General
Bureau Veritas Certification offers certification audits as described in the relevant FSSC Standards current version covering, respectively:
- Food Safety
- Packaging and Packaging Materials
- Retail
- Catering
- Transport and storage
- Feed
- FSSC-Quality

To achieve their certificate of approval the client must demonstrate compliance to the standard and the relevant PRP. 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 FSSC 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 marketed or distributed by the client under their name are considered to be Factored items. These can normally not be considered within the scope of Audit for FSSC Certification.

Audit Process
The details of the services to be provided will be agreed between the client and Bureau Veritas Certification. For the planning of unannounced audit, the black-out days defined by the client will be respected.

To provide a general guide outlined below are the key stages of the Audit process.

Audit program
The audit programme includes a two-stage initial audit, surveillance audits in the first and second years, and a recertification audit in the third year prior to expiry of certification or within 6 months following expiry. Surveillance audits shall be conducted once a calendar year and the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date. During this audit, Bureau Veritas certification shall assess and report on conformity with all Scheme requirements including the use of marks and references to certification. At least one of the two annual surveillance audits shall be unannounced. If not all audit objectives are fulfilled during an unannounced audit, an additional audit shall be performed of which the nature shall be determined by the Bureau Veritas certification.

All activities covered by the scope shall be audited (including seasonal activities)

Audit team
The audit team shall be appointed and composed of auditors who between them have the totality of the competences identified for the certification of the client. BVC shall provide the name of and, when requested, make available background information on each member of the audit team, with sufficient time for the client to object to the appointment of any particular auditor or technical expert and to allow BVC time to reconstitute the team in response to any valid objection.

Audit:
An audit plan will be provided prior to the commencement of the audit except for unannounced audits. 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. Non-conformities (minor, major, critical) could be identified and discussed. The lead auditor will prepare and present to the client’s management a report of the audit, their findings and the scope of audit and seek agreement on the nature of any corrective actions to be taken, where necessary. If a follow-up audit is necessary these will be subject to an additional fee.

Closing of non-conformities
The client shall provide to the Lead Auditor:
- Minor: the client must provide Bureau Veritas Certification with objective evidence of an investigation into causative factors, exposed risks and the proposed corrective action plan (CAP) within three (3) months after the audit. Corrective action (CA) shall be implemented by the client within 12 months after the audit.
- Major: the client must provide Bureau Veritas Certification with objective evidence of an investigation into causative factors, exposed risks and the proposed CAP within 14 days after the audit. Corrective action shall be implemented by the client within 14 days after the audit. The major nonconformity shall be closed by Bureau Veritas Certification within a further 14 days after implementation of the corrective action by the client. The client shall submit objective evidence of implementation to Bureau Veritas Certification.
- Critical: When a critical nonconformity is issued at a certified site the certificate shall be immediately suspended for a maximum period of six (6) months. When a critical nonconformity is issued during an audit, the client must provide Bureau Veritas Certification with objective evidence of an investigation into causative factors, exposed risks and the proposed CAP within 14 days after the audit. A follow-up audit shall be conducted by Bureau Veritas Certification within the six (6) month timeframe to verify the closure of the critical nonconformity. The certificate shall be withdrawn when the critical nonconformity is not effectively solved within the six (6) month timeframe. In case of a certification audit, the full certification audit shall be repeated.

Audit Reporting
Following each audit, Bureau Veritas Certification will deliver full audit reporting to the client. The client allows Bureau Veritas Certification to upload the audit report into FSSC database. The client also allows Bureau Veritas Certification to forward the audit report to the accreditation body (UKAS).

At the end of the audit, the auditor can only provide an objective evidence of implementation to Bureau Veritas Certification

Bureau Veritas Certification FSSC Terms & Conditions
(ISO 17021 Management system Certification)

GP01 FSSC rev 1.1

September 20, 2018
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 completed. Failing this, Bureau Veritas Certification reserve the right to re-audit the premises at the client costs. Certification cycle begins with the certification decision and ends 3 years later minus one day. 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 utilise the 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.

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 programme
- An accreditation body auditor supervising the lead auditor as part of usual accreditation programme
- A FSSC representative supervising the lead auditor as part of FSSC’s integrity programme.

Refusing such arrangements may result in the certificate of Approval being withdrawn and/or legal action being taken.

Significant changes

The client shall report any significant changes that affect the fulfilment of the requirements for the certification to Bureau Veritas Certification within three working days. Significant changes that could require extension or changes to the scope statement and details on the certificate, and thereby in the FSSC 22000 Register of Certified Organizations, include:
- Legal, commercial, organizational status or ownership
- Organization and management (e.g. key managerial, decision-making or technical staff),
- Organization name, contact address and site details,
- Scope of operations and product categories covered by the certified management system (extension or reduction),
- Management system and/or processes,
- Any other change that renders the information on the certificate inaccurate.

The client shall seek the advice of Bureau Veritas Certification in cases where there is doubt over the significance of a change.

Incident notification

The customer shall inform Bureau Veritas Certification about serious events that impact the integrity of the certification and the client’s entry in the FSSC 22000 Register of Certified organizations. The client shall report immediately serious events to Bureau Veritas Certification. Serious events include
- Legal proceedings with respect to product safety or legality,
- Product withdrawal or recall related to food safety and/or legality,
- Major threats to business continuity such as an earthquake, fire, flood, tsunami, force majeure etc.

BV reserves the right to perform additional visits/audits in case conditions to maintain certification are no longer met.

Suspension or reduction of scope certification

In case of suspension or reduction of scope, Bureau Veritas will instruct the client to take appropriate steps in order to inform its clients through various forms of communication such as advertising and product labelling where applicable. The client could be suspended if the audit program is not respected (audit refused). If the client refuses to participate in the unannounced audit, the certificate will be suspended immediately, and Bureau Veritas Certification will withdraw the certificate, if the unannounced audit is not conducted within a six-month timeframe.

If access is denied to the auditor, the certified organization will be liable for all costs.

Withdrawal of certification

Bureau Veritas Certification reserves the right to withdraw 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

Should the client wish to appeal against or dispute the decisions of Bureau Veritas Certification they should do so in accordance with the Bureau Veritas Certification appeals procedure. Bureau Veritas Certification complaint procedure is available on request from the clients local office. If the client still not agrees after the appeal is processed, an appeal can be made directly to FSSC.

Confidentiality

Client’s information shall not be disclosed to a third party, unless the client gives prior consent and is notified in advance, in case of requirements from local law or FSSC. The client accepts that FSSC displays information about certification status on FSSC website.