

BSI Certification Requirements

BSI Standard Terms and Conditions Addendum

FSSC 22000

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Revision History

Rev No	Revision Date	Author	Approved by	Page No	Sec. No	Brief Description of Change
1	February 2018	Gaynor Clow/ Luanshya Naidoo	Todd Redwood			New document
2	July 2018	Gaynor Clow	Todd Redwood	10	3.12	Changed word from three to six.
3	January 2019	Gaynor Clow	Todd Redwood	15		Contact details
4	May 2019	Ana Cicolin	Todd Redwood	11	5	Various updates
5	May 2019	Ana Cicolin	Todd Redwood	10	3.10	RAM for certification and audit cycles
6	July 2019	Ana Cicolin	Todd Redwood	The entire document was reviewed		Various updates to be in accordance with FSSC V5
7	November 2019	Ana Cicolin	Todd Redwood	Cover page 3.7 / page 10 3.13.2.1/ page 17		Correction in audit duration comments Correction in audit duration comments Change name from "certification guidebook" to "Certification Requirements" Updating audit criteria Timeline for Minors NC
8	March 2020	Ana Cicolin	Todd Redwood	11 18 21 23 27	3.7 3.3.2. 1 4 5.1.2 5.2 10.5	Inclusion the link for the ISO 22000 Guideline; Inclusion the new timeline nfor minor NC;Inclusion of FSMA; Inclusion of BoS Decision List – February 2020 and Updated on March 2020; Inclusion the new timeline for the FSSC Portal;Inclusion of FSSC Position for management of serious even, Including COVID-19

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Revision 21 (May 2024)

9	May 2020	Ana Cicolin	Todd Redwood	28 29	10.6	Include update provided by FSSC through BoS decision list, May20
10	June 2020	Ana Cicolin	Todd Redwood	21 27 30 31, 32	3.15.3 11.6 11.8 11.9	Inclusion the FSSC requirements related to the use of ICT
11	August 2020	Ana Cicolin	Todd Redwood	15 17 22 27 28	3.11 3.11.3 3.15.3 7 8 9	FTE Information Update additional minimum time when use translator Inclusion of transition audits Use of Marks
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13	February 2021	Ana Cicolin	Todd Redwood	9, 10,11,1 2,13,15, 16,17- 21,22,2 3,30,31, 33,34,3 6- 39,42,4 5 and 46	3.6,3. 6,3,7, 3.11,3 .12,3. 13,3.1 6,4,2, 4.3,4. 4,4,6, 4.10,5 .2,5,3, 6.1,9. 6,10 and 12	Inclusion of v5.1 upgrade and clarification of some sections
14	March 2021	Ana Cicolin	Todd Redwood	37 3.16.1 5.3.1 12.2	12 13 29 38 46 47	Inclusion of FSSC updates published in February 2021 through the BoS decision list
15	March 2021	Ana Cicolin	Todd Redwood	4.3.1	32 33	Inclusion of OFI from internal audit part 01 as highlighted on indicated section

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Revision 21 (May 2024)

16	April 2021	Ana Cicolin	Todd Redwood	5.2	37	Correction on the version of the version of the scheme
17	June 2021	Ana Cicolin	Todd Redwood	3.11.6.7 3.6.77.8	20	Inclusion of FSMA addendum and ISO 23412 addendum
18	September 2022	Ana Cicolin	Todd Redwood	3.11.7.1 4.6 7.2 7.3 7.4 9.7	22 24 37 41 42 43 45	Updates related to: <ul style="list-style-type: none"> - Repeated NCs - Transfer - Logo use - Recalls - Multisite
19	January 2021	Ana Cicolin	Alfred Au	2 3.3 3.6 3.8 3.12.2 9.7	8 10 13 15 16 19 47	Inclusion of BSI provisional license for category D Exclusion of allowance related to COVID 19 Inclusion of COID
20	June 2023	Nadia Azevedo	Ana Cicolin	8 13 19 49-50	2 3.6 3.12.2 11	Inclusion of BSI Full license for category D Inclusion of version 6 Scheme Information and upgrade requirements.
21	May 2024	Nadia Azevedo	Ana Cicolin	All	All	Reviewed in accordance with FSSC version 6 requirements.

1 Introduction

This certification requirements document is designed to assist your site with the requirements for certification to the Food Safety Systems Certification (FSSC) standard **version 6** throughout the BSI Group. This document is considered an addendum to the BSI Standard Terms and Conditions and therefore forms part of the contract with BSI.

The Foundation FSSC published Version 6 of the FSSC 22000 scheme in April 2023. The revision of the FSSC Scheme focuses on the following:

- Realignment of the food chain (Sub) categories in accordance with ISO 22003-1:2022,
- Audit duration calculation rule which was realigned in accordance with ISO 22003-1:2022 and reviewed as per FSSC requirements (Tfssc, minimum audit duration, reporting time and exemptions),
- Inclusion of FII for trading and brokering and removal of category A (Farming) and FSSC 22000 – Quality scope (none of them are included in the BSI’s accredited scope),
- Review of existing FSSC additional requirements and incorporation of new additional requirements related to food safety & quality culture, quality control, equipment management, food loss & waste and communication,
- Audit documentation, nonconformity management, certificate design and content,
- Limitation related to off-site activities and update of the multi-site requirements, and

Changes and clarification on requirements for the certification process, competency and others.

2 Accreditation status and BSI scope of accreditation

BSI holds a valid global ISO/IEC 17021-1:2015 accreditation, including **ISO 22003-1:2022**. The Accreditation Body is ANAB and the Scheme owner is The FSSC Foundation.

BSI’s accreditation scope for FSSC 2000 version 6 covers the following:

FSSC 22000 Category	FSSC 22000 Subcategory
B – Handling of plants	BIII - Pre-process handling of plant products
C - Food Manufacturing	C0 - Animal – Primary conversion
	CI - Processing of perishable animal products
	CII - Processing of perishable plant-based products
	CIII - Processing of perishable animal and plant products (mixed products)
	CIV - Processing of ambient stable products
D – Animal Feed Production	D – Processing of feed and animal food
G - Transport and Storage	G - Transport and Storage services
I - Production of Food Packaging and Packaging Materials	I - Production of Food Packaging and Packaging Material
K - Production of Bio/chemicals	K - Production of Bio/chemicals

- BSI license includes the following addendums: FSMA, **HAVI** and Costco Module.

3 The recognition process

The following section outlines the steps that apply during the BSI recognition process for FSSC. BSI reserves the right to provide its clients and those that request quotations with marketing and technical information relating to standards, training and compliance services.

3.1 Initial enquiry

BSI will respond to either verbal or written expressions of interest from sites interested in one or more of our programs. If your site is located near one of BSI's offices, an advisory visit may be arranged to discuss your recognition requirements and how BSI can help your site achieve them.

BSI will also, on request and receipt of a request for proposal, prepare a proposal suited to your site's needs.

3.2 Application for certification and assessment

Receipt of your site's application form (or authorized acceptance of a valid BSI proposal), along with the accompanying payment of the non-refundable application fee (or invoicing instructions) together with this document forms the contract between your site and BSI.

Your requirements will be entered into our database and an auditor will be appointed to look after your certification or assessment requirements. The auditor will be your primary point of contact with BSI and is responsible for ensuring that our certification/assessment services are delivered to your site in the most effective manner possible.

3.2.1 Application form client contact

- 1) BSI will require completion of an official application form, signed by an authorized representative of the applicant site
- 2) It is the responsibility of the applicant site to ensure that adequate and accurate information is shared with BSI about the details of the applicant site

3.2.2 Annual fee

- 1) BSI shall charge an annual fee to all sites certified against the FSSC Scheme. This fee will be paid by BSI to The FSSC Foundation
- 2) The FSSC Foundation shall decide annually on the fee amount

3.3 COIDs - Certified Organization Identification Codes

The Foundation FSSC has implemented the “Certified Organization Identification Codes (COIDs)” to maintain the traceability of certified organizations within the FSSC Assurance Platform and the industry.

The COID is a unique code that will be allocated by FSSC to every (certified) organization that is registered in their Assurance Platform. The COID stays with the organization to ensure traceability, also in the event of a transfer. BSI shall communicate the COID code to the organization once generated in the Assurance Platform, and to the accepting CB when requested in the case of a transfer.

The COID will be displayed and available on the [FSSC public register](#).

3.4 Initial contact

As soon as practicable after receipt of your signed application/proposal, a BSI auditor (or nominated representative) will contact your site. Your auditor will seek to establish a working relationship between your site and BSI, and to confirm your recognition requirements in terms of the certification or assessment services, standards or codes of practice, locations, and activities and/or products to be included in the scope of certification.

The auditor will seek to gain an appreciation of the structure of your site and the activities being conducted. In particular the auditor will:

- Seek an appreciation of the nature and scope of your site’s activities, structure and location(s), including any activities for which certification is being excluded; and
- Determine the status of system documentation and implementation including organizational policies, objectives and targets.

If your site is working with a consultant it is often useful for that person to be party to the communication process.

3.5 Conduct a self-Assessment / pre-assessment audit (not mandatory)

A self-assessment or pre-assessment audit can assist in identifying gaps in your site’s FSSC System so that corrective action can occur before engaging BSI for a full certification audit. It can be conducted using internal resources, an FSSC consultant, or an FSSC auditor.

Once your site has signed a contract with BSI, BSI can provide an assessment checklist free of charge to utilize in a self-assessment / pre-assessment audit.

3.6 Identifying the scope of certification

FSSC certification is site and product/ process specific. When activities are carried out in different premises but are overseen by the same senior, operational, and technical management, and are covered by the one FSSC System, the scope can be expanded to include those off-site activities.

