one report and one certificate.

2) Multi-location logistics sites

Multi-location logistics sites refer to a company with multiple logistics sites at different locations, which may have a head office / central management.

When the company opts to have a specific head office / central management audit, the rules for planning and audit performance described in IFS Logistics v3 Standard, Part 1, Section 2.2.2 and 2.4.2 (specific conditions for unannounced audits of multi-location

logistics sites with a head office / central management) apply.

Multi- site certification with sites sampling is only allowed if the specific pre-conditions and rules as published in the "Guideline for multi-site certification for IFS Logistics certified companies" are met. This guideline can be downloaded on www.ifs-certification.com.

3) Multi-legal entity logistics site

In the same physical location, there are multiple legal entities which can have the same scope or not.

Each legal entity shall have its own COID, report and certificate but when they have the same scope it is allowed to perform just one audit (see more details in IFS Logistics v3 Standard, Part 1, Section 2.2.2).

If a contractual relationship between the legal entities exists, the COIDs of each legal entity shall be linked in the IFS Database. If the certificate of one legal entity is suspended/ withdrawn, the certificates of all legal entities shall also be suspended/withdrawn, unless the certification body can demonstrate that the other legal entities are not affected.

4) Logistics site with decentralised structure(s)

A decentralised structure is an off-site facility (for example a cross-docking platform) owned by the company where part(s) of the activities of the logistics services take place.

When the audit of the logistics site is insufficient for gaining a full overview of the company's activities, then all other relevant facilities shall also be audited and included in the audit scope.

Scope of the IFS Logistics Audit

The IFS Logistics Standard Scope applies to all types of **transportation** and **storage services** in the logistics supply chain. This includes but is not limited to

transport by lorry, train, ship or plane and temperature controlled or ambient stable storages.

The IFS Logistics Standard applies to food and non-food products (as defined in Annex 3 of the IFS Logistics v3 Standard). It includes all logistics activities such as loading, transport, off-load, storage, handling and further distribution of products.

In IFS Logistics v3 the audit scope also includes some limited **logistics processing services** which can be conducted **in addition to the main storage service** at the audited site:

- food freezing/thawing processes
- ripening of fruit and vegetables
- simple sorting of fruit and vegetables based on qualitative aspects
- packing of prepacked products
- labelling with regards to the application of existing labels on packed products intended for the final consumer

In addition, the Standard also applies to logistics companies:

- using service providers for their transport and/or storage activities
- organising transport only, without owning transport units
- offering short term storage and/or transport of the container on own container park

The Standard does not apply to the following activities:

- processing of food or non-food products (except for the logistics processing services allowed in the IFS Logistics scope)
- importing and trading of goods (e.g. typical broker companies with purchasing activities)
- transport of living animals

The Audit scope shall be agreed between LRQA and the site before the Audit takes place.

The audit scope shall be clear, unambiguous, and shall fulfil the following rules:

- Include the full activities of the company resulting from all type of logistics services of the site (e.g. transport, incl. type of transport, storage),
- Provide a clear and unambiguous description of all logistics processing service(s), if applicable.
- Include the information about the product scope(s) which is/are handled (food, non-food) and the conditions of the handling (e.g. ambient stable, chilled, frozen).
- Brand information and/or reference to product certifications or labels that are under specific regulations (e.g. Protected designation of origin (PDO), Protected Geographical Indication (PGI), Organic) is not allowed in the audit scope.

All logistics service activities managed under the responsibility of the legal entity, on the same site, shall be included in the scope of an IFS Logistics Audit.

The identification of **exclusions** shall only be an exceptional situation and following these rules:

- They shall relate to logistics services or product scopes.
  Example:
  Dairy products handled on a cross-docking platform are only allowed to be excluded if this product scope is not subject to the audit scope.
- Logistics services are allowed to be excluded as long as they are not an integrated part of other service(s) which are included in the audit scope or if they are carried out for the product(s) included in the audit scope.
  Examples:
  - *It is not allowed to exclude transport of frozen vegetables if the service "storage of*

frozen vegetables" is subject to the audit scope.

