

SQF (Safe Quality Food) Edition 8.1 – Certification Requirements

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Revision History

Rev No	Revision Date	Author	Approved by	Page No	Sec. No	Brief Description of Change
1	-	-	-	-	-	Old NCSI Recognition Booklet
2	November 2013	Stephanie Vincent	Stephanie Vincent	-	-	Transfer of NCSI procedure to BSI Procedure
3	September 2014	Mary Portelli	Stephanie Vincent	-	-	Changes are highlighted in yellow
4	September 2015	Alex Davies	Stephanie Vincent	Various	Various	Review of requirements
5	November 2016	Mary Portelli	Stephanie Vincent	15	11.7	Requirement added for the client to be provide permission for their details to be used on the SQFI website.
				5	1.0	Clarification that this document links to the Ts and Cs
5	December 2017	Mary Portelli	Stephanie Vincent	-	5	Updated to Edition 8.
6	October 2018	Mary Portelli	Mary Portelli	-	-	Updated contact details Addition of recall notification
8	November 2019	Mary Portelli	Todd Redwood	Various	Various	New title and Edition 8.1 <u>Now a Global Document</u> Update to Obligations & Complaints / Certification Requirements / Non-conformities Revised Complaints and Appeals
9	June 2020	Mary Portelli	Todd Redwood	5 6 17 19	2.0 3.4 11.0 11.6	Change to accreditation body Pre-Assessment details Inclusion of the recall section as well as its related record (Food Safety Product Incident Form) Auditors may be accompanied

Related Documents

Document Number	Title

1 Introduction

These certification requirements are designed to assist your organization on the requirements for certification to the Safe Quality Food (SQF) standard edition 8.1 throughout the BSI Group. This document is considered an addendum to the BSI Standard Terms and Conditions and therefore a part of the contract with BSI.

2 Accreditation Status

Certification to this standard is accredited.

BSI holds accreditation for this standard with ANAB (ANSI National Accreditation Board). The standard owner is Safe Quality Food Institute (SQFI).

This scheme follows the requirements of ISO17065:2012

3 The Certification Process

The following section outlines the steps that apply during the BSI certification process for SQF.

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 Inquiry

BSI will respond to either verbal or written expressions of interest from organizations interested in one or more of our programs. If your organization 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 organization achieve them.

BSI will also, on request and receipt of a Request for Quotation, prepare a proposal tailoring our services to your organization's needs.

3.2 Application for Certification and Assessment

Receipt of your organization'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 organization and BSI.

Your requirements will be entered into BSI database and a **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 organization in the most effective manner possible.

3.3 Client Contact

As soon as practicable after receipt of your signed application/proposal, a BSI auditor who is SQF registered for the same food sector category (or nominated representative) will contact your organization. Your auditor will seek to establish a working relationship between your organization 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 (or nominated representative) will seek to gain an appreciation of the structure of your organization and the activities being conducted. In particular the auditor will:

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

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

3.4 Conduct a Pre-assessment Audit (not mandatory)

A Pre-Assessment often proves an invaluable tool in determining system implementation, particularly for new systems that are still in the early stages of development. This one-off assessment includes the identification of gaps against the requirement of the nominated Standard or Code of Practice. At the conclusion of the Pre-Assessment you will receive a report which highlights any gaps as well as options for next steps on your path to certification.

3.5 Identifying the Scope of Certification

SQF certification is site and product 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 SQF System, the site can be expanded to include those premises.

The scope of certification forms part of the certificate of registration. It describes the food sector categories (refer to SQF Code - Appendix 1) 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 supplier SQF certification.

3.6 The Certification Audit

The SQF certification audit consists of two stages:

Stage 1:

The desk audit is undertaken for initial certification to verify that your organization's SQF System documentation meets the requirements of the SQF Code.

The desk audit is conducted by a registered SQF auditor.

The audit includes a review of the:

- The food safety plan and the associated Critical Control Point (CCP) determinations, validations and verifications are appropriately documented and endorsed by the SQF practitioner;
- The documented system is relevant to the scope of certification and the products processed there under.

Critical non-conformances can not be raised at a desk audit.

The desk audit is not scored.