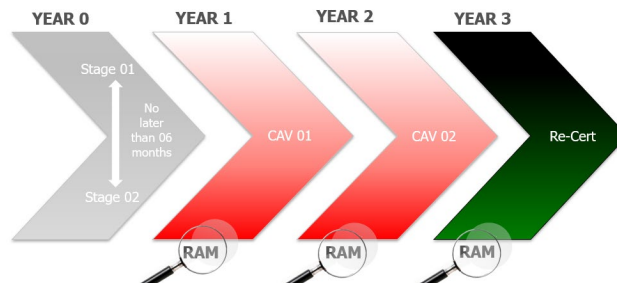
The scope of certification forms part of the certificate of registration. It describes the food sector categories (refer to table below) and the products processed and handled on that site. The certificate of registration outlines the location of the site and nature and extent of the FSSC certification.

The audit scope will be agreed between your site and BSI before the certification audit begins. The scope of the audit shall cover the required level of certification, the food sector categories, and the products listed under the scope of certification for a site. The audit scope shall cover all processes under the control of your site from raw material receipt to shipment of finished product.

BSI shall define the relevant scope for the organization applying for FSSC 22000 certification. The audit scope shall describe the extent and boundaries of the audit and shall be in accordance with the FSSC rules. BSI shall not exclude activities, processes, products or services when those activities, processes, products or services can have an influence on the food safety of the end products as defined in the scope of certification. Where permitted exclusions apply, this shall be motivated in the report and the certificate shall reference the exclusion as part of the scope statement.

3.7 Certification cycle

- The 3-year certification cycle shall be applied to FSSC 22000 and shall be respected.
- The first three-year certification cycle begins with the certification decision. Subsequent cycles begin with the recertification decision.
- Surveillance and re-certification audits shall be scheduled in accordance with the reoccurring audit month, (RAM).
- The interval between stage 1 and stage 2 audits shall not be longer than 6 months. The Stage 1 shall be repeated if a longer interval is needed.



If BSI has not completed the recertification audit or if is unable to verify the management of non-conformity in accordance with FSSC 22000 requirements prior to the expiry date of the certification, the recertification shall not be recommended, and the validity of the certification shall not be extended. The client shall be informed, and the consequences shall be explained.

Following expiration of certification, BSI can restore the certification within 6 months provided that the outstanding recertification activities are completed (in this case expire date will be based on prior certification cycle), otherwise at least a stage 2 shall be conducted.

3.7.1 Planning audits

The basis of timings applied to the certification and audit cycles for FSSC 22000 scheme is that each certificate shall become attached permanently to a month for its CAVs (surveillances) and RAs (Re-certifications) audits. This month is defined as a Reoccurring Audit Month (RAM) in which it is expected that these audits shall occur on a regular basis

3.8 Audit criteria

The audit criteria represent set of requirements used as a reference against which objective evidence is compared. FSSC 22000 audit criteria **version 6** shall include the requirements as below:

FSSC 22000 Category	Audit Criteria	
B - Handling of Plants C - Food Manufacturing K - Production of Biochemicals	<ul style="list-style-type: none"> • ISO 22000:2018 • ISO/TS 22002-1:2009 	<ul style="list-style-type: none"> • FSSC Additional Requirements* • BoS decision list* • The defined processes and documentation of the management system developed by the organization. • Related Statutory/regulatory requirements*** • Related Customer requirements
D – Animal Feed Production	<ul style="list-style-type: none"> • ISO 22000:2018 • ISO/TS 22002-6:2016 	
G - Transport and Storage	<ul style="list-style-type: none"> • ISO 22000:2018 • ISO/TS 22002-5:2019 	
I - Production of Food Packaging and Packaging Material	<ul style="list-style-type: none"> • ISO 22000:2018 • ISO/TS 22002-4:2013 	

Notes:

The Board of Stakeholders (BoS) Decision list is a document which contains decisions applicable to the FSSC 22000 Scheme. The decisions overrule or provide further clarification on existing Scheme rules and have to be implemented and applied within the defined transition period. The decision list is dynamic and can be adjusted by the BoS when deemed necessary.

The Board of Stakeholders is composed of representatives of the food sectors covered by the FSSC 22000 Scheme. The BoS is responsible for approval of the content and functioning of the FSSC 22000 scheme. The Board has the ability to provide binding decisions and voluntary recommendations for the associated Certification Bodies, Accreditation Bodies and Training Organizations with respect to the FSSC 22000 Scheme.

**FSSC Additional Requirements and The BoS decision list can be found on the [FSSC website](#) and shall be considered as part of the audit criteria when there are decisions which relates to an audit requirement.*

*** BSI certifies conformance to a management system standard (FSSC 22000) which includes requirements for compliance with legislation and regulatory requirements, however BSI is not conducting a compliance audit and, therefore, cannot certify legal compliance.*

Note 01: FSSC Guidance documents are available to assist with FSSC 22000 Scheme requirements, including interpretation of other Scheme documents.

Note 02: In addition to the criteria established above for the regular audit, each Scheme Addendum criteria shall be considered, if applicable. FSSC addendums are voluntary and can only be used in conjunction with a FSSC 22000 audit.

FSSC Guidance Documents and FSSC Scheme Addendums are available on [FSSC website](#).

3.8.1 Legal and regulatory audit requirements

Legislative and regulatory compliance is a requirement of FSSC 22000. The maintenance and evaluation of legal compliance is the responsibility of the client. BSI's role is to establish confidence that the FSSC 22000 system functions adequately in this regard and to confirm that the FSSC 22000 system is capable of achieving continued compliance.

BSI will verify that the client has included legal and regulatory compliance in their FSSC 22000 system and can show that action has been taken in cases of non-compliance with relevant legislation. BSI will not issue certification to a site where an infringement of food safety related legislation or regulation is discovered. Where an action plan to achieve compliance has been agreed with the appropriate regulator an exception may be requested.

BSI will notify the client if an infringement is discovered. Action will depend upon the nature of the infringement, corrective action proposals and the stance taken by the appropriate enforcement authority but would normally constitute a major non-conformity followed up with a re-audit visit.

Similarly, action will be taken where a post certification infringement is discovered. The conditions of contract require the client to notify BSI of post certification breaches. De-registration is an option for persistent failure to comply.

Where licenses/consents/permits have not been issued by appropriate authorities, including incomplete document submissions, and steps are being taken to achieve compliance in agreement with the regulator a non-conformity should be raised

3.9 The certification audit

The FSSC certification audit consists of two stages:

- 1) The initial auditing for certification is always carried out at the production site of the applicant site and is conducted in two separate stages:
 - a) The stage 1 audit verifies that the system has been designed and developed in accordance with your site's top management commitment to conform with FSSC scheme requirements. The objective of this audit is to assess the preparedness of your site to proceed to the stage 2 audit
 - b) The stage 2 audit substantiates top management's claim by auditing implementation of the food safety management system
 - c) The activities subject to the proposed certification scopes shall be assessed during the initial certification audit

3.10 Surveillance audits

- 1) Surveillance audits shall assess and report on conformity with all Scheme requirements including the use of marks and references to certification
- 2) At least one of the two annual surveillance audits shall be unannounced
- 3) The audit program shall also consider the results of any previous audits including the unannounced audit(s)

- 4) 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 BSI

3.11 Recertification

- 1) The recertification audit must be planned and conducted in due time to enable timely renewal of the certificate before the expiry date
- 2) The purpose of this audit is to confirm the continuing conformity of the food safety management system as a whole with all FSSC scheme requirements
- 3) The recertification activity also includes a review of the food safety management system over the whole period of certification, including previous surveillance audit reports and complaints received
- 4) BSI decides on renewal of the certification cycle on the basis of the recertification audit which must meet the same requirements as an initial audit

3.12 Audit duration

The FSSC 22000 audit duration is determined by using the following factors:

- Product Category;
- Number of HACCP plan/study;
- Number of Employees
 - Number of Employees: The number of employees involved in any aspect of food safety shall be expressed as the number of Full Time **Equivalent** (FTE) Employee. When an organization deploys workers in shifts and the products and/or processes are similar, the FTE number will be calculated based **on employees on the main shift.**
 - FTE shall include: Production/ manufacturing/ supporting activities/ wholesale/ transport/ quality assurance/ research and development/ office based, full time, part time and seasonal workers.
 - When filled out the application (Service Request Form), it is the responsibility of the applicant site to ensure that adequate and accurate information is shared with BSI about the details of the applicant site.

3.12.1 Basic guides for audit duration

BSI shall calculate the audit duration based on the information gathered from the organization's application and following the requirements of ISO/IEC 17021-1, **ISO 22003-1:2022** and FSSC 22000 as follows:

- The duration of an audit day normally is eight (8) hours. **In exceptional circumstances an audit day may be longer than 8 hours but shall never exceed 10 hours and then only in accordance with International Labor Organization (ILO) and national legislative requirements.**
- The effective audit duration **does not include** a lunch break, **planning, reporting and travel activities.**

- The audit duration calculation for FSSC 22000 shall be documented in the contract review form, including justifications for reduction or addition of time based on the minimum audit duration.
- The audit duration shall only apply to auditors that are fully qualified (registered/approved BSI FSSC 22000 Lead auditors) and not to other team members(s) not assigned as an auditor (e.g., technical experts, interpreters, observers, witnesses and trainee auditors).
- Where the FSSC 22000 audit is undertaken in combination or integration with other food safety audits as a combined audit, the audit time stated in the report shall be of the total combined audit time and match the audit plan. Total audit duration is then longer than for FSSC 22000 alone. This is considered as an increase in audit duration and the reason for this shall be justified in the contract review form.

3.12.2 Audit duration calculation

The total audit duration/site audit time (for a single site) is defined as $D_s + T_{FSSC}$.