- *It is not allowed to exclude storage of fruits if the logistics processing service (e.g. simple sorting of fruits) is subject to the audit scope.*

During the audit, the auditor shall always check if defined exclusions are relevant and if cross-contamination risks from excluded logistics services and product scopes are under control.

Outsourced services in the IFS Logistics Audit Scope

A partly outsourced logistics processing service is defined in the IFS Logistics v3 Standard as a part of a logistics processing service that is carried out at the location of the audited site and which is also being partially carried out off-site by a third-party on behalf of the IFS Logistics certified site.

This also includes logistics processing services which are partly outsourced by a sister company within the same company group.

When the audited site has partly outsourced logistics processing services, control over such processes shall be ensured in order to not compromise product safety, legality, quality and authenticity.

Therefore, when a company has partly outsourced logistics processing services requirement (4.2.4) of the IFS Logistics Audit Checklist (Part 2) applies and shall be evaluated in order to assess if the audited site ensures control over such processes.

In the audit report of the audited site, a description of the partly outsourced logistics processing services and certification status of the third-party shall be provided. If the appointed third-party is IFS Logistics and/or IFS Food certified, their COID (IFS Identification Code Number) shall also be mentioned.

On the certificate of the audited site, the following sentence shall be added to the audit scope, beneath the description of services and products scope(s):

"Besides own logistics processing services, the company has partly outsourced logistics processing services".

Note that storage and/or transportation services carried out by a third-party are considered fully outsourced services and shall be evaluated according to the relevant chapters of the IFS Logistics Checklist, especially requirements 4.2.2 and 4.2.3.

Fully outsourced logistics processing services are activities that are being carried out off-site by a third party and can neither be excluded nor allowed to be mentioned in the IFS Logistics Certification scope.

Audit Duration

The minimum audit duration of an IFS Logistics audit shall be one day (8 hours).

The certification body can increase the audit time based on factors like physical size, type of services, audit scope, number of transport or storage units, number of service providers, number of employees, decentralized structure, language of the audit, initial audit or number of deviations identified during previous audits.

Audit duration reductions can only be made in the exceptional situations listed in the IFS Logistics Standard, Part 1, Section 3.1.

50% of the audit duration shall be spent, as a minimum, in the working area of the site. It can be decreased to 1/3 in case of a reduction of audit duration to 6 hours.

In addition to the audit duration, following time shall be added, at a minimum:

- 2 hours for audit preparation
- 0,5 days (4 hours) for audit report writing.

Type of IFS Logistic Audits

IFS Audit (full on-site):

An IFS Logistic Audit shall always be performed on-site and during consecutive working days, for both announced and unannounced audit options.

IFS Split Audit:

This option is only allowed under exceptional circumstances (e.g. due to a widely acknowledged crisis) and when a full on-site audit is hardly possible.

The on-site part of this audit shall be performed first, followed by a remote part (as maximum within 14 days) using ICT (Information and Communication Technologies).

The company should clarify in advance with its clients whether they accept a certificate based on the IFS split audit.

LRQA auditor will conduct a risk assessment prior to the audit (with two (2) hours duration) to determine if such option is realistic and possible regarding the use of ICT.

Additionally, at least two (2) hours of audit time must be added to the calculated audit time to cover the time needed for the split approach.

Initial Audit:

- **"First" initial audit**
  Audit of a site that has no previous IFS Certification history.
- **"New" initial audit**
  Audit that is performed after interruption of cycle or after failed certification audit (KO or >1 Major or <75%), failed follow-up audit or failed extension audit.

Recertification audit

Audit to renew the existing certificate after re-evaluating all requirements.

The period during which a recertification audit shall take place is shown on the certificate and the audit shall be performed during this period in order to maintain the certification cycle.

Follow-up audit

Audit to be conducted when one Major non-conformity was scored during the main audit and the total score is ≥75%.

It is an on-site audit focused on the review of the implementation of actions taken to solve the Major non-conformity.