When the supplier's re-application occurs within six (6) months of the last audit date a facility audit shall be scheduled but a desk audit is not required. If the re-application occurs after six (6) months from the last audit date, or with a new certification body, then a desk audit and facility audit are required.

An independent desk audit is not required as part of a re-certification audit. However an integrated desk and facility audit shall be conducted at each re-certification. The supplier's documentation shall be reviewed as necessary as part of the facility audit.

Stage 2:

The facility audit can only occur when all the non-conformities from the desk audit are closed.

The facility audit is conducted on site and determines the effective implementation of the supplier's documented SQF System.

If your operation is seasonal (a period in which the major activity is conducted over five consecutive months or less) the certification audit is required to be completed within thirty (30) days from the start of the season.

3.7 Identifying the Scope of the Audit

The audit scope will be agreed between your organization and BSI before the certification audit begins.

The scope of the audit shall cover the required level of certification (refer to SQF Code - module 2). This shall include:

The site

The entire site, including all premises, support buildings, silos, tanks, loading and unloading bays and external grounds must be included in the scope of certification.

The products

SQF certification is product specific so it must include the food sector category (ies), and products processed and handled on site

Exemption

Where a site seeks to exempt any products processed or handled on site, the request for exemption must be submitted to BSI in writing prior to the certification audit, explaining the reason for exemption. If approved, the product exemptions shall be listed in the site description in the SQF Assessment Database and in audit reports.

3.8 Audit Duration

The audit times will vary according to the size and complexity of the site operations. Guidance on how the audit durations are calculated is documented in the SQF Code.

3.9 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 organization's senior management at the exit meeting. BSI can provide the audit report available to your organization within ten (10) calendar days from the last day of the audit. It is also available on the SQF Assessment Database after the certificate decision.

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. Observations can not be raised at SQF assessments.

The SQF electronic audit report is completed by the auditor, and is available to your organization on the SQF Assessment Database. BSI undertakes an extensive review process of audit reports and there may be occasions when the audit result rating is revised based upon discussions with the Compliance and Risk team.

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. The final report will be subsequently provided after completion of the Audit.

If you are unclear regarding the meaning of anything in your report, please contact your BSI auditor or the Compliance and Risk team.

3.10 Non-conformities

It is your organization'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.

Definitions and close-out requirements for non-conformities are defined in the SQF Code, Edition 8.1, sections 2.11 & 3.2

3.11 Audit Score, Rating and Audit Frequency

Based on the evidence collected by the SQF auditor, each applicable aspect of the SQF facility audit is automatically scored when the audit report is uploaded to the SQF Assessment Database. Desk audits are not scored. A single rating is calculated for the facility audit. The rating provides an indication of the overall condition of your organizations' site against the SQF Code, and also provides a guideline on the required level of surveillance by BSI. This would be either 6 monthly

or 12 monthly unless your organization has failed the audit, in which case your organization must re-apply for another facility audit.

3.12 Granting Certification

Certification of SQF System shall be awarded to suppliers that achieve a "C" audit rating or greater with no outstanding non-conformities. The certification decision shall be made within forty-five (45) calendar days of the last day of the facility audit.

Once SQF certification is granted, the SQFI issues a unique certification number which is specific to that supplier's site.

BSI will provide an electronic certificate to your organization within ten (10) calendar days of granting certification. The certificate of registration is valid for twelve (12) months plus 75 days from the date the certification decision was taken.

3.13 Maintaining Certification

To maintain SQF certification, your organization is required to attain a "C" audit rating or greater at re-certification audits, 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.

3.14 Unannounced Re-Certification Audit

SQF sites shall be required to undertake one (1) unannounced audit within the three (3) year certification cycle.

- Within three (3) certification cycles BSI is required to conduct one (1) unannounced re-certification audit of your organization.
- The unannounced audit takes place in your facility within the sixty (60) day re-certification window (i.e., the anniversary date of the initial certification audit +/- thirty (30) days).
- The certification cycle begins with the initial certification audit date. Unannounced re-certification audits shall occur once in every three (3) certification cycles.
- Unannounced audits cannot be conducted on the initial certification audit or when a surveillance audit is scheduled.
- If your organization changes certification bodies during the cycle, the organization's unannounced re-certification audit schedule does not change.

Multi-site suppliers are exempted from unannounced audits.