1st Calculate the D_s : Which is the total audit duration calculated according to ISO 22003-1:2022:

$D_s = (T_D + T_H + T_{FTE})$, where:

- T_D = is the basic site audit duration for (sub)categories and scope of certification (includes one HACCP study), in days;
Note: If there are multiple categories, use the category with the highest T_D value to determine D_s .
- T_H = is the number of audit days for additional HACCP studies;
Note: A HACCP study corresponds to a hazard analysis for a family of products/ processes /services with similar hazards and similar processes and technology
- T_{FTE} = is the number of audit days per number of FTE employees.

Note 01: When determining the number of employees involved in any aspect of food safety, it shall be expressed as the number full-time equivalent (FTE) employees

When an organization deploys workers in shifts and the products and/or processes are similar in all shifts, the # of effective FTE will be calculated based on employees on the main shift (including seasonal workers) plus non-production staff having an impact on food safety.

When an organization deploys workers in shifts and the products and/or processes are NOT similar in all shifts, the # of effective FTE will be calculated based on the total # of FTE in all shifts (including seasonal workers) plus non-production staff having an impact on food safety.

If the organization has only 01 shift, the # of effective FTE will be calculated based on employees from this shift (including seasonal workers) plus non-production staff having an impact on food safety.

Table 01: Variables for calculation of minimum audit duration

Category	Basic, site audit duration, in audit days T_D	Number of audit days for each additional HACCP study T_H	Number of audit days per number of employees (FTE on the man shift) T_{FTE}
B	1.0	0.25	1 to 5 = 0 6 to 49 = 0.5 50 to 99 = 1.0 100 to 199 = 1.5 200 to 499 = 2.0 500 to 999 = 2.5 >1000 = 3.0
C	2.0	0.50	
D	1.0	0.50	
G	1.5	0.25	
I	1.5	0.50	
K	2.0	0.50	

2nd Calculate the T_{FSSC}: T_{FSSC} shall be calculated as follows:

Number of Employees (FTE)	Number of HACCP studies	T _{FSSC}
< 250	and 1 or 2 HACCP studies	1.0 auditor day (8 working hours)
≥ 250	or 3 HACCP studies or more	1.5 auditor day (12 working hours)

3rd Preparation and Report Time: Preparation and reporting time shall be in addition to the on-site audit time:

- At least 0.25 auditor day (2 working hours) for audit preparation.
- At least 1.0 auditor day (8 working hours) for audit reporting.
- Where more than one food chain category is included in the scope of certification, additional reporting time may be required, based on the audit complexity.

In summary the FSSC 22000 calculation shall look as follow:

Audit Type	Calculation
IA	IA (Initial Audit) = D_s + T_{FSSC} + Preparation Time + Report Time <ul style="list-style-type: none"> ○ Stage 01: 1/3 of (D_s + T_{FSSC}) ○ Stage 02: 2/3 of (D_s + T_{FSSC}) + Preparation Time + Report Time +* ○ Stage 01 + Stage 02 = IA

Audit Type	Calculation
CAV	<p>CAV 01 = $(1/3 \times D_s) + T_{FSSC} + \text{Preparation Time} + \text{Report Time} + *$</p> <p>CAV 02 = $(1/3 \times D_s) + T_{FSSC} + \text{Preparation Time} + \text{Report Time} + *$</p>
RA	<p>RA (Re-certification) = $(2/3 \times D_s) + T_{FSSC} + \text{Preparation Time} + \text{Report Time} + *$</p>

*= any other additional audit time need

3.12.3 Rounding rule

If after the calculation, the result is a decimal number, the exact hours may be used or where rounding is applied to the number of days, this shall be rounded upwards to the nearest half day.

3.12.4 Minimum audit duration

For all audit types (initial, surveillance, recertification), the following minimum audit duration rules apply:

- The minimum D_s is 1 day (8 working hours).
- The minimum basic FSSC 22000 audit duration is then 2 days for all food chain categories.

The minimum audit duration shall always be respected, except where the following exemption below applies:

- Organizations that have simple processes, less than 20 FTE and maximum 1 HACCP study, reductions are allowed to a minimum audit duration of 1.5 days for all audit types.
- *Where the exemption is applied, the contract reviewer shall ensure that the audit duration allows for an effective audit based on audit objectives, scope and specific audit needs and covering the full FSSC 22000 requirements.*

3.12.5 Reduction in time

- In cases of unusually high repetitive shifts or process a reduction of the D_s audit duration can be made.
- The reduction can never be more than 0.25 auditor day (2 working hours) and the D_s cannot be reduced below 1 day.
- The reduction cannot be applied on T_{FSSC} .
- The reduction shall be documented and justified in the CRF.
- *Where the reduction is applied, the contract reviewer shall ensure that the audit duration allows for an effective audit based on audit objectives, scope and specific audit needs and covering the full FSSC 22000 requirements.*

3.12.5.1 Reduction allowed for integrated audits

- In cases that FSSC is integrated with another relevant management system^(note 01) (quality or food safety system) or food safety system (FSS^(note 02)), a reduction in audit duration is possible.
- The combined audit duration shall be determined and recorded as follow:
 1. Calculate the audit duration for each scheme separately (including scheme restrictions and allowed reductions).
 2. Add the audit durations together.
 3. Determine the degree of reduction considering a maximum of 20% reduction can be made on the combined duration. The reduction range based on integration is 0% to 20% determined by the level of integration of overall business strategy, management reviews, approach to policy, objectives, systems, processes, internal audits and effective corrective action to prevent reoccurrence.
- *Note 01: "Relevant management system" means a quality or food safety system which covers the same processes, products and services.*
- *Note 02: FSS certification: a product certification that incorporates requirements based on the internationally accepted principles of food safety and management system components that support the production of safe food.*
- *Note 03: The method of calculation above relates to FSSC criteria. In case of integrated audit with SQF and/or BRCGS it is required align and get the approval from the related Scheme Manager regarding the BRCGS and SQF audit duration. The FSSC CRF does not eliminate the need to go through the sales process established by BRCGS and/or SQF Schemes.*

3.12.6 Additional time

3.12.6.1 Use of translator:

- Where a translator is required to support the audit team, the audit duration of the relevant audit or audit part (in cases where the translator is not present for the full audit duration), shall be increased with at least 20% to allow for the translation process.

3.12.6.2 Separate head office

- Organizations where some functions pertinent to the certification are controlled by a head office separate to the manufacturing site(s): 0.5 day minimum additional time to audit the functions pertinent to the certification at the separate head office. Depending on the nature, complexity (including number of sites linked to the head office) and extent of these functions, more time shall be added. In all instances the audit duration shall be appropriate to allow for the relevant functions to be fully assessed.
- Where the Head Office functions are assessed as part of and at the same time as the audit at the site, no additional audit time is required.
- A maximum of 20% audit time reduction can be allowed for each of the single manufacturing sites belonging to the group where the shared functions are controlled by the (off-site/separate)

head office. The 20% audit time reduction is **only** applied to the minimum audit time (D_s) of the **site**.

- Additional time is required for the preparation and report writing of the head office audits and is not included in the basic site audit duration. It shall be considered **minimum** 1 hour for planning + 1 hour for report writing but more time shall be added, if necessary, considering nature, complexity and extent of functions.
- *Note: When the responsible person from the head office attends the audit at a manufacturing site, no extra audit time is calculated, and no reduction is allowed for the site audit. However, it is still required that the head office functions are referenced on the certificate.*

3.12.6.3 Off-site activities

For offsite manufacturing, **processing** or service activities:

- Option 01: the main site and the off-site activities are calculated separately and a **maximum of 50%** audit time reduction of D_s may be applied for **the satellite site**
- Option 02: is when the parameters of the **satellite site** are included in the calculation of the main site. So, in this option the contract reviewer shall ensure that the combined parameters (FTE and HACCP), from the main site and the related off-site activities, are added into the column, in the CRF, related to main site for a unique audit duration calculation. In this way, the total audit duration will be applied to both main site and the related off-sites.

No reduction is allowed in this method of calculation.

For off-site storage and **cross docking**: at least 0.25 auditor day (2 working hours) additional audit time shall be added to the FSSC 22000 audit **duration** for each off-site storage **or cross docking** facility. Transshipment is not covered in this requirement.

Travel time between **sites is not included in the audit duration and therefore shall be added.**

3.12.6.4 Additional scheme / combined audit

Where the FSSC 22000 audit is undertaken in combination or integration with other food safety audits as a combined audit, the duration shall be increased on the top of FSSC 22000 duration. The minimum FSSC audit duration shall always be respected. The audit time stated in the report shall be of the total combined audit and match the audit plan. Total audit duration is then longer than for FSSC 22000 alone. This is considered as an increase in audit duration and the reason for this shall be justified in the contract review form.

3.12.6.5 Extension of scope

- For scope extension audit combined with the regular audit within the certification cycle: total audit duration shall be calculated by including the parameters of the extended scope.
- For stand-alone extension of scope audit: consider $T_{FSSC} + T_{FTE} + T_H$ related to information about additional scope to define audit duration. Time for preparation and audit reporting shall be considered as a minimum 1 hour for preparation + 1 hour for report writing. More time shall be added, if necessary, considering nature, complexity and extent of functions.

- The duration shall be approved through a contract review process and shall be enough to cover specific requirements related to the scope extension.

3.12.6.6 FSSC 22000 special audit

- If a separate/standalone special audit is required, the duration may vary depending on what will be audited and the nature of the special audit.
- For special audit combined with the regular audit within the certification cycle: additional time shall be added on the top of FSSC 22000 regular audit duration.

In both cases it is important ensure that enough time will be allocated to allow an effective audit.

3.12.6.7 FSSC addendum

FSSC addendum is voluntary and can only be used in conjunction with a FSSC 22000 audit.

When Scheme addendum applies, additional time shall be added. The duration of the additional review depends on the size and complexity of the organization and the related addendum. In all cases does not include planning, reporting or travel activities and, only relates to effective time spent auditing the addendum.

