IFS
Global Markets
Food

IFS Global Markets Food

Development and assessment program for food safety and quality of products

VERSION 2

JANUARY 2017

ENGLISH

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PART 1
Assessment protocol

1 The history of International Featured Standards

Supplier audits have been a permanent feature of retailer's systems and procedures for many years. Until 2003 they were performed by the Quality Assurance departments of the individual retailers, wholesalers and food services companies. Ever rising demands of consumers, the increasing liabilities of retailers, wholesalers and food services companies, the increasing amount of legal requirements and the globalisation of product supply, all made it essential to develop a uniform quality assurance and food safety Standard. Also, a solution had to be found to reduce the time associated with a multitude of audits, for both retailers and suppliers.

The associated members of the German Retail Federation—Handelsverband Deutschland (HDE)—and of its French counterpart—Fédération des Entreprises du Commerce et de la Distribution (FCD)—drew up a quality and food safety standard for retailer branded food products, namely the IFS Food, which is intended to allow the assessment of suppliers' food safety and quality systems, in accordance with a uniform approach. This Standard is now managed by IFS Management GmbH, a company owned by FCD and HDE, and applies to all the postfarm gate stages of food processing. IFS Food Standard has been benchmarked against the GFSI Guidance Document and is recognised by GFSI (Global Food Safety Initiative). The first version of the IFS Food Standard was developed by the HDE and launched in 2003.

In January 2004, an updated version was designed and introduced in collaboration with the FCD. During 2005/2006, the Italian retail associations Associazione Nazionale Cooperative Consumatori (ANCC), Associazione Nazionale Cooperative tra Dettaglianti (ANCD) and Federdistribuzione also joined the International Food Standard (currently International Featured Standards).

For the current version of IFS Food, version 6, the International Technical Committee and the French, German and Italian working groups have been actively involved, in addition to retailers, stakeholders and representatives of industry, food services companies and certification bodies. During the development of IFS Food version 6, IFS gained input from the IFS North America working group and retailers from Spain, Asia and South America.

IFS started with the publication of IFS Food and then developed further standards, such as IFS Logistics, IFS Broker, IFS Wholesale/Cash & Carry, IFS PACsecure, IFS Food Store, IFS Household and Personal Care Products (HPC) and this program IFS Global Markets – Food as well as IFS Global Markets – Logistics.

The IFS Global Markets – Food is a program belonging to the umbrella brand IFS (International Featured Standards).

2 History of the IFS Global Markets – Food program

In 2008, GFSI stakeholders identified the need for technical assistance and support for "small and/or less developed businesses" in the development of their food safety management systems. "Small and/or less developed businesses" refers to the status of the business' food safety management systems, thereby particularly addressing businesses who encounter difficulties in implementing HACCP within their business, rather than to the number of staff or volume of production.

For small and/or less developed businesses that, because of their size, lack of technical expertise, economic resources or the nature of their work, market opportunities often exist within formal supply chains and entry requirements are high. These businesses do not necessarily have access to the expertise, technical and financial resources to meet requirements in terms of food safety.

Following the introduction of this initiative, IFS decided to develop a standardized, voluntary step-by-step assessment approach on the basis of the GFSI Global Markets version 2 checklist. Based on the experience with the first version of the checklist, which focused on food safety requirements, aspects regarding quality where added. The initiative is named the IFS Global Markets – Food program, version 2 and will provide "small and/or less developed businesses" assistance in the supply of safe and high quality products and to make the first steps in implementation of IFS Food (, if applicable).

To provide additional support and tools to compare assessment results, the Global Markets checklist was included into the IFS framework; this will simplify the way to achieve certification against the IFS Food Standard.

The program's objective is to facilitate market access, create mutual acceptance along the supply chain and provide a framework for mentoring, developing and assessing small and less developed companies. The program includes a protocol to drive the continuous improvement process regarding food safety and quality.

2.1 Benefits of the IFS Global Markets – Food program

The IFS Global Markets – Food program combines the Global Markets checklist with the IFS assessment protocol, basic requirements for certification bodies/assessment service providers and assessors, as well as a defined assessment report. In addition, the IFS software auditXpressX™ and the IFS database guarantees that every assessment report is structured in the same way and uploaded in the IFS database where any retailer and manufacturer that supports the IFS Global Market program can follow the development of their favorites.

The main advantages of the IFS Global Markets – Food program are

- to provide an assessment program for small and less developed companies
- to offer a systematic approach to achieve the IFS Food Standard (if appropriate) over a defined period of time
- to establish a uniform consistent and differentiated evaluation system
- to provide an approach for continuous improvement process within the IFS scoring system

- to work with qualified certification bodies/assessment service providers and qualified assessors
- to ensure comparability and transparency throughout the entire supply chain
- to reduce costs and time for both manufacturer and business partners.

3 Purpose and contents of the assessment protocol

This assessment protocol describes the specific requirements for the organisations involved in IFS Global Markets – Food program assessments.

It also provides guidance for assessment against the basic and intermediate level requirements to assist with the process of attaining full certification to IFS Food, if required.

The purpose of the protocol is to define the criteria to be followed by a certification body/assessment service provider performing assessments against the IFS Global Markets – Food program requirements as a product and process assessment. It also details the procedures to be observed by the companies being assessed, and clarifies the rationale of assessing them. The IFS requirements for certification body/assessment service provider and assessors are clearly described in Part 3 of this document.

4 Steps within the IFS Global Markets – Food program

The protocol should be used as an user guide in relation to the following key phases of the IFS Global Markets – Food program:

(0) Self- or pre-assessment:
A voluntary self- or pre-assessment against the basic or intermediate level checklist is carried out to allow the company to decide its entry level to the program. Subject to the outcome of the pre- or self-assessment, the company should pass to either phase 2 (basic level assessment), phase 3 (intermediate level assessment), or phase 4 (IFS Food certification).