The date of the unannounced audit shall be determined by BSI within a 60 day re-certification audit window. The unannounced audit year is agreed with your organization and BSI.

Your organization can nominate a defined blackout period which is established by negotiation with BSI that prevents the unannounced re-certification audit from occurring out of season or when your facility is not operating for legitimate business reasons.

Immediate suspension of the organization's certificate will occur in facilities that refuse entry to the auditor for an unannounced audit (refer to section 5 of these requirements for further details).

Certificates issued following unannounced re-certification audits shall indicate that the audit was unannounced. Sites with annual unannounced re-certification audits shall be recognized on the SQF certificate as an "SQFI select site."

A site may forgo the three-year certification cycle requirement and voluntarily elect to have annual unannounced recertification audits. If annual unannounced re-certification audits are conducted at the site then the protocol outlined for the three-year certification cycle audit shall be followed.

3.15 Surveillance Audits

The surveillance audit is conducted when the supplier attains a "C" rating at a certification audit or re-certification audit.

A new score and rating is issued at the surveillance audit however the re-certification audit date is not affected.

Major or minor non-conformities raised at the surveillance audit shall be closed out as indicated in section 3.2. of the SQF Code.

3.16 Auditor Rotation

SQF have a restriction in place that one auditor may conduct no more than three (3) consecutive audits at the same company. After three (3) audits, another auditor must be assigned to visit your premises. Following this, the original auditor may return for up to another three (3) consecutive audits

4 Implementation of SQF

4.1 Learn about the SQF Code

There are several ways to learn how to implement the SQF Code within your food business. The following options are available:

- Attend an "Implementing SQF Systems" training course through a licensed SQF Training Centre (recommended);
- Take the online "Implementing SQF Systems" training course available from www.sqfi.com;
- Train yourself by downloading the SQF Code from www.sqfi.com free of charge, and read how to apply it to your industry sector;
- and/or take the SQF online exam.

4.2 Select the Relevant SQF Modules

Your organization selects the relevant modules that apply to their industry sector by visiting the SQF website www.sqfi.com, select *The SQF Code*, and select the relevant industry sector(s).

4.3 Register on the SQF Assessment Database

To be considered for SQF certification, your organization is required to register on the SQF Assessment Database. The database can be found at www.sqfi.com.

Registration is annual, and there is a fee per supplier site payable at registration and renewal. The fee scale is dependent on the size of the site as determined by gross annual sales revenue. The fee scale is available on www.sqfi.com.

Your organization must register with SQFI prior to achieving certification, and must remain registered at all times to retain their certification.

If your organization fails to maintain registration, your certificate will be invalid until the facility is properly registered in the SQF Assessment Database.

4.4 Designate an SQF Practitioner

Whether or not an SQF consultant is used, the SQF Code requires that every organization has a suitably qualified SQF practitioner on site to validate and verify the food safety fundamental requirements, food safety plans (at level 2) and food quality plans (at level 3).

The requirements for an SQF practitioner are described in 2.1.2.4 and 2.1.2.5 of the SQF Code. Some sites may choose to have more than one SQF practitioner to meet shift and operational requirements.

4.5 SQF Implementation Training

A two-day Implementing SQF Systems training course is available through the SQFI network of licensed training centres.

Employees who are responsible for designing, implementing and maintaining the requirements of the SQF Code are encouraged to participate in a training course.

This training is not mandatory for SQF practitioners

4.6 Select the Certification Level

Food Safety Fundamentals

Entry level for new business and small or developing primary producers and food manufacturers. This level is not GFSI benchmarked;

HACCP-based Food Safety

Incorporates all food sector categories for Primary, Manufacturing, Storage and Distribution and Food Packaging

HACCP-based Food Quality

Includes system elements specific to quality for all food sector categories for Primary, Manufacturing, Storage and Distribution and Food Packaging.

The results will not affect the score of the food safety audit.

It is not available with the Retail Code

4.7 Document and Implement the SQF Code

To achieve SQF certification, your organization must document and implement the relevant modules of the SQF Code, at the level required (refer to 1.7). This requires a two stage process:

Document the SQF System – prepare policies, procedures, work instructions and specifications that meet the relevant modules of the SQF Code. In other words “say what you do.”