Applicable addendums are:

- FSSC Addendum FSMA
- FSSC Addendum Costco
- FSSC Addendum HAVI

The information provided in the addendum report is strictly for information only. It does not constitute legal or regulatory advice. FSSC 22000 makes no warranties as to the accuracy or completeness of the information. The FSSC 22000 report addendum should always be read in conjunction with the FSSC 22000 Audit Report.

No certificate can be issued regarding addendum.

3.12.6.8 Complexity of the process and/or products and/or technologies

In case auditor identifies that, due to the complexity of the process and/or products and/or technologies applied, is necessary add audit time on the top of the regular FSSC audit duration, country is required to submit the CRF (Contract Review Form) to be re-approved.

3.12.7 Multisite

Multi-site certification (including sampling) is only allowed for category G (Transport and Storage and Distribution).

3.12.7.1 Methodology for site audit duration calculation

- Audit duration for sites is calculated individually, based on the specific parameters linked to that site.
- A maximum of 50% audit duration reduction can be allowed for each of the sites belonging to the multi-site organization.
- The 50% reduction is only applied to the minimum audit duration (D_s)
- Site audit duration calculation:
 - Initial audit = (50% of D_s) + T_{FSSC}
 - Surveillance audits = [1/3rd of (50% of D_s)] + T_{FSSC}
 - Recertification audits = [2/3rd of (50% of D_s)] + T_{FSSC}
- The audit duration for a site cannot be below 1.5 auditor day for all audit types

3.12.7.2 Methodology for central function audit duration calculation

- Central function audit duration shall always be calculated separately from the site audits, regardless of whether the central function is based at a site or not.
- T_{FSSC} is not required to be added to the central function audit duration.
- Central function audit duration calculation for all audit types: $\geq D_s$
 - FTE: the number of FTE of the central function that is responsible for, and involved in, the central function activities.
 - Food Chain category: if there are multiple categories or subcategories, use the category or subcategory with the highest T_D value to determine the D_s .
 - Number of HACCP studies: use the number of different HACCP studies within the multisite organization
- Audit duration cannot be less than 1.0 auditor day in all instances.
- Audit duration excludes preparation and report writing time. It is required that additional time is added for the central function and each of the sites for audit preparation and report writing

3.12.7.3 Sampling methodology calculation

- For organizations with 20 sites or fewer, all sites shall be audited.
- The use of multi-site sampling is permitted for category G for organizations with more than 20 sites which meet the multisite sampling requirements as described on the PP418v6. The methodology to calculate the samplings is:

The minimum number of sites to be sampled shall be 20 plus the square root of the total number of other sites, rounded up to the next whole number: $y = 20 + \sqrt{(x - 20)}$.

Note 01: The methodology sets the minimum sample sizes, and therefore based on the risk categories, complexity and performance of the sites, an increase in the sample size might be required.

Note 02: In addition: where sampling is allowed, BSI shall ensure that all sites are audited over the course of the initial certification cycle (Initial, surveillance, surveillance) and subsequent certification cycle respectively (recertification, surveillance, surveillance). Therefore, the sample size might need to be increased to meet this requirement but can never be lower than what is defined in above.

3.12.8 Transition to FSSC 22000

- The minimum audit duration for transition audit = $(2/3 \text{ of } D_s) + T_{\text{FSSC}}$, being equivalent to the re-certification audit duration calculation.

3.12.9 FSSC 22000 transfer

- The minimum time required will depend on the scope being transferred as well as the outcomes from previous CB audit.
- FCoE recommend from 0.25 (2 hours) to 0.5 (4 hours) days. Duration shall be documented on the related CRF (contract review form).

3.12.10 FSSC 22000 follow up audits

In the case where a follow up audit is required, duration will depend on the number of non-conformities that need to be closed. It is up to the auditor decide the time needed to conduct the follow up related to NC close out based on the quantity of NC as well as on its categorization and associated risks.

3.13 Audit report

At the conclusion of the audit, the audit team will prepare a written report on the audit findings and the audit team leader will present these findings to your site's senior management at the exit meeting.

Non-conformities will be discussed with your team during the auditor's visit and outlined at the exit meeting. Non-Conformities are categorized as Critical, Major and Minor.

These Non-Conformities and their categorization at the exit meeting are preliminary and are subject to a technical review by BSI.

The audit findings include a summary of the overall compliance of your system with the requirements of the relevant standard(s) or codes of practice.

If you are unclear regarding the meaning of anything in your report, please contact your BSI auditor or local office.

The ownership of the certificate and audit report content is held by BSI. At the request of food safety authorities (governmental), the Foundation and GFSI information related to the certification and auditing process shall be shared

3.13.1 Timeline to send the report to the (certified) organization

The full audit report shall be sent to the (certified) organization, by the relevant BSI country (auditor), within 2 weeks of the certification decision for all audits conducted.

3.14 Non-conformities

It is your site’s responsibility to respond to the non-conformities detailed in your audit report by the designated time frame. Failure to do so may result in suspension or cancellation of your certification.

Close out of non-conformities is via your BSI FSSC auditor. The auditor will review the information provided and will either approve and close out the non-conformance or request further information from your site until such time as the sufficient information has been received. Certain non-conformances require a revisit to the site to confirm satisfactory closure.

3.14.1 Nonconformities levels

BSI shall apply these criteria as a reference against which to determine the level of nonconformities for findings in FSSC audits. There are three nonconformity (NC) grading levels:

NC Level	Definition
Minor	A minor nonconformity shall be issued when the finding does not affect the capability of the management system to achieve the intended results.
Major	A major nonconformity shall be issued when the finding negatively affects the capability of the management system to achieve the intended results, or a legislative noncompliance linked to quality.
Critical	A critical nonconformity is issued when there is a significant failure in the management system, a situation with direct adverse food safety impact and no appropriate action is being observed or when food safety legality and/or certification integrity is at stake.

In case of non-conformities noticed in a Head Office audit, these are assumed to have impact on the equivalent procedures applicable to all sites. Corrective actions shall therefore address issues of communication across the certified sites and appropriate actions for impacted sites. Such nonconformities and corrective actions shall be clearly identified in the relevant section of the site audit report and shall be cleared in accordance with BSI procedures before issuing the site certificate.

Note:

- Repeat nonconformities are nonconformities (NCs) against the same clause in two subsequent audits. Repeat minor NCs do not automatically have to be upgraded to a major NC.
- The nonconformity shall be graded as per the definition. However, an additional NC (major or minor – depending on the impact) may be raised against the relevant ISO 22000 clause (e.g., leadership and commitment (5.1), communication (7.4), etc.) in the case of a systemic issue.
- In a similar manner, repeat major nonconformities do not automatically lead to a critical nonconformity.

3.14.1.1 Minor nonconformity

- 1) the organization shall provide the BSI (within 21 calendar days from the last day of the audit) with objective evidence of the correction, evidence of an investigation into causative factors, exposed risks and the proposed corrective action plan (CAP);
- 2) BSI shall review the corrective action plan and the evidence of correction and approve it when acceptable. BSI approval shall be completed within 28 calendar days after the last day of the audit. Exceeding this timeframe shall result in a suspension of the certificate.
- 3) corrective action(s) (CA) shall be implemented by the organization within the timeframe agreed with BSI;
- 4) effectiveness of implementation of the corrective action plan shall be reviewed, at the latest, at the next scheduled on-site audit. Failure to address a minor nonconformity from the previous audit could lead to a major nonconformity being raised at the next scheduled audit

3.14.1.2 Major nonconformity

- 1) the organization shall provide to BSI (within 21 calendar days from the last day of the audit) with objective evidence of an investigation into causative factors, exposed risks and evidence of effective implementation;
- 2) BSI shall review the corrective action plan and conduct an on-site follow-up audit to verify the implementation of the CA to close the major nonconformity. In cases where documentary evidence is sufficient to close out the major nonconformity, BSI may decide to perform a desk review. This follow-up shall be done within 28 calendar days from the last day of the audit;
- 3) the major nonconformity shall be closed by BSI within 28 calendar days from the last day of the audit. When the major cannot be closed in this timeframe, the certificate shall be suspended;
- 4) where completion of corrective actions might take more time, the CAP shall include any temporary measures or controls necessary to mitigate the risk until the permanent corrective action is implemented.

3.14.1.3 Critical nonconformity

- 1) When a critical nonconformity is issued at a certified site the certificate shall be **suspended** (within 3 working days of being issued) for a maximum period of six (6) months. The certificate shall be withdrawn when the critical nonconformity is not effectively resolved within the six (6) months timeframe.
- 2) when a critical nonconformity is issued during an audit, the organization shall provide to BSI with objective evidence of an investigation into causative factors, exposed risks and the proposed CAP. This shall be provided to BSI within 14 calendar days after the audit;
- 3) a separate audit shall be conducted by BSI between six (6) weeks to six (6) month after the regular audit to verify the effective implementation of the corrective actions. This audit shall be a full on-site audit (with a minimum on-site duration of one day). After a successful follow-up audit, the certificate and the current audit cycle will be restored and the next audit shall take place as originally planned (the follow-up audit is additional and does not replace an annual audit). This audit shall be documented and the report uploaded;
- 4) the certificate shall be withdrawn when the critical nonconformity is not effectively resolved within the six (6) month timeframe;

5) in case of a certification audit (initial), the full certification audit shall be repeated.

3.15 Granting certification

Certification of an FSSC System shall be awarded to an organization with no outstanding non-conformities. BSI will issue the certificate within 30 calendar days from the date of the certification decision. The certificate expires three years after the date of the initial certification decision. However, whilst the certificate is issued to the applicant site, it remains the property of BSI under the conditions outlined in the contract.

3.16 Maintaining certification

To maintain FSSC certification, your site is required to ensure that surveillance and/or re-certification audits occur within the required timeframe, ensure that no critical non-conformities are raised at surveillance or re-certification audits, and that all major and minor non-conformities are corrected within the time frame specified.

