



Author/Owner:	Kurt Teuscher	Type:	Information
Approved by:	Kurt Teuscher	Revision:	Jul 2020 Rev 8

ATTACHMENT B

CICS Americas Inc. ("CICS") Terms and Conditions applicable for SQF Certifications:
July 2020

In Addition to the CICS Americas Inc.'s "Condition of Contract" found on our website, the following document defines the general additional Terms and Conditions applicable for SQF Certifications.

The site shall:

1. Notify CICS in the event of any food safety incident or recall at time while maintaining a valid certificate. This should be communicated within twenty-four (24) hours of the event.
2. Communicate in writing any changes such as: modification to the product formulation, changes to the manufacturing process or, to the quality system, any of which may affect the conformity of the product.
3. Communicate in writing any objection to the designated SQF auditor.
4. Be aware that the site's certificate of registration will be made available on the SQFI website for public display as required by SQFI.
5. Consent to have the Certificate of Registration details accessible by their customer via the SQFI website.
6. Provide or make accessible to CICS or to the designated CICS' auditor, all the documented procedures to comply with the site's applicable SQF Code requirements (Including: desk audits, site audits, re-assessments or surveillance visits).
7. Be aware that e-mail and the SQFI Database is the formal mechanism to provide to CICS the correspondent evidence for the close out of any documented non-conformity.
8. Be aware that in case of Appeals, some information related to its audit results could be shared with the Food Safety Committee members.
9. Maintain records of any complaint made known to the site, relating to a product's compliance with the requirements and to make these records available to CICS when requested;
10. Take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification;
11. Document the actions taken.
12. The Audit frequency will be determined according to the site's applicable SQF Code section 3.3 Audit Score and Rating.
13. CICS recognizes as objective evidence; any verifiable information supported by records, procedures, test results, measures of monitoring devices and effectiveness of the implemented controls. Verbal evidence as result of the interviews performed will be subject to be confirmed by the above description of the objective evidence. The auditor will record the objective evidence taken as proof of compliance.
14. Non-conformities: where the SQF auditor finds deviations from the requirements of relevant modules of the SQF Code, the auditor will advise the site of the number, description, and extent of the non-conformities. Non-conformities criteria and categorization are described in section 2.7 of the SQF Quality Code; section 2.10 of the SQF Food Safety Code for Food Retail, SQF Food Safety Code for Manufacture of Food Packaging; section 2.11 of the SQF Food Safety Fundamentals SQF Food Safety Code for Manufacturing, and SQF Food Safety Code for Storage and Distribution,
15. Be advised that CICS has a procedure for complaints and appeals and is available upon request. Should you have any complaint regarding the service provided by CICS, please contact your key account manager or CICS Management.
16. As per the section 6.1 Certification Body Personnel of the SQF Criteria for SQF Certification Bodies requirements, our auditor may be required to be witnessed. When necessary, the site will be required to assist us in this continuous improvement process.
17. All information provided in this proposal is considered as confidential.
18. Ensure Code fulfillment while certified and implement appropriate changes when communicated either by CICS or SQFI.
19. Review and notify to CICS if Certificate is not consistent with scope.
20. Be responsible of reading and understanding provided (with Certificate) guidelines for the use of Logos/Marks.
21. [Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and acts as required by CICS "Guidelines for the use of Logos-Marks relating to SQF Certification".](#)
22. Provide entire documents to their certification scheme when providing copies to others.
23. Not use its product certification in such manner as to bring CICS into disrepute and do not make any statement regarding its product certification that CICS may consider misleading or unauthorized.
24. If payment of invoices generated is not covered in the first 90 days, after date of invoice submission, Certificate will be voided.
25. Any extension required by the site that implies extra time from the auditor to review and/or approve corrective actions, may incur additional costs. All related costs will be charged based on the Proposal's man-day rate.
26. Terminate this three-year agreement by giving us notice in writing, 90 days prior to the site's Recertification due date.
27. Be aware that all their recertification audits will be scheduled within the first 45 days of the site's 60-day audit Window. No audits will be scheduled in the last 15 days of the audit window.