It shall be performed no earlier than six (6) weeks and no later than six (6) months after the main audit. If this deadline is not fulfilled or if the logistics site decides not to perform a follow-up audit, a full new initial audit shall be performed.

If the follow-up is successful, the site can only receive a certificate in Foundation Level (even if the final total score is ≥ 95%).

If the follow-up is failed, a new initial audit shall be performed and scheduled no earlier than six (6) weeks after the follow-up audit.

Extension audit

Additional on-site audit to extend the current certification scope (for example: to add logistics services/activities not operating during the main certification audit, to audit a decentralised structure that could not be covered in the main audit, when there have been significant changes in the logistics services and/or environment).

Announced and Unannounced Options

- **Announced:** the announced audit is conducted at a time and date agreed between the production site and LRQA and shall be performed on consecutive days.
- **Unannounced:**
  o **Re-certification audits:** the unannounced audit shall be performed within a time window of [–16 weeks before audit due date; + two (2) weeks after audit due date] and shall take place without prior notification of the date to the production site, to ensure the unannounced character of the audit.
  o **Initial audits:** the company can agree with LRQA the start of the unannounced window and the certificate validity will be calculated

from the last day of the Audit date within the chosen time frame.

An "initial" unannounced registration can also be done to adjust the window with operational periods, get alignment with the unannounced audit timeframe of other certification standard (e.g. combined audits) or due to a missed unannounced re-certification registration.

All IFS Checklist Requirements shall be implemented before the unannounced audit window starts.

The unannounced audit shall be performed on consecutive days and shall start and end within the unannounced window to be considered unannounced.

At least once every third IFS Logistics Audit is to be performed unannounced, starting 1st January 2021 (regardless of the IFS Logistics Standard Version).

A failed announced audit does not count towards the "at least every third audit unannounced rule".

An unannounced audit counts towards this rule no matter if the result is passed or failed.

LRQA decides in which year the first mandatory unannounced audit will be performed and informs the site at least six (6) months before the audit due date.

The mandatory unannounced audit frequency shall be fulfilled, even if the site (COID) changes certification body.

The selection of the unannounced option shall be registered in IFS Database. To make this registration, the site is responsible to send to LRQA the following information at latest four (4) weeks before the start of the unannounced audit time window:

- Name(s) of the on-site person(s) to be contacted at the site.
- If needed, blackout period of a maximum of ten (10) working days when the logistics site is not available for audit, as well as non-

operating periods. The ten (10) working days can be split into a maximum of three (3) periods.
- If a logistics site has seasonal/sporadic service(s), the expected dates of those activities shall be notified. Providing a blackout period is not permitted in this situation and the unannounced audit shall take place at any time during this seasonal/sporadic period.

If a site denies the auditor access (apart from "force majeure"), the currently valid IFS Certificate shall be withdrawn by the responsible certification body within a maximum of two (2) working days of the audit date. All stakeholders with access to the IFS Database and with the respective site in their favourites' list will receive an e-mail notification from the IFS Database, informing them that the current certificate has been withdrawn. This information will be visible in the site's history in the IFS Database. The site will be invoiced by LRQA for the total cost of the audit.

Apart from this minimum mandatory frequency, unannounced audits may be performed more frequently based on the site decision.

The **IFS Star status** is introduced in IFS Logistics v3 to indicate that the audit was unannounced. A star will be visible in the IFS Database and on the IFS Certificate.

Audit Preparation

Before the audit, the auditor has 2 hours for audit preparation and the site can be asked to provide g information to help the auditor to plan the audit (e.g. summary of critical control points, site data (e.g. shift patterns, schedules, etc.), summary of complaints, etc.)

Our auditor will send an audit plan prior to the audit (unless the audit is unannounced).