3.17 ICT audit approach and full remote audits

The standard method for conducting FSSC 22000 audits is via full on-site audits. An alternative voluntary option can be applied where the criteria are met, by delivering the FSSC 22000 audit as a split process utilizing ICT. The ICT audit approach is voluntary and shall be mutually agreed between the BSI and the certified organization prior to the audit.

A full remote audit is defined as an audit that takes place entirely at a location other than that of the certified organization through the use of ICT.

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Topics	ICT Audit Approach	Full Remote
Conducting the audit	<p>The ICT audit approach consists of 2 main steps:</p> <p>Step 01: Remote audit component consisting of a document review and interviews with key personnel using ICT.</p> <p>Step 02: On-site audit component focusing on the implementation and verification of the FSMS (including HACCP), PRPs, the physical inspection of the production process and any remaining requirements not covered during the remote audit.</p> <p>Although it is preferred to conduct the remote audit component first, it is possible to reverse the sequence and start with the onsite audit component. Where the sequence is reversed, the auditor may be required to (re)verify a product/process activity onsite, based on the outcome of the remote audit component, which could result in the auditor needing to return to the site to verify this activity. In this case, BSI and the organization shall accept this risk in writing prior to the delivery of the ICT Audit Approach Audit in this order. Where the auditor needs to return onsite for the verification activity, this is still considered to be part of the regular audit and must be completed within the overall 30-day timeframe. The audit is not considered to be complete until all components have been delivered. The audit components (remote + onsite) may also be delivered at the same time when an audit team is utilized.</p>	<p>The FSSC 22000 full remote option is an accredited, non-GFSI recognized, voluntary option and ONLY be utilized where access to the premises of the certified organization is not possible as a direct result of a serious event, supported by a risk and feasibility assessment. Mutual agreement between BSI and the certified organization is required prior to conducting the full remote audit.</p> <p>For a full remote audit to be conducted, the site needs to be operational with production taking place. In the event that the site has closed and/or no production is taking place, the full remote audit option cannot be applied.</p>
Applicability	<p>May be applied in the case of:</p> <ul style="list-style-type: none"> Regular, annual FSSC 22000 audits (surveillance and recertification audits). The full audit (remote + on-site) shall be completed within the calendar year. Stage 1 audits: all or part of stage 1 can take place off-site or remotely using ICT only in case of exceptional circumstances or events and shall be fully justified. The objectives of the Stage 1 audit shall be met, and to this end, ICT (i.e., live video) shall be included 	<p>The full remote audit option is only applicable in the following cases when linked to a serious event:</p> <ul style="list-style-type: none"> Where the annual, announced FSSC 22000 surveillance or recertification audits are impacted as a result of a serious event and cannot take place on-site. Transition (from another Scheme to FSSC) audits. Where follow-up audits to close out nonconformities cannot take place – this will be dependent on the nature of the

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	<p>to also observe the production processes, work environment and facilities. The Stage 2 audit shall be conducted as a full on-site audit. It is not permitted to use the ICT audit approach for the Stage 2 audit.</p> <ul style="list-style-type: none"> • Head Office audits where the corporate functions are controlled separately. <p>In the year where an unannounced audit is due, the ICT audit approach may be used. The prerequisite would be that the on-site component of the audit shall be conducted first, followed directly by the remote audit component with a maximum period of 48 hours between the two audit components.</p>	<p>nonconformity, the suitability of the ICT and BSI shall in all instances be able to justify the effectiveness of the methods used. Critical nonconformities require an on-site follow-up audit in all instances.</p> <ul style="list-style-type: none"> • Special audit based on the outcome of the serious event risk assessment. • Head office (when the related site audit will be conducted full remote) <ul style="list-style-type: none"> ○ Since head office is linked to the site audit, the risk assessment for the HO must be included as part of the risk assessment for each related site. The risk assessment report (PF1351) must reference the related HO and confirm it was included on the site risk assessment. ○ The same apply to the feasibility assessment through the PF1414 which must include the site and the related HO. <p>Full remote audits shall not be applied in the case of unannounced audits, except where an exemption has been applied for and approved by the FCoE and Foundation. In this case, the ICT shall be tested well in advance of the audit, so as to ensure that the technology is suitable, and the audit can be delivered as unannounced.</p>
<p>Audit Duration</p>	<ul style="list-style-type: none"> • The remote audit component will typically be 0.5 - 1 day and the on-site verification audit the remainder of the total duration of the regular annual audit. • The on-site audit component cannot be less than 1 day and shall at least be 50% of the total audit duration. • The total audit duration based on the calculation of the Scheme rules shall be met between the remote audit component and the on-site 	<ul style="list-style-type: none"> • The total audit duration based on the FSSC scheme rules shall be met. • There is a need for effective planning for the remote audit to ensure that it effectively achieves stated objectives and minimum audit time. As a result, more time might be needed for the planning process.

	<p>audit component. Total audit duration does not include preparation activities or reporting.</p>	
<p>Non-Conformity Management</p>	<p>Any nonconformities identified during the audit (remote and onsite) shall be addressed in line with the Scheme requirements:</p> <ul style="list-style-type: none"> • Where the audit (remote + on-site) is completed within 30 calendar days, one nonconformity report is completed and the timeline for nonconformity closure starts at the end of the on-site audit. Any nonconformities identified during the course of the audit shall be communicated to the organization in a timely manner. BSI shall provide a provisional NC BSI Sheet to the organization at the end of the first audit component delivered. • In the case of a serious event and where the 30 calendar days for audit completion is exceeded (based on a documented concession process and risk assessment by BSI documented in PF1414) any nonconformities identified as part of the first audit component shall be recorded and a copy of the nonconformity BSI NC Sheet shall be left with the certified organization at the end of the first audit component. The timeline for closure of these nonconformities starts at the end of the first audit component. The NC report produced following the last audit component shall contain an overview of all the nonconformities raised, including the nonconformities raised at the first audit component to provide a consolidated record. The timeline for closure of NCs identified at the last audit component starts at the end of the last audit component. • Where a critical nonconformity is identified at any time during the audit (remote or on-site), the certificate shall be suspended, and a full new on-site audit will be required to lift the suspension within 6 months. 	<p>Remote audit activities follow the same principles of the on-site audit activities and where nonconformities are identified, these are documented, graded and addressed as defined in this manual.</p>

3.18 ICT Use general principles

When agreeing to utilize remote auditing techniques with a client it is important to consider both general and specific information security to ensure the security of client information and to manage expectations.

As part of the preparation for the use of ICT, all certification legal and customer requirements related to confidentiality, security and data protection shall be identified and actions taken by both client and BSI country to ensure their effective implementation. This implies that both the auditor/BSI and the auditee agree to the use of ICT and with the measures taken to fulfil these requirements.

The following points must be considered as a minimum:

- All certification personnel are required to discard all information (excepted those that constitute certification records) collected during the planning and execution of the remote audit once it has been completed.
- During the remote audit, no unauthorized recording (voice and /or video) is allowed.
- If recording is authorized, all recorded information (voice and /or video) shall only be used as evidence for supporting the raising of certification findings and conclusions.

4 Managing audits

4.1 Head office functions

In all cases where functions pertinent to the certification are controlled by a head office (such as procurement, supplier approval, quality assurance etc.), those functions shall be audited, interviewing the personnel described in the food safety management system as having the (delegated) authority and responsibility for these functions. The functions at the head office shall be audited separately where they are not part of a site being assessed.

- Every site belonging to the group shall have a: separate audit, separate report and separate certificate
- The head office audit shall be carried out prior to the site audit(s). The subsequent audit at the site(s) shall include a confirmation that the requirements set out by head office are appropriately incorporated into site specific documents and implemented in practice.
- The site audit reports and certificates shall show which FSMS functions and/or processes have been audited at the Head Office.
- All individual sites shall be audited within a time frame of 12 months from the audit of the head office, but typically as close to the site audits as possible.
 - The Head Office cannot receive a separate certificate. The Head Office is mentioned on the site certificate.
- The audit at the site(s) shall include a confirmation that the requirements set out by head office are appropriately incorporated into site specific documents and implemented in practice. It might be necessary to follow up on certain topics with the Head office during the site audit, in which case the Head office shall make the information available.
- The site audit reports shall show which FSMS functions and/or processes have been audited at the Head Office, including the information, and supporting objective evidence gathered relating to the HO functions.
- Every site linked to the head office shall have a: separate audit, separate report and separate certificate. The Head Office cannot receive a separate certificate as the functions/process audited are part of the site's audit. The Head Office is referenced on the site certificate, regardless of whether assessed as part of the site audit or as a separate audit and shall indicate which FSMS functions and/or processes have been managed at the Head office.
- Nonconformities identified at the Head office shall be dealt with as per regular NC management.

4.2 Off-site activities

- Where one manufacturing, processing or service process is split across more than one physical address, these locations may be covered in one audit, considering that the different addresses are part of the same legal entity AND under the same FSMS.

This is limited to two sites (main site and satellite site) or to organizations with a campus style set-up (multiple facilities at one location that is part of the same organization). These sites are

required to be in the same country and the audit must be delivered in a continuous manner that is in accordance with the audit duration calculated.

- Storage facilities at another location shall also be included in the same audit provided they are part of the same legal entity and under the same FSMS. Storage facilities are limited to those only used for, and directly linked to the storage of the site's products. Where activities or services are provided for other customers (including sister companies), separate certification will be required for these off-site storage facilities.
- Cross docking site could be an off-site facility of a warehouse or a designated staging area within a warehouse where inbound materials are sorted, consolidated, and temporarily stored until the outbound shipment is complete and ready to be shipped to the final destination provided that they part of the same legal entity and under the same FSMS.