Implement the SQF System – implement the prepared policies, procedures, work instructions and specifications, and keep records to demonstrate compliance to the relevant modules of the SQF Code. In other words, “do what you say”. SQFI recommends that a minimum of two months of records be available before a site audit is conducted.

5 Suspending Certification

BSI will suspend your organization’s SQF certificate of registration (refer to SQF Code - 3.5)

When a site’s SQF certificate is suspended, the site shall not represent itself as holding an SQF certificate for the duration of suspension

Your organization’s certificate of registration will be suspended by BSI if the organisation:

- Fails to permit the re-certification or surveillance audit
 - Receives a ‘F – fail to comply’ rating
 - Fails to take corrective action within the timeframe specified for major non-conformities
 - Fails to permit an unannounced audit
 - Fails to take corrective action within the timeframe specified
 - where in the opinion of BSI, the site fails to maintain the requirements of the SQF Food Safety Code for Manufacturing
- i. Where the site’s certificate is suspended, BSI shall immediately amend the site details on the SQFI Assessment Database to a "suspended" status
 - ii. BSI shall copy the SQFI Compliance Manager on the notice of suspension sent to the site and request that a detailed corrective action plan is provided within forty-eight (48) hours.
 - iii. Once the detailed corrective action plan has been received, an on-site audit will be conducted within 30 calendar days.
 - iv. If this visit has a successful outcome, the organization’s certificate will be reinstated and the site status on the SQFI Assessment Database.
 - v. Within six (6) months following suspension, BSI will conduct a surveillance site visit to verify the effective implementation of the corrective action plan and that your organization’s SQF System is achieving stated objectives.

6 Withdrawing Certification

BSI will suspend shall withdraw the certificate when the site:

- Has been placed under suspension and fails to submit approved corrective action plans within forty-eight (48) hours of receiving notice of the suspension
 - Fails to take approved corrective action within the time frames specified
 - Has falsified its records
 - Fails to maintain the integrity of the SQF certificate
 - Has an administrator, receiver, receiver and manager, official manager or provisional liquidator appointed over its assets or where an order is made or a resolution passed for the closure of the site (except for the purposes of amalgamation or reconstruction) or the site ceases to carry on business or becomes bankrupt, applies to take the benefit of any law for the relief of bankrupt or insolvent debtors or makes any arrangement or composition with its creditors.
- i. When the site's certificate is withdrawn, BSI shall immediately amend the site's details on the SQFI Assessment Database to a "withdrawn" status
- ii. BSI shall copy the SQFI Compliance Manager on the notice of withdrawal sent to the site
- iii. Instruct the site to return the certificate within thirty (30) days of notification.

A site that has their certificate withdrawn will not be permitted to apply for certification for twelve (12) months from the date the certificate was withdrawn.

The withdrawn site will be posted on the SQFI website (sqfi.com) for twelve (12) months.

7 Cancellation of Certificate

When an organization's certification is cancelled, the organization shall immediately:

- Cease any advertising and promotional activities that promote the fact that the organization holds certification
- Withdraw and cease to use any advertising and promotional material that promotes the fact that the organization holds certification
- Cease to use relevant certification marks in any way to promote the fact that the organization holds certification and
- Return all certificates and pay outstanding fees

8 Variations to Certification

Your organization is required to advise BSI if there are any significant changes to your organization or the product.

Variations to certification may originate from:

- Variations to the scope of certified product
- Major nonconformities
- Voluntary withdrawals
- Withdrawal of certification by BSI Group
- Change of certification scope
- Change of ownership
- Change of management
- Change of company name
- Change of ABN etc

BSI will determine if the degree of change is significant to require an additional assessment or if the changes can be assessed at the next schedule audit or if the product requires re-assessment.

9 Use of the SQF Logo

The SQF logo is proprietary and use of the logo is subject to SQFI terms and conditions. Refer to Appendix 3: SQF Quality Shield and Logo Rules of Use at www.sqfi.com.

The permission for a supplier to use the SQF quality shield shall be:

- a) suspended if the organization's certification is suspended; all use of the SQF quality shield in the manufacturing process must cease upon certificate suspension.
- b) withdrawn if your organization's certification is withdrawn, relinquished or not renewed.

