

IN - SQF Terms and Conditions



Author/Owner:	Business Manager	Type:	Information
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ATTACHMENT B

CICS Americas Inc. ("CICS") Terms and Conditions applicable for SQF Certifications:
November 2022

In Addition to the "Standard CICS Terms and Conditions" found on our website, the following document defines the general additional Terms and Conditions applicable for SQF Certifications. **Your site shall:**

1. Notify CICS at clientresponse@cics-americas.com and SQFI in writing at foodsafetycrisis@sqfi.com within twenty-four (24) hours if your site initiates a food safety event that requires public notification, such as a Class I or Class II recall or receives a regulatory warning letter.
2. Communicate in writing any changes such as modifications to the product formulation, changes to the manufacturing process, or to the safety and quality system, any of which may affect the conformity of the product.
3. Communicate in writing any objection to the designated SQF auditor.
4. Notify CICS (including details of changes in site management and personnel) and apply to retain SQF Certification and your existing certification number if the ownership of your certified site changes within thirty (30) calendar days of the change of ownership. Consent to have your SQF Certificate of Registration details accessible and publicly available via the SQFI website.
5. Provide or make accessible to CICS or the designated CICS auditor all the documented procedures to comply with the Site's applicable SQF Code requirements (Including site audits, re-assessments, or surveillance visits).
Be aware that e-mail and the SQFI Database is the formal mechanism to provide CICS the correspondent evidence for the close out of any documented non-conformity.
7. Be aware that in case of Appeals, some information related to your audit results could be shared with the CICS Board members.
8. Maintain records of any complaint made known to the Site relating to a product's compliance with the requirements and make these records available to CICS when requested;
9. Take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification;
10. Document the actions taken.
11. Be aware that audit frequency will be determined according to the Site's applicable SQF Code section: Audit Score.
12. CICS recognizes as objective evidence; any verifiable information supported by records, procedures, test results, measures of monitoring devices, and effectiveness of the implemented controls. Verbal evidence as a result of the interviews performed will be subject to be confirmed by the above description of the objective evidence. The auditor will record the objective evidence taken as proof of compliance.
13. Non-conformities: where the SQF auditor finds deviations from the requirements of relevant modules of the SQF Code, the auditor advises you of the number, description, and extent of the non-conformities. Non-conformities criteria and categorization are described in part A of the applicable Site's SQF Code Section: Non-conformances.
14. Be advised that CICS has a procedure for appeals and complaints and is publicly available through CICS Website. Should you require to file an appeal or complaint regarding the service provided by CICS, please email clientresponse@cics-americas.com to receive instructions for filing.
15. As per section 6.1, Certification Body Personnel of the SQF Criteria for SQF Certification Bodies, our auditor may be required to be witnessed. When necessary, the Site will be required to assist us in this continuous improvement process.
16. All information provided in this Proposal is confidential and not for public release or access. This data will be utilized only by SQFI, ANSI, and GFSI, to the improvement of CICS' performance and the improvement of the SQF program. Only with the Site's authorization can CICS release audit data to any entity other than SQFI, ANSI, and GFSI, unless required by law.
17. Ensure Code fulfillment while certified and implement appropriate changes when communicated by CICS or the SQFI.
18. Review and notify CICS if Certificate is inconsistent with the scope.
19. Be responsible for reading and understanding provided (with Certificate) guidelines for the use of Logos/Marks.
20. Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and acts as required by CICS "Guidelines for the use of Logos-Marks relating to SQF Certification."
21. Provide entire documents to their certification scheme when providing copies to others.
22. Do Not use its product certification in such a manner as to bring CICS into disrepute, and do not make any statement regarding its product certification that CICS may consider misleading or unauthorized.
23. If payment of invoices generated is not covered within 30 days of the invoice submission date, CICS will add a late fee of 3% recharge on your invoice. Additionally, your SQF Certificate will be suspended in the SQF assessment database until all invoices are fully paid.
24. Any extension required by the Site that implies extra time from the auditor to review and/or approve corrective actions may incur additional costs. All related costs will be charged based on the Proposal's man-day rate.
25. To terminate this two-year (3 audit cycle) agreement, you may give notice in writing 90 days prior to the Site's Recertification due date. This clause applies to the site and CICS.
26. Be aware that your recertification audits will be scheduled within the first 45 days of the Site's 60-day audit Window. No audits will be scheduled in the last 15 days of the audit window.
27. Part of the audit may be conducted remotely using information communication technology (ICT), but a minimum of 50% of the allocated audit duration must be on-site. Remote activities can only be conducted by agreement with CICS and depend on your ICT capability and information security requirements. Examples of off-site and on-site activities are listed under Step 8: The Initial Certification Audit of the SQF applicable code.
28. CICS Americas partnered with Dynasys Corp. to deliver Food safety and management systems training courses. Attending any of the in-house or online CICS training services through Dynasys Corp. does not provide an advantage, nor is it linked in any way to the granting of SQF certification.
29. Be aware that there will be no changes to the schedule upon receiving the signed confirmation of your audit dates (via our CSA Confirmation of Scheduled Activities form). Any changes to the initially confirmed audit schedule will result in a fee as per the "Conditions of Service" section above.