The IFS Audit and Certification Process

The realisation of the IFS Logistics Audit shall take place at a time when it is ensured that all logistics service(s) and product scopes as mentioned in the report and on the certificate, can be effectively audited

The audit shall be scheduled based on the following steps:

- Opening meeting. The opening meeting and the evaluation of the existing product safety and quality management system shall be kept short to allow the auditor to start with the on-site evaluation as soon as possible (typically 30 minutes after entering the site).
- Evaluation of existing product safety and quality management system, achieved by checking documentation (e.g. HACCP plans, quality management documentation, etc.).
- On-site evaluation: detailed observation of all on-site working areas, logistics activities, which includes interviews with the working personnel and the gathering of information on key activity parameters, such as monitoring of critical control points (CCPs) and other control measures to be cross checked with the product safety and quality management system information.
- Documentation and record review and inspection: evaluation of documents and procedures, cross checking of documents and records based on investigations and findings from the on-site evaluation.
• Final conclusions drawn from the audit.
- Closing meeting: the auditor (or lead auditor for an audit team) shall present all findings at the end of the audit and discuss all deviations and non-conformities (Major and/or D evaluation of a KO requirement)

which have been identified during the audit.

The logistics site shall assist and cooperate with the auditor during the audit. Personnel from different levels of management and operative levels shall be interviewed as part of the audit. The most senior manager present on the date of the audit shall be at the opening and closing meetings so that any deviations and non-conformities can be discussed.

Sampling

Audit work uses sampling techniques, and thus statistically it is possible that issues will remain unidentified during an audit.

Please consider this as you carry out your own internal audits.

IFS Scoring system

In the IFS Logistics Standard, there are six (6) scoring possibilities and the option of non-applicability.

Points are awarded for each requirement according to the following chart:

Result	Explanation	Points
A	Full compliance.	20 points
B (deviation)	Almost full compliance.	15 points
C (deviation)	Part of the requirement is not implemented.	5 points
D (deviation)	The requirement is not implemented.	– 20 points
Major (non-conformity)	A Major non-conformity can be issued to any regular requirement (which is not defined as a KO requirement) for these reasons: •There is a substantial failure to meet the requirements of the standard, which includes but is not limited to product safety and/or the legal requirements of the destination countries. •A process is out of control which might have an impact on product safety.	Major non-conformity will subtract 15% of the possible total amount; the certificate cannot be issued.
KO requirements scored with a D	The requirement is not implemented.	KO non-conformity will subtract 50% of the

(non-conformity)		possible total amount; the certificate cannot be issued.
N/A Not applicable	The requirement is not applicable. N/A can apply to any requirement, except for KO requirements (exception is KO 2.3.8). The auditor shall provide an explanation in the report.	Not included in the calculation of the total score.

Non-conformities

There are two kinds of nonconformities:

- **KO (Knock out)** - 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.
- **Major** –can be given to any regular requirement (which is not defined as KO requirement) when:
  - o There is a substantial failure to meet the requirements of the standard, which includes but is not limited to product safety and/or the legal requirements of the destination countries.
  - o A process is out of control which might have an impact on product safety.

If one or several Major non-conformities has / have been issued and / or one or several KO requirement(s) is / are scored with D during the Audit, the following rules apply:

- The current IFS Certificate shall be withdrawn in the IFS Database by the certification body as soon as possible, and at latest two (2) working days after the last day of the recertification Audit.
- The report shall be uploaded to the IFS Database.

- In the IFS Database, the certification body shall provide explanations in English about the reasons for withdrawing the current certificate.
- Note: All IFS Database users with the respective company in their favourites list will receive an e-mail notification (with explanations about the identified non-conformities) from the IFS Database, informing them that the current certificate has been withdrawn.

Action Plan

The auditor and/or certification body shall issue the action plan (with the list of findings) to the company at latest within two (2) weeks from the last audit day.

The company shall forward to the auditor a completed action plan, including evidence of corrections, as latest in four (4) weeks of having received the action plan.

The completed action plan shall include:

- Evidence of implementation of corrections and proposed corrective actions for all deviations (B, C, D), KO requirements scored with B and for non-conformities (Major or D evaluation of a KO requirement) listed by the auditor.
- Responsibilities and implementation deadlines for both corrections and corrective actions.