Note: Cross docking is a practice in logistics of unloading end products from an incoming semi-trailer truck or railroad car and loading these end products (directly) into outbound trucks, trailers, or rail cars, with little or no storage in between. There is no processing involved. Cross docking involves the handling of end products, packed and ready for sale and consumption. Cross docking is a transport activity where goods are transferred to another conveyer.

- The certificate shall include the audited locations with activities per location.
- The audit report shall clearly reflect what was audited at each location included in the certification, include a sufficient level of detail (objective evidence) in the summary sections, and allow audit findings to be identified as site specific.

4.3 Multi-site certification

- A multi-site organization is an organization having an identified central function at which certain FSMS activities are planned, controlled or managed, and a network of sites at which such activities are fully or partially carried out. Examples of possible multi-site organizations are:
 - organizations operating with franchises.
 - a manufacturing company with one or more production sites and a network of sales offices.
 - service organizations with multiple sites offering a similar service.
 - organizations with multiple branches.

A multi-site organization does not need to be a unique legal entity, in which case all sites shall have a legal or contractual link with the central function of the organization and be subject to a single management system, which is laid down, established and subject to continuous oversight, surveillance and internal audits by the central function.

- During the Stage 1 audit, the Central Function shall be audited as a minimum - it is not required to include sites in the Stage 1 audit. Although not required, it is recommended to include some of the sites to determine readiness for the Stage 2 audit. If a site is not audited during the Stage 1 audit, then the full initial audit duration shall be applied at the Stage 2 duration for that site.

The central function audit should be delivered during Stage 1 and during Stage 2. Not only at Stage 1.

- For subsequent audits, the central function shall be audited at least annually and before BSI audits of the (sampled) sites. In exceptional cases, a small number of the sample sites may be audited prior to the audit of the central function. The site audits shall be conducted as close to the central function audit as possible, but always within 12 months of the central function audit.
Note: Where sites are added to the group, an audit is required before adding them to the certificate, either as a special audit (scope extension) or as part of the regular audit.
- Once every 3 years, the regular audit shall be conducted fully unannounced, including the central function and the (sampled) site audits.
- Separate reports may be produced for the Central function and each of the sites respectively. Alternatively, one audit report may be produced for the multi-site organization, including the central function information, containing specific information about each site audited. The summary sections of the audit report shall clearly reflect what was audited at each site with supporting objective evidence.
- The certificate shall be a group certificate issued to the multi-site organization. It is not allowed to issue certificates to individual sites in the case of multi-site certification.

4.3.1 Sampling

- The use of multi-site sampling is permitted for category G for organizations with more than 20 sites.
- For organizations with 20 sites or less, all sites shall be audited.
- Where sampling is allowed, BSI shall ensure that all sites are audited over the course of the initial certification cycle (Initial, surveillance, surveillance) and subsequent certification cycle respectively (recertification, surveillance, surveillance). Therefore, the sample size might need to be increased to meet this requirement but can never be lower than what is defined in above.
- BSI shall demonstrate that the sampling of sites does not undermine effective auditing. When multi-site sampling is undertaken, BSI shall justify and document the rationale based on the following conditions:
 - a) sites are operating under one centrally controlled and administered FSMS.
 - b) sites subject to sampling are similar (food chain subcategory, geographical location, processes and technologies, size and complexity, regulatory and statutory requirements, customer requirements, food safety hazards and control measures).
 - c) the central function is part of the organization, clearly identified and not subcontracted to an external organization.
 - d) all sites have a legal or contractual link with the central function.
 - e) the central function has organizational authority to define, establish and maintain the FSMS.
 - f) all sites are subject to the organization's internal audit programme and have been audited.
 - g) audit findings at a site are considered indicative of the entire FSMS and corrective actions are implemented accordingly.

- h) the central function is responsible for ensuring that outcomes of performance evaluation and customer complaints from all sites are collected and analysed.
- i) the organization's FSMS is subject to central management review.
- j) the central function has authority to initiate continual improvement of the FSMS.
- The Sampling rationale shall be documented.
 - Where multi-site sampling is permitted, BSI shall ensure that the organization has conducted an internal audit for each site within one year prior to certification and when applicable the effectiveness of corrective actions shall be available. Following certification, the annual internal audit shall cover all sites of the organization included in the certification scope of the multi-site organization and ongoing effectiveness of corrective actions shall be demonstrated.
 - Where multi-site sampling is permitted, BSI shall define and utilize a sampling programme to ensure an effective audit of the FSMS where the following conditions apply:
 - a) At least annually, an audit of the central function for the FSMS shall be performed by the certification body prior to the sampled site audits.
 - b) At least annually, audits shall be performed by the certification body on the required number of sampled sites.
 - c) Audit findings of the sampled sites shall be assessed to ascertain if these indicate an overall FSMS deficiency and therefore can be applicable to some or all other sites.
 - d) Where audit findings of the sampled sites are considered indicative of the entire FSMS, corrective actions shall be implemented accordingly.
 - e) For organizations with 20 sites or fewer, all sites shall be audited. The certification body shall increase the size of sample or terminate the site sampling where the FSMS subject to certification does not indicate the ability to achieve the intended results.
 - The sample shall be partly selective and partly random and shall result in a representative range of different sites being selected, ensuring all processes covered by the scope of certification will be audited.

At least 25 % of the sample shall be selected at random. The remainder shall be selected so that the differences among the sites selected over the period of validity of the certification are as large as possible.
 - The sample/site selection and justification of this selection shall be documented every year for each regular annual audit on the PF 1583. The justification of sample/site selection shall be based, among others, on the following:
 - a) results of internal audits, management reviews or previous audits.
 - b) records of complaints, product withdrawals/recalls, and other relevant aspects of corrective action.
 - c) variations in the site characteristics.
 - d) other relevant changes since the last audit.
 - Sample selection does not have to be done at the start of the audit process. It can also be done once the audit of the central function has been completed. In any case, the central function shall

be informed of the sites to be included in the sample. This can be on relatively short notice but shall allow adequate time for preparation for the audit.

- The sampling process shall be part of the management of the audit programme. At any time (i.e. before planning the surveillance audit, or when any organization site changes its structure, or in case of acquisition of new site(s) which will be added into the certification boundary), BSI office shall review the sampling foreseen within the 3 year cycle in order to establish the need to adjust the sample size prior to auditing the sample with a view to maintaining certification.
- The certification body shall identify and include in the scope of certification the processes of the FSMS implemented at each sampled site.

4.3.2 Requirements for the central function

The central function is where operational control and authority from the top management of the organization is exerted over every site. There is no requirement for the central function to be located in a single site.

The central function shall hold the contract with BSI and request to include multi-site sampling as part of the application process should they wish to include it.

It is the responsibility of the central function to ensure management commitment to the FSMS and have sufficient resources and technical capacity in place to support the system and the internal audit program. The central function shall be impartial from the sites (e.g., have different/ dedicated employees, governance, management etc.).

It might be necessary to follow up on certain topics with the Central function during or after a site audit, in which case the responsible individual/s at the Central function shall make the information available.

The central function shall take responsibility for coordinating, addressing, and closing out of nonconformities raised at site level in conjunction with the relevant sites. Failure of the central function or any of the sites to meet the Scheme requirements, shall result in the whole organization, including the central function and all sites, not gaining certification. Where certification has previously been in place, this shall initiate the BSI process to suspend or withdraw the certification.

4.3.3 Nonconformity management (for multi-sites)

Nonconformities raised at multi-site organizations shall follow the same scheme requirements established on this manual and:

- When nonconformities are found at any individual site, either through the organization's internal auditing or from auditing by BSI, investigation shall take place to determine whether the other sites may be affected. Therefore, BSI shall require the organization to review the nonconformities to determine whether or not they indicate an overall system deficiency applicable to other sites. If they are found to do so, corrective action shall be performed and verified both at the central function and at the individual affected sites. If they are found not to do so, the organization shall be able to demonstrate to BSI the justification for limiting its follow-up corrective action.
- BSI shall require evidence of these actions and increase its sampling frequency and/or the size of sample until it is satisfied that control is reestablished. At the time of the decision-making

process, if any site has a major nonconformity, certification shall be denied to the whole multi-site organization of listed sites pending satisfactory corrective action.

- It shall not be admissible that, to overcome the obstacle raised by the existence of a nonconformity at a single site, the organization seeks to exclude from the scope the "problematic" site during the certification process.
- Where a critical nonconformity is identified, the certificate of the multi-site organization shall be suspended within 3 working days of issuing the critical nonconformity, regardless of whether or not all the site audits have been completed;
- Where a major nonconformity is identified and the audit takes more than 30 calendar days to complete (central function and site audits), the organization shall provide a corrective action plan including any temporary measures or controls necessary to mitigate the risk until the nonconformity can be closed.
- The timeline for closure of nonconformities start at the end of the audit after completion of the central function audit and all the site audits.
- If any site has a major nonconformity and satisfactory corrective action have not been implemented in the agreed time frame, certification shall not be granted or maintained for the whole multi-site organization pending satisfactory corrective action.

4.4 Unannounced audits

4.4.1 Frequency

BSI shall ensure that for each certified organization at least one surveillance audit is undertaken as an unannounced audit after the initial certification audit and within each three (3) year period thereafter. The period between the unannounced audits cannot exceed 3 years.

The organization, once certified, can voluntarily choose to conduct all audits (surveillance and recertification) as unannounced audits.

The initial certification audit (stage 1 and stage 2) cannot be performed unannounced.

4.4.2 Unannounced audit execution

- 1) Your organization will not be notified in advance of the date of the unannounced audit and the audit plan will not be shared until the opening meeting.
- 2) The unannounced audit takes place during normal operational working hours including night shifts when required.
- 3) Blackout days may be agreed in advance.
- 4) The audit will start with an inspection of the production facilities commencing within 1 hour after the auditor has arrived on site. In case of multiple buildings at the site the auditor shall, based on the risks, decide which buildings/facilities shall be inspected in which order.
- 5) All Scheme requirements shall be assessed including production or service processes in operation. Where parts of the audit plan cannot be audited, an (announced) follow-up audit shall be scheduled within 28 calendar days, whilst still meeting calendar year requirement.