10 Confidentiality

BSI will treat all information in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012

11 Additional Obligations

Following certification, there are a number of managerial responsibilities which your organization 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 the BSI 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 organization 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
- As stated in the SQF Code (Section 5.3), in the event of a product recall or regulatory infringement, the client shall inform BSI and SQFI in writing at foodsafetycrisis@sqfi.com within twenty-four (24) hours of the event.

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 (GFSI v7.2:2018).
- **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 (GFSI v7.2:2018).
- BSI shall notify the SQFI within a further forty-eight (48) hours of any action it intends to take to ensure the integrity of the certification.
- In case of public food safety events (such as e.g. public recalls, calamities, food safety outbreaks, etc.) that a BSI office becomes aware of, the FCoE shall be notified through food.recall@bsigroup.com within 24 hours of becoming aware.
- 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 assess the risks of continuing certification and establish a documented policy and process, outlining the steps it will take in consultation with certified organizations, for a reasonable planned course of action. This includes situations where, due to security and/or visa issues in a Country, an audit cannot be performed as unannounced (e.g. when an auditor requires to be in contact with the organization at all times, due to security reasons or a visa must be requested in advance with the assistance/invitation of the certified organization).
- BSI will document and manage the situation using PF1411 (Food Safety - Product Incident Form).

11.1 Complaints

Your organization 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 organization 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.

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

In such cases BSI shall describe and make known in advance to the certified clients the conditions under which such audits will be conducted.

11.2 Certification Agreement

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

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

11.3 Assessment Scheduling

Your organization 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.

11.4 Misleading Statements

Your organization is not permitted to use its product certification in a manner that could bring the 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 the use of the logo on non-certified product, advertising (including your website) and internal communication.

If your organization is required to provide copies of their 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.

11.5 Changes to Circumstances

Your organization is required to advise BSI of any changes without delay to circumstances that may affect certification. Examples of such changes include but are not limited to;

- Authorized Representative
- Business name (Legal entity) and Trading Name (where applicable), ABN
- Ownership
- Contact details
- Location, site addresses
- Business activity/ies, scope of certification (Products and Processes)
- System Management Number of employees, covering all shifts and sites
- Billing Details

11.6 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 organization allows these activities to occur.
- Failure to allow this activity to occur may result in cancellation of your certification.
- BSI will, at all times, ensure that the use of observers is kept to a minimum and your organization will be advised prior to the assessment activity.
- The Observer does not take an active part in an assessment.
- BSI, SQF or the accreditation body (ANAB) reserves the right to conduct its own audit or visit to a site once certificated in response to complaints or as part of routine compliance activity to ensure the integrity of the scheme. Such visits may be announced or unannounced.

11.7 SQFI website

It is a SQFI requirement for your organization's details to be displayed on the SQFI website.

www.sqfi.com/sqf-supplier-directory/

12 Complaints and Appeals

Appeals against certification decisions and / or complaints against service delivery levels may be raised with your auditor. If you remain dissatisfied, contact the BSI Scheme Manager. All complaints will be investigated and the originator of a complaint will be advised of the outcomes, as appropriate.

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

If your sites application for certification has been refused; or your certified sites certification has been suspended, withdrawn, or reduced in scope, you may appeal against the decision to a Review Committee constituted and operated as set out below:

Where necessary a Review Committee will be established and operated as set out below:

- The appellant shall, within 28 days of the disputed advice from BSI, lodge a notice of written notice of appeal with an affidavit as to the grounds of appeal;
- The Global Food and Retail Supply Chain Operations and Compliance Director shall be advised within 14 days of receiving the appellant's notice;
- The Global Food and Retail Supply Chain Operations and Compliance Director shall then establish a Review Committee;
- The Review Committee shall consist a minimum of three persons considered as experts in the area of technology or business relevant to the appeal. The Review Committee shall be constituted as follows:
 - One-person expert in the relevant area of technology or business
 - Two persons selected by the appellant from a list of four persons
- 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.
- The Global Food and Retail Supply Chain Operations and Compliance Director shall give notification of the decision to the appellant within 14 days of the Review Committee decision

To raise a complaint or appeal against the service delivery by BSI or audit outcome please notify:

- Mary Portelli



Global Scheme Manager

Email: mary.portelli@bsigroup.com

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SQF Certification Requirements

Revision 9 (March 2020)