When completing the action plan, consider the difference between "Correction" and "Corrective Action" given in the IFS Glossary:

- **Correction**: Action to eliminate a detected deviation and/or non-conformity. The correction shall be implemented, at latest, before the certificate is issued.
- **Corrective Action**: Action to eliminate the cause of a detected deviation and/or non-conformity. The corrective action shall be

implemented, at latest, before the IFS recertification audit.

Examples of acceptable evidence for the implementation of corrections:

- Training records
- Updated procedures with traceable modifications
- Before and after pictures
- Evidence (e.g. e-mail) of communication of documents to the relevant personnel
- Internal audit or inspection report
- Invoices of repairs. Note that offers of repairs are not accepted, as it is only proof of the intention of correction, not evidence of correction
- New monitoring procedure (e.g. for a damaged infrastructure)
- For an updated document, it may be necessary to get evidence of training and/or communication related to the updated document for the company personnel, in case other personnel/departments have to work with it
- For an updated form, based on its importance and frequency of use, it may be necessary to send it to the certification body / auditor.

If the evidence of the corrections and/or corrective actions are not valid or inadequate, and/or if the dates of implementation are not relevant, the auditor shall return the action plan to the company for completion in due time. If the action plan is not completed and released in due time, certification may not be issued.

Technical Review

A technical review of the report shall be conducted by a nominated reviewer from LRQA.

Based on the result of the technical review, the nominated reviewer can recommend the issuance of an IFS Certificate or not.

The final decision of awarding the IFS certificate is dependent both on final scoring and on relevance of corrective action plan communicated by the company to LRQA. The decision is made by person(s) other than those who have carried out the audit.

Scoring and conditions for issuing the IFS Certificate

Audit result	Result	Issue of Certificate?
Total score is ⩾ 95%	Passed at IFS Logistics Higher Level	Yes, certificate at higher level, 12-month validity.
Total score is ⩾ 75% and < 95%	Passed at IFS Logistics Foundation Level	Yes, certificate at foundation level, 12-month validity.
Maximum one Major and total score is ⩾ 75%	Not passed unless further actions taken and validated after follow-up audit	Certificate at foundation level, if the Major nonconformity is effectively solved during the follow-up audit.
> one Major and/or total score is < 75%	Not passed	No, full "initial" audit to be agreed
At least one KO requirement scored with D	Not passed	No, full "initial" audit to be agreed

The time between the date of the audit and the awarding of certificate is between 6 up to 8 weeks.

Each certificate has a QR-code with a verification link to the IFS Database.

IFS Database

LRQA must upload each audit report, action plan and certificate to the IFS audit portal. Each certified company will receive access with a dedicated password.

Information about the company and its employees is stored in the IFS Database in line with the General Data

Protection Regulation, please check § *Duties of the Certification Body within the framework of IFS auditing and certification: Information on Data Privacy Protection.*

IFS Logistics v3 Audit Checklist (main updates compared with IFS Logistics v2.3)

IFS has published a document comparing IFS Logistics v2.3 and v3 checklists, it is available in IFS website.

The total number of requirements has been reduced from 153 to 132 requirements.

51 requirements have been merged or deleted.

88 requirements have been modified and 19 requirements are new:

1.2.4 Notification of changes

2.1.1.1 Document management procedure

2.2.2.2 HACCP team training

2.2.3.7 Control measures monitoring

2.2.3.9 HACCP plan validation

4.1.1 Customer focus

4.1.3 Customer agreements

4.2.3.4 Transport third/party service provider

4.2.4.1/4.2.4.2/4.2.4.3 Partly outsourced logistics processing services

4.3.7 Logistics processing services of labelling

4.5.1 Product fraud and product defence responsibilities

4.5.5 Product fraud and product defence assessment review

4.7.2.5 Non-potable water / recycled water

4.8.2 Hygiene requirements for transport vehicles and equipment

4.14.2 Equipment and utensils compliance

5.5.1/5.5.2 Quantity control monitoring

KO requirements have been reviewed (1 new, 1 replaced, 1 deleted, 3 modified):