- 6) If the certified organization refuses to participate in the unannounced audit, the certificate shall be suspended immediately, and BSI will withdraw the certificate if the unannounced audit is not conducted within a six-month timeframe from the date refusal.
- 7) The audit of separate Head offices controlling certain FSMS processes pertinent to certification separate to the site(s) shall be announced . Where Head Office activities are part of a site audit, they shall be unannounced.
- 8) Secondary sites (off-site activities) and off-site storage, warehouses and distribution facilities shall also be audited during the unannounced audit.

4.5 Additional scheme / combined & integrated audit

Where the FSSC 22000 audit is undertaken in combination with other food safety audits as a combined audit, the duration shall be increased on the top of the FSSC 22000. The minimum FSSC audit duration shall always be respected.

The audit time stated in the report shall be of the total combined audit and match with the audit plan, with the contract review approved and also with the FSSC SMO(s) in PG. Total audit duration is then longer than for FSSC 22000 alone. This is considered as an increase in audit duration and the reason for this shall be justified in the contract review form. A separate report shall be created for each specific scheme.

4.6 Transfer of certification

BSI shall follow the requirements of GP031 (Transfer of Certification to BSI) for all FSSC 22000 transfers of certification.

The transfer of certification is defined as the recognition of an existing and valid management system certification, granted by one accredited certification body, (the "issuing certification body"), by another accredited certification body, (the "accepting certification body" - BSI) for the purpose of issuing its own certification.

BSI needs to determine the eligibility of certification for transfer. Only existing, valid, and accredited FSSC 22000 certificates may be transferred. It is not possible to transfer expired or suspended certificates.

BSI shall conduct a pre-transfer review to determine if the certificate may be transferred. This review shall be conducted by means of a documentation review, and where identified as needed, a pre-transfer visit may be conducted to confirm the validity of the certification. The pre-transfer visit is not an audit. The pre-transfer review shall be uploaded to the Assurance Platform as part of the transfer. The transfer process, including the issuance of the certificate, shall be completed before the expiry of the current certificate.

The regular "on cycle" audit can only be planned and delivered for clients that have successfully completed the transfer process, hosting a BSI certificate.

When a certificate is transferred from a CB to BSI, the decision date linked to the transfer becomes the new initial certification date linked to BSI.

4.7 Transition audits

Transition audits to FSSC 22000 are where an organization holding an existing accredited certification to ISO 22000 or a GFSI recognized certification program wants to transition (move) to FSSC 22000 certification. The certified organization shall supply a copy of their current certificate and BSI needs to determine the validity of the certificate. Only valid certificates and those with a similar/equivalent scope statement can be accepted for a transition audit.

Transition audits are the start of a new certification cycle and shall therefore be a stage 2 audit (however, audit duration shall be considered in accordance with recertification calculation).

In order to qualify for a transition audit, the existing certification shall still be valid at the time of the transition audit and have an equivalent scope of certification.

The FSSC 22000 certificate issued shall have a validity of 3 years.

4.8 Extension and reduction of scope

Extension of scope: BSI shall, in response to an application for expanding the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit or with a re-certification or separate from the audit cycle being conducted as special audit.

When a scope extension audit is conducted as a standalone audit, the focus area during the audit shall include as a minimum, HACCP, PRP's and FSSC Additional requirements.

Reduction of scope:

- Where during an assessment the assessor identifies that the client has ceased to perform a referenced activity and that this activity should be removed from the scope of certification, the assessment team leader shall advise this via audit report. It should be clear from the documentation provided which elements of the scope are being removed.
- When BSI has evidence that a client holds a certificate where scope exceeds the capability or capacity to meet scheme requirements, BSI shall reduce the certification scope accordingly.

BSI shall not exclude activities, processes, products or services from the scope of certification when those activities, processes, products or services can have an influence on the food safety of the end products as defined in the scope of certification.

Any reduction in durations or visit cycles shall be reviewed and approved.

4.9 Follow up audits

Definition of follow up audits: An additional audit to a regular audit for which an extra visit is required when the audit could not be completed in the planned time and/or the audit plan could not be realized completely or when on-site investigation of a (major) NC is required. As a follow-up is part of a regular audit, it shall be completed within a short time-frame from the main audit.

A follow-up audit is required in following situations:

- When not enough information can be obtained after an unannounced audit to take a certification decision. The missing parts shall be audited within 28 calendar days, whilst still meeting the calendar year requirement.
- After a major non-conformity for verification of the corrective action plan to close the NC. This follow-up shall be done within 28 calendar days from the last day of the audit.

4.10 Special audits

Definition of special audits: Audits at certified organizations that are performed on top of the annual surveillance/recertification audits.

Additional special audits shall be performed on top of FSSC audit and never as a replacement of the annual surveillance/ recertification audits.

Reasons to conduct a special audit may be for example:

- Scope extension in between regular audits
- Changes in the company (e.g. ownership)
- Short notice audits to follow up on complaints, after a major recall or in case of any situation and/or serious event where the integrity of the FSSC 22000 certification is compromised.
- To lift suspensions

Special audits may be conducted announced or unannounced and shall be reported separately from the regular audits.

The objective of a special audit is to assess whether the certificate is still valid. Therefore, a decision on the certification status shall be taken. This is a formal certification decision and shall be documented as such. A special audit can lead to a suspension or withdrawal of the certificate, or to an extension or reduction of the scope.

4.11 Short – notice audits

It may be necessary for BSI to conduct audits of certified clients at short notice or to complete an unannounced audit to investigate complaints, or in response to significant changes, or as a follow up for suspended clients.

5 Implementation of FSSC 22000

5.1 Learn about the FSSC 22000 Scheme

There are several ways to learn how to implement the FSSC 22000 Scheme within your food business. The following options are available:

- Attend an FSSC 22000 Training course available through the BSI Training Academy (refer to your local BSI office or website)
- Train yourself by downloading the necessary documents from the FSSC website.

5.2 FSSC 22000 Documents

FSSC 22000 scheme documents are available at [FSSC Website](#).

5.3 FSSC Database

The FSSC Foundation maintains a Register of Certified Sites with the names and information of all certified sites. This register is publicly available on the FSSC website.

For all FSSC 22000 audit types, the required data and documentation shall be entered in the **FSSC Assurance Platform** at the latest 28 calendar days after the certification decision with a maximum of 2 months after the last day of the audit.

5.3.1 Data ownership

A (certified) organization is the owner of an audit report (regarding the decision about who the report may be shared with), whilst BSI is responsible for the report data and therefore holds the ownership of the audit report content.

A (certified) organization is the certificate holder, not the owner. BSI is the data owner of the certificate data.

5.3.2 BSI Portal on FSSC Database

a) When requested by the certified organization, BSI shall actively provide the Certified Organization access to the associated Organization Profile, Audit and Certification data registered in the CB Portal using the available functionality.

b) The certified organization access will only be granted to authorized individual(s).

6 Certificate Suspension, Withdrawal or Scope Reduction

1) Suspension: BSI shall immediately suspend certification when a critical nonconformity is issued and/or there is evidence that their client is either unable or unwilling to establish and maintain conformity with Scheme requirements

2) Withdrawal: BSI shall withdraw a certificate when:

- the status of suspension cannot be lifted within six (6) months;
- the organization ceases its FSSC 22000 certification activities;
- any other situation where the integrity of the certificate or audit process is severely compromised.

3) Scope reduction: When BSI has evidence that client holds a certificate whose scope exceeds their capability or capacity to meet scheme requirements, BSI shall reduce the certification scope accordingly. BSI shall not exclude activities, processes, products or services from the scope of certification when those activities, processes, products or services can have an influence on the food safety of the end products as defined in the scope of certification.

6.1 Action Upon Suspension, Withdrawal and Scope Reduction

1) In case of suspension or withdrawal, the organizations’ management system certification is invalid. BSI shall complete the following actions within 3 working days after the certification decision has been made:

- change the status of the certified organization in the Portal and its own Register of certified organizations and shall take any other measures it deems appropriate;
- inform the organization in writing of the suspension or withdrawal decision within three (3) days after the decision was made;
- instruct the organization to take appropriate steps in order to inform its interested parties.

2) In case of scope reduction, the organizations’ management system certification is invalid beyond the revised certification scope statement.

BSI shall complete the following actions within 3 working days after the certification decision has been made:

- change the scope of the certified organization in the FSSC 22000 database and its own Register of certified organizations and shall take any other measures it deems appropriate;
- inform the organization in writing of the scope change within three (3) days after the decision of change;
- instruct the organization to take appropriate steps in order to inform its interested parties.

7 Use of Marks (FSSC, ANAB and BSI)

To access FSSC logos, BSI Marks of Trust (assurance marks) and ANAB logo please contact food@bsigroup.com

To access the instructions for use to promote your BSI certification access [Guidelines for use](#) related to ANAB and BSI Marks.

For Guidance about FSSC logo use, see section below.

7.1 Use of the FSSC Logo

Certified organizations can use the FSSC 22000 logo only for marketing activities such as organization's printed matter, website and another promotional material.

In case of using the logo, the certified organization shall request a copy of the latest FSSC logo from BSI and comply with the following specifications:

Color	PMS	CMYK	RGB	#
Green	348 U	82/25/76/7	33/132/85	218455
Grey	60% black	0/0/0/60	135/136/138	87888a

Use of the logo in black and white is permitted when all other text and images are in black and white.

