Food Product Recall Management

- Directory of certified clients managed by I&F Performance
- List of valid certificates managed by local certification entity

Tableau - Siebel
1 Audit Process

Appropriate information is accessible to provide public with confidence in BVC certification activities, as per generic rules defined below, and additional instructions for specific products.

Following information is available on BV website:

- Audit process
- Processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification as well as expanding and reducing the scope of certification
- List of certification activities (certification schemes, products)
- List of countries where BVC operates with links to local certification entities
- The use of BVC’s name and certification mark and logo
- Processes for handling requests for information, complaints and appeals
- Policy on impartiality

BVC does not recommend making the list of certified clients available on website for competition issues, however this information, as well as information about suspensions and withdrawals, is available to interested party by contacting the local certification entity.

Every local certification entity indicates how an interested party may confirm the validity of a certificate. The first instance is by contacting the local certification entity that delivered certificate.

2 Directory of Certified Clients

The list of valid certificates is collected and updated on an annual basis. This list is not public but may be provided upon a valid request. Local certification entity maintains its own list following rules described below, with numbers of certificates issued, suspended and withdrawn.

2.1 Global List

A consolidated directory of clients certified by BVC is maintained centrally by SSC under I&F Performance Department. This is updated on an annual basis, in January, with:

- Information extracted from Tableau
- Lists maintained by local certification entity not using Tableau

The process to collect this information is the following:

Entities using BI Portal Tableau

A specific report is set to extract this information centrally. (Local Reports / CER BL / SC100 List of certificates)

Entities not using Tableau:

Certificate lists are collated annually from non-Siebel entities and retained on the central (S) drive. These lists are not updated other than annually however a fully updated directory may be obtained at any time upon request from non-Siebel local certification entities.
2.2 Lists managed by Local Certification Entities

Entities using Tableau:
Information on certificates issued by entities using Siebel is available through a reporting function.

Entities not using Tableau:
Entities may use different methods to create their local directory but as a minimum the information retained must include:

- Client name
- Relevant standard
- Scope and geographical entity for each client or the geographical entity of the HQ and any sites for a multi-site client or identification of the product
- Current status of certification

3 Additional rules specific to product

3.1 Communication with the clients

Management of change for FSC
After receiving information from FSC or ASI about main changes affecting Bureau Veritas FSC certified clients, Bureau Veritas informs all affected their clients of changes to FSC certification requirements or its own procedures affecting certification requirements, within thirty (30) calendar days. BVC will use the email recorded on FSC database. This also includes any change of accreditation scope.

Management of change for FSSC 22000
When there’s new information or changes with regard to the requirements in the Scheme, Bureau Veritas communicates to all their FSSC certified organizations and auditors, within a period of 1 month.

When BVC received information from the client about any significant changes that affect the fulfilment of the requirements for the certification, the reported changes are reviewed, and BVC must decide upon the significance and consequences for conformity with the Scheme requirements, whether or not additional verification activities are necessary. BVC must also decide also whether or not certification changes of scope shall be granted. If granted, the current certificate will be replaced by a new certificate using the same expiry date as detailed in the original certificate. The organization’s entry in the FSSC 22000 Register of Certified Organizations will be updated accordingly.

Management of food product recall (for GFSI standards)
If the client is on a process of product recall, he shall complete the form “Food Product Recall Management” and send it to ICC/LAO within 3 working days.

3.2 List of certified organizations

3.2.1 CDM Certification
CDM project activities for which BVC/ BV India has carried out validation, verification and certification are accessible on BV India website.

The current Climate Change Organigram of BV India as a DOE is available on BV India website. Procedure for complaints and appeals handling is available in Bureau Veritas Corporate and on India website for CDM.

3.2.2 FSC Certification
BVC sets a link to the FSC database of registered certificates (www.fsc-info.org).
3.3 Information about FSC standards to be followed

BVC publishes or provides links to the following on its website

a) BV FSC FM generic standard;
b) BV FSC FM locally adapted standards;
c) A list of forest areas for which BVC is contracted to evaluate for conformity with FSC standards, provided in English;
d) Locally adapted generic FSC FM standard used for the evaluation of each certificate holder;
e) FSC FM public summaries of its FSC FM certificates holder (www.fsc-info.org).
f) Link to FSC Website

Each year, the review of those documents is done to ensure that the version indicated in the list is the last updated one.

These documents shall appear in the Local Office (LO) websites managing FSC products through 2 solutions:

1. The LO creates a link to the BVC global office website or;
2. The LO upload in its local website these documents last version and add the FSC database address