KO nº1 - 1.2.1 Governance and commitment

KO nº2 - 2.2.1.1 Product safety management system

KO nº3 - 2.2.3.6 Monitoring system of each CCP

KO nº4 - 4.1.3 Customer agreement (NEW)

KO nº5 - 5.1.1 Internal audits

KO nº6 - 5.9.2 Corrective actions

Other content changes have been:

- Terminology clarification: "Documented, Implemented, Maintained" added in 21 requirements: 2.1.1.1, 2.1.1.2, 2.2.3.6, 2.2.3.9, 2.2.3.10, 3.2.1, 4.1.4, 4.3.1, 4.3.5, 4.4.1, 4.5.2, 4.5.3, 4.5.4, 4.10.1, 4.13.1, 5.1.1, 5.3.4, 5.6.1, 5.7.1, 5.8.1, 5.9.1
- Terminology clarification, "annually" replaced by "At least once within a 12-month period or whenever significant changes occur" in requirements: 1.3.2, 2.2.3.10, 4.2.1.2, 4.5.5, 4.4.3
- Terminology clarification: "annually" replaced by "Within a 12-month period with an execution not exceeding 15 months" in requirements: 1.3.1, 5.1.1, 5.7.2
- Terminology clarification, introduction of "risk-based" or "based on risks" (documented explanation expected) in requirements 3.2.1, 3.2.2, 3.2.4, 4.2.1.1, 4.2.3.4, 4.7.2.1, 4.7.2.4, 4.8.1, 4.8.2, 4.8.7, 4.10.1, 4.11.1, 4.12.2, 5.2.1
- Distinction between" competent" or "trained" made in requirements 2.2.2.2, 4.2.1.1, 4.2.4.3, 4.8.6, 4.10.2, 5.1.2, 5.6.2, 5.7.1.
- Part of the requirements dedicated only for Food scope: 1.3.2, 2.2.1.1, 2.2.3.9, 3.4.2
- Terminology clarification, former "such as" is now "for example" and means "recommended", e.g. requirement 4.2.1.1,

4.2.2.1, 4.2.3.1, 4.2.3.3, 4.2.4.3, 4.8.7, 4.10.1, 4.12.1, 5.2.1, 2.2.3.10

- Terminology clarification "at a minimum" means "mandatory" in requirement 1.1.1, 1.2.4, 1.3.1, 1.3.2, 3.2.1, 4.1.4, 4.2.1.1, 4.2.4.3, 4.5.4, 4.10.1, 4.11.3, 5.1.1, 5.7.1.

Use of IFS Logos

The copyright of IFS Logistics and the registered trademark are fully owned by IFS Management GmbH. The IFS Logos shall be downloaded via the secured section of the IFS Database.

Terms and conditions for using the IFS Logistics logo and communication about the IFS Logistics certification are laid out in IFS Logistics v3 Standard, Part 1, Section 6.

The auditor shall check compliance with these terms and conditions during the audit. The results of this check shall be described in the company profile of the audit report. If the auditor identifies that the company does not fulfil those terms and conditions, IFS shall be informed accordingly.

Suspension and withdrawal

An IFS Certificate shall be withdrawn by LRQA in the situations such as:

- When any information indicates that the logistics services/activities may no longer comply with the requirements of the certification system, especially in case of non-conformity(ies) identified during the audit (main or follow-up audit) or when access is denied (apart from force majeure).
- In case the logistics activities have stopped and moved to a new location.
- In case of cancellation of the certification contract (between the certification body and the company).

An IFS Certificate shall be suspended by LRQA in the situations such as:

- In case of pending investigations by the certification body, following a product safety incident or other event.
- For the certificates of all companies linked to a head office / central management when a non-conformity is issued during the audit of the head office / central management.
- In case of non-payment for the current audit by the audited company.

If the suspension is lifted, LRQA shall make all necessary modifications to public information, authorisations for use of brands, etc., in order to ensure transparency and that the logistics services/activities continue to be certified.