The certified organization is not allowed to use the FSSC 22000 logo, any statement or make reference to its certified status on:

- a product;
- its labelling;
- its packaging (primary, secondary or any other form);
- certificates of analysis or certificates of conformance (CoA's or CoC's);
- in any other manner that implies FSSC 22000 approves a product, process or service **and**
- where exclusions to the scope of certification apply.

7.2 Use of the FSSC logo by Certified Organizations

- The FSSC logo may be used on the organization's printed matter, literature, business cards, website and promotional material subject to the design specifications.
- The FSSC 22000 logo may **NOT** be used either on a product, its labelling or its packaging, or in any other misleading manner, so as to suggest that the certification body has certified or approved any product, process or service of a certified organization.
- Mentioning possession of an FSSC 22000 certificate or making any reference such as "Produced in an FSSC 22000 certified company" on a product label or packaging is **not** allowed.
- BSI will audit the use of the FSSC 22000 logo by certified organizations during every surveillance and re-certification audit. Any non-conformance associated with the use of the logo will be required to be managed as per the Scheme requirements for nonconformity management.

7.3 Design of the FSSC Logo

- The FSSC 22000 logo shall be reproduced in the specified colors, as per the FSSC 22000 Additional Requirement 2.5.5, and in a size that makes all features of the logo clearly distinguishable.
- Use of the logo in black and white is permitted when all other text and images are in black and white.

8 Confidentiality

BSI will keep confidential information confidential for a period of 6 years after it has received it and will not use or disclose it except for the purpose of exercising or performing its rights and obligations under the contract, or to the extent required by law, or by any governmental or other regulatory authority, or accreditation authority, or by a court or other authority of competent jurisdiction and/or by the Foundation.

In these cases, BSI will not be required to notify you of such disclosure and will not be required to oppose any demand made by such entities.

The ownership of the certificate and the audit report content of your site is held by BSI. At the request of food safety authorities, information related to the certification and auditing process shall be shared.

9 Additional Obligations

Following certification, there are a number of managerial responsibilities which your site will need to fulfil to maintain BSI's certification. These include:

- Continued compliance with the relevant systems standard(s) or code(s) of practice;
- Compliance with BSI's Standard Commercial Terms and Conditions and obligations as specified in this document as well as other guidance documentation that may be specifically provided from time-to-time;
- Conduct of regular internal reviews of your system, with appropriate documentation of such reviews and of any subsequent corrective actions;
- Notification to BSI of any significant changes in the structure (key responsibilities and management system), ownership and operations of your site to enable the impact of such changes on the certified ownership system to be evaluated; and
- Notification to BSI of any litigation or serious events or matters that relate to the scope of your certification within twenty-four (24) hours of the event.

9.1 Complaints

Your site is required to keep a record of all known complaints. These records must be made available to the audit team and BSI when requested.

Your site is required to demonstrate that you have taken appropriate action to address these complaints through investigation and correct any deficiencies found. These actions must be documented.

9.2 Certification Agreement

Your site is required to meet the requirements of the certification agreement. This requires that your site and products remain compliant with the scheme requirements and the conditions of certification at all times.

Your site is required to implement appropriate changes as communicated by BSI in a time appropriate manner.

9.3 Assessment Scheduling

Your site is required to make all necessary arrangements to allow the evaluation and surveillance activities to take place. This includes but is not limited to; Equipment, Product, Locations, Personnel and Sub-contractors.

9.4 Misleading Statements

Your site is not permitted to use its certification in a manner that could bring BSI into disrepute. This includes making misleading or unauthorized statements. If you are unsure if a statement could be misleading you are advised to contact BSI prior to making the statement. Statements include but are not limited to advertising (including your website) and internal communication. The use of the logo on product and product packaging is not permitted.

If your site is required to provide copies of certification documents these must be reproduced in its entirety. Failure to do so may be misleading to the recipient as to the scope of certification.

9.5 Communication Obligations

Your organization has the obligation to communicate with your local BSI office within 3 working days related to the following:

- a) any significant changes that affect the compliance with the Scheme requirements and obtain advice of BSI in cases where there is doubt over the significance of a change;
- b) changes to organization name, contact address and site details;
- c) changes to organization (e.g. legal, commercial, organizational status or ownership) and management (e.g. key managerial, decision-making or technical staff);
- d) changes to the management system, scope of operations and product categories covered by the certified management system;
- e) an extraordinary event affecting a certified site or BSI may temporarily prevent BSI from carrying out planned audits on-site. When such a situation occurs, BSI in consultation with the certified site will need to determine a reasonable planned course of action;
- f) any other change that renders the information on the certificate inaccurate.

9.6 Agreement on information sharing

By accepting the BSI quote the certified organization allows BSI to share information relating to the certification and auditing process with the Foundation, GFSI and governmental authorities when required.

9.7 Management of extraordinary serious event

In case your organization is affected by public food safety incidents (such as e.g. public recalls, calamities, food safety outbreaks, etc.) BSI shall be notified within 02 working days through food.recall@bsigroup.com. An incident form will be sent which in turn has:

- 2 business days after receiving the request, to send part I of the PF1411 completed in full, to the related BSI country
- AND
- 2 weeks after receiving the initial request, to send part II of the PF1411 completed in full, to the related BSI country.

Non compliance to be timelines stated above will lead to the suspension of the certificate. Reoccurrence of recalls may also lead to suspension for the certification.

The information related to the recall will be evaluated and BSI will decide the course of action regarding action needed as well as the status of the certification.

Note : In the case where during an FSSC audit, the BSI auditor identifies that the certified organization has not communicated a recall to BSI, a major NC against the site must be raised against 8.9.5 of ISO 22000.

There is no obligation to communicate product withdrawals to BSI. The definitions of product withdrawal and product recall are listed below for reference:

- **Product Recall:** The removal by a supplier of a product from the supply chain that has been deemed to be unsafe and has been sold to the end consumer and is available for sale.
- **Product Withdrawal:** The removal of a product by a supplier from the supply chain that has been deemed to be unsafe and which has not been placed in the market for purchase by the end consumer.

Based on the information provided, the BSI may need to notify Foundation FSSC about some recalls.

In case your organization is affected by serious events that impact the FSMS, legality and/or the integrity of the certification which includes 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.), BSI shall be contacted within 03 working days through critical.food@bsigroup.com.

BSI will manage extraordinary serious event as per FSSC requirements.

9.8 Observers

- From time to time BSI requires an observer to be in attendance at an audit. This may be related to training of new staff and witness assessment of existing staff. It is a requirement of certification that your site allows these activities to occur.
- BSI will, at all times, ensure that the use of observers is kept to a minimum and your site will be advised prior to the assessment activity.
- The observer does not take an active part in an assessment.
- By accepting the FSSC BSI quote your organization accept cooperate with such process

9.9 Witnessing Assessment by CB

From time to time the accreditation body and /or the Foundation FSSC requires a performance of a witnessing process. By accepting the FSSC BSI quote your organization accept cooperate with such process that can be conducted on site or remotely in which the normal confidentiality requirement applies.

9.10 TE (Technical Expert) use by CB

BSI may need to use a TE during an FSSC audit. By accepting FSSC proposal presented by BSI your organization accepts to cooperate with such process that can be conducted on site or remotely in which the normal confidentiality requirements apply.

9.11 FSSC Website

It is an FSSC scheme requirement for your site's details to be displayed on the FSSC website.

9.12 Complaints and Appeals

Appeals relating to the reconsideration of a decision made by BSI shall be considered if received within 21 calendar days of the decision or the closing meeting of an audit. Notification of the appeal shall be made in writing by the client.

Appeals shall be sent to appeals@bsigroup.com

BSI will also investigate legitimate documented complaints, relevant to operation of the system, from clients/customers of certified sites, The FSSC Foundation and the accreditation body (ANAB). Certified sites shall, at all reasonable times, provide representatives of BSI, FSSC or ANAB with access to its premises and records for the purposes of investigating such complaints.

If your site's application for certification has been refused; or your certified site's certification has been suspended, withdrawn, or reduced in scope, you may appeal against the decision. All complaints will be investigated and the originator of a complaint will be advised of the outcomes, as appropriate, in accordance with GP022 procedure.

If the appeal is received outside of the 21 calendar day deadline, it will not be logged and investigated.

Where necessary an appeal panel will be established by BSI. The nominated panel shall be independent of the decision giving rise to the appeal and operated as set out below:

- Review the evidence relating to the appeal including any evidence provided by the appellant and original decision-maker.
- Investigate the issue, including analysis of the situation;
- Determine and agree a final outcome:
 - Upheld – where all decision(s) shall be revised, or
 - Partially Upheld – where multiple decisions are being appealed, and 1 or more shall be revised and the others shall be rejected, or
 - Rejected – where all decision(s) stand
- Identify any process improvements;

The judgement of the appeal panel is the final decision. The appellant shall represent himself and no legal representation will be allowed unless approved by the Review Committee; and

The Review Committee will carry out investigations as are required, including assessment of information supplied by the appellant and, within a reasonable time, decide by majority vote whether or not to reverse the original decision.

10 Impartiality

10.1 In house and open FSSC external trainings

An auditor can conduct public FSSC 22000 training with attendance from a company that they are the certification auditor for. However, the same auditor cannot conduct in-house training and then deliver certification work (without a break of 02 years).

Note: in-house training means training provided in the client's site or attended only by one organization's team.

10.2 Consultancy

FSSC 22000/FSMS consultancy shall not be provided by either BSI or any part of the same legal entity for a period of 2 years prior to any certification activity. Internal audit is considered a consultancy service and it is not allowed at clients which BSI delivers certification.

10.3 Auditor rotation in FSSC 22000 certification audits

An auditor is not allowed to perform more than two (2), three (3)-year certification cycles at the same certified site either as lead auditor or team member. If an auditor starts auditing within a certification cycle, he/she will be rotated out after six (6) years for a minimum of one year.