(1) Assessment with certification body/assessment service provider – basic level or basic level + HACCP:
An unaccredited assessment of the company is carried out against the requirements specified in the basic level checklist. The technical requirements at this level are comprised of approximately 35 % of the key elements of the IFS Food 6 Standard, including Food Safety and Quality Management Systems, Good Manufacturing Practices and Control of Food Hazards. Depending on the business partner, further requirements can be assessed.
To include requirements of EU legislation already better in basic level requirements, HACCP requirements from intermediate level have been shifted to the basic level checklist. This combined checklist is named basic level + HACCP and could be assessed instead of basic level. An overview of which requirements had been shifted from intermediate level to basic level + HACCP level can be found in Annex 4.

(2) **Assessment with certification body/assessment service provider – intermediate level:**
An unaccredited assessment of the company is carried out against the intermediate level checklist, which includes the basic level requirements and approximately a further 20 % of the IFS Food 6 Standard elements. Depending on the business partner, further requirements can be assessed.

(3) **Certification against the IFS Food Standard by a certification body:**
An official accredited certification is carried out against the IFS Food Standard.

Possible options to apply the checklists are stated in Annex 1: application of checklists.

As phases 1 and 2 are regarded as transitional, each level duration should not exceed one (1) year, unless a different individual agreement/requirement with business partners exists. Generally, a program must be agreed with the assessed company to achieve the requirements of the IFS Food Standard within a maximum of three (3) years.

Product risk assessment and supplier performance should be considered when exceptions are granted.

5 Types of assessments

5.1 Self-assessment

A voluntary self-assessment is conducted by the company against basic or intermediate level checklist to decide on an entry level to the program.

5.2 Pre-assessment

A voluntary assessment is conducted with the support of an independent consultant or a certification body/assessment service provider against basic or intermediate level checklist to decide on an entry level to the program.

5.3 Initial assessment

An initial assessment with an IFS registered assessor, is either a site's first assessment to the IFS Global Markets – Food against the basic or intermediate level checklist or the assessment after an interruption of the assessment cycle.

5.4 Re-assessment (after a "not approved" assessment)

An non accredited scheduled assessment of the site with an IFS registered assessor, is carried out against all the requirements of the basic or intermediate level checklist.

5.5 Renewal assessment

A non accredited scheduled assessment of the site with an IFS registered assessor, is carried out against the basic or intermediate level checklist after an initial assessment within the relevant assessment cycle.

Note: companies and retailers which added the assessed company to their favorites in the IFS database, will receive a message, if there is repetition of a certain level.

6 Scope of the assessment

The IFS Global Markets – Food assessment scope shall be defined according to the following requirements:

- IFS Global Markets – Food program is aimed to developing and assessing retailer and wholesaler branded food product manufacturer and also other food product manufacturers. The program is applicable to food processing companies or companies that pack loose food products. IFS Global Markets – Food program can only be used when a product is "processed" or when there is a hazard for product contamination during the primary packing. As a result, IFS Global Markets – Food program shall not apply to the following activities:
  - importation (offices, e.g. typical broker companies)
  - transport, storage and distribution
  - trading
- The planned level and the scope of the assessment shall be clearly and unanimously stated in the contract between the assessment body and the assessed company. The attained level and scope of the assessment shall be declared in the assessment report and on the letter of confirmation.
- The assessment scope will also be reviewed by the assessor during the opening meeting of the assessment.
- The scope of the assessment shall include the complete activity of the company (i.e. the same kind of production on several lines for products under supplier brands and private labels) and not only the production line(s) for private labels.
- The assessment shall take place when products of the defined assessment scope are being processed and/or packed. For example, it is not possible to include in the scope of the IFS Global Markets – Food assessment production lines of the assessed site which are not operating during the assessment, unless those production lines involve the same risk assessment study and the same products and scopes as the lines which are assessed when operating. If, during the assessment, some lines are not operating at the assessed site and involve different risk assessment study(ies), product(s) and scope(s), the assessor can ask the company to run the production line(s) later during the assessment day so that the line(s) is/are assessed later during the assessment.
- The assessment shall be specific to the site where all the processing or packaging of the product(s) is undertaken. Where decentralised processes exist and the assessment of a certain location is insufficient for gaining a complete view of the company's processes, then all other relevant facilities shall also be included in the assessment. Full details shall be documented within the company profile in the assessment report.

- The assessment shall include the complete activity of the company. The activities undertaken during the assessment shall be reviewed and agreed at the beginning of the assessment after an initial risk assessment. Furthermore, these activities can be modified after the risk assessment (for instance, if a further activity interferes with the one concerned by the assessment scope).

The assessment scope shall make reference to the assessed product scopes and technology scopes (see Annex 3).

Example: for a company producing chilled, frozen and canned meat, the assessment scope shall make reference to product scope 1 (red and white meat, poultry and meat products) and tech scopes A (sterilization), D (freezing/cooling), E (process to prevent product contamination if applicable) and F (mixing, slicing, packing).

- in the case of outsourced processes, the certification body/assessment service provider shall be made fully aware of such arrangements. The scope of assessment shall clearly be described and specified in the report and on the letter of confirmation.
- if, **under exceptional circumstances,** the company decides to exclude specific product(s) from the scope of the assessment, the certification body/assessment service provider may allow it, if the contamination risk between included and excluded products is properly controlled (and verified by the certification body/assessment service provider/assessor). If documented and justified, the exclusion shall always be specified in the letter of confimation and in the company profile of the assessment report.

The company shall inform its certification body/assessment service provider about any change that