If a decision to reduce the scope of certification is made as a condition of reinstatement, LRQA shall make all necessary modifications to formal certification documents, public information, authorisations for use of brands, etc., in order to ensure the reduced scope of certification is clearly communicated to the client.

Complaints and Appeals

Information on LRQA Complaints and Appeals procedure is available in our website.

Complaints can be sent to LRQA through an online form.

Complaints can be sent to IFS using the Complaint form in IFS Database.

Notification requirements: product recalls/withdrawals, product safety incident and main changes

During the certification cycle, the senior management of the production site shall ensure that LRQA is informed in due time about changes in organisation and management, important modifications on services/activities, changes in contact details, new address of the production site, etc.

The company shall inform LRQA within 3 working days about these situations:

- **any product recall /withdrawal initiated by the logistics company owning the product or if a failure/non-compliance of the certified site is causing the incident resulting in a recall/withdrawal.**
- **any visit from authorities which results in mandatory action connected to product safety, and/ or product fraud.**

Failure to comply with the notification deadline may result in the IFS certificate suspension.

Incidents and recalls/withdrawals must be reported via our website through our recall/incident notification form.

The notification form can be reached from your local LRQA website. From the home page click on 'Contact Us' to find a link to the form or use the search bar at the top right of the home page.

If no local LRQA website exists in your area, please use our global LRQA website at http://www.lrqa.com to notify LRQA of your recall/incident.

After receiving such notifications from the sites, LRQA shall:

- Inform IFS Management GmbH, via a dedicated form in IFS Database, within three (3) working days after receiving the information from the site.
- Communicate to IFS Management GmbH the root cause analysis and progress report of the investigation within ten (10) working days (after submitting the form).

In some cases, a special additional audit may be performed by LRQA to evaluate the information provided by your company i.e., summary of measures is comprehensible, and the quality and safety of the affected product(s) is maintained. The information provided is the base to enable LRQA decision to suspend or to maintain your IFS Certificate(s).

IFS Integrity Program

The IFS Integrity Program includes different measures to ensure the quality of the IFS Standards by reviewing IFS Audit Reports of certified companies and also by using several measures to analyse the performance of certification bodies and auditors. The majority of the IFS Integrity Program activities follow a risk-based approach (risk-based monitoring), with a smaller portion based on complaints and/or whistle-blowers (complaint management). The IFS Integrity Program strengthens the reliability and confidence of the IFS Standards by monitoring their implementation in practice.

Among the activities of the IFS Integrity Program there are:

IFS Integrity On-site Checks

IFS Integrity On-site Checks are carried out to evaluate IFS certified sites and can be organized risk-based or following complaints. These checks are generally unannounced (announcement by email 30 minutes before start), but in some special cases, they might be performed on an announced basis (generally announced 48 hours before).

These checks are conducted by independent auditors directly commissioned by IFS Management within the IFS Integrity Program activity.

Please be aware there will be an intensification of rules which determine the access for Integrity Program (IP) auditors when performing an integrity on-site check:

- If the auditor has to wait 30 mins (up to 59 mins) before starting the Integrity onsite check a deviation will be raised by the IP auditor.

Note 1: 'Starting' refers to the check itself (entry to the facility), not the site tour.

Note 2: The deviation shall be raised against IFS Food V7 KO-requirement 1.2.1 (C-deviation), respectively related requirements of other IFS Standards.

- If the Integrity onsite check cannot be started one hour after arrival at the site (no entry to the facility), the integrity onsite check is classified as "non-realizable" which needs to be considered as a breach of certification contract.

Note: A breach of certification contract is likely to result in certificate suspension / withdrawal by the responsible certification body. As per IFS Framework Agreement, every certification body has signed with IFS Management GmbH, certification bodies are obliged to ensure that all activities of the IFS Integrity Program can be conducted.

If KO or Major non-conformity(ies) is/are issued in the Integrity On-site Check, the responsible certification body is obliged to suspend/withdraw (depending on number and severity of the issues) the current IFS certificate within 3 working days after receipt of the result. The certificate can only be re-issued based on an on-site investigation audit carried out at the respective company by an auditor of the certification body and objective evidence has to be provided to IFS that the Major or KO non-conformity issue(s) is/are no longer valid and that sustainable improvement by adequate measures has been reached. IFS Management has the right to finally decide about the acceptability of the proofs.

Confidentiality

We will not disclose any of the information we gather about your organisation, including the contents of reports, to any other party, except as required by the accreditation body and IFS Management GmbH. The IFS Certificate Programme Owner and accreditation body reserve the right to audit any of our IFS clients and contractually you must allow all auditors visiting the site to be witnessed either by our accreditation body, IFS Management and LRQA.

Duties of the Certification Body within the framework of IFS auditing and certification: Information on Data Privacy Protection

LRQA is aware that IFS MANAGEMENT is storing and using data from companies which have been certified by Certification Body ("Relevant Persons").

LRQA is obliged to fulfil its and IFS information duties with regard to data protection by handing over the "Information on Data Protection" as required in annex 1 of Framework Agreement on the auditing and certification of the International Featured Standards (IFS) as stated below:

"IFS Management GmbH informs you that data about you (name, contact data, position within your company) will be stored at IFS Management GmbH ("Data").

This is done in conjunction with the auditing against an IFS standard of your company. The Data is included in the audit report that IFS Management GmbH receives from your company, the auditor or the certification body.

II. (1) Name and contact details of the responsible company

IFS Management GmbH, Am Weidendamm 1A, 10117 Berlin,

Phone: +49 (0) 30 726 250 74,

Fax +49 (0) 30 726 250 79,

dataprotection@ifs-certification.com

www.ifs-certification.com

III. (2) Contact data of the data protection officer

Nils Gustke,

Gesellschaft für Personaldienstleistungen mbH,

Pestalozzistraße 27, 34119 Kassel,

Telefon +49 (0) 561 7896868,

Telefax +49 (0) 561 7896861,

gustke@gfp24.de,

www.gfp24.de

III. (3) Processing purposes

IFS Management GmbH stores the data for internal administrative and own business purposes. The Data, together with the audit reports, document that your company has been audited against a specific audit of an IFS standard.

III. (4) Legal basis

The processing of the Data is permitted in accordance with article 6 (1) (f) GDPR. The processing of the Data is necessary so that IFS Management GmbH can maintain its legitimate interests (internal administration and own business purposes).

III. (5) Data origin

You have provided the Data to your company or to an auditor in connection with the auditing of your company. IFS Management GmbH receives the audit report from your company, the auditor or the certification body.

III. (6) Duration of storage

The Data is stored by IFS Management GmbH as long as Data on your company are available in the IFS portal at www.ifs-certification.com or as long as the certification body which has certified your company or the auditor who has audited your company are still active for IFS Management GmbH. IFS Management GmbH also stores the data if it is obliged to store the data due to statutory retention periods. The statutory retention periods are six years according to section 257 German Commercial Code (HGB) and ten years according to section 147 German Tax Code (AO).

III. (7) Rights of the person concerned

If the legal requirements are met, you are entitled to the following rights under articles 15 to 22 GDPR: rights to information, rectification, erasure, restriction of processing, object and data portability.

III. (8) Right of appeal to the supervisory authority

You have the right to complain to the supervisory authority in accordance with article 77 GDPR if you consider that the processing of your Data is not lawful. The address of the supervisory authority responsible for the IFS Management GmbH is:

Berliner Beauftragte für Datenschutz und Informationsfreiheit (Commissioner for data protection and freedom of information), Friedrichstr. 219, 10969 Berlin.

Disclaimers

We have taken care to ensure that the information in this Client Information Note is accurate at the time of issue. However, the requirements that this document is based on can change. If in doubt, please contact your local office to ensure that you have the latest version.

If any of the links in this document do not work, please copy the address to your browser.

LRQA is a trading name of the LRQA Group of entities. Services are provided by members of the LRQA Group, for details see the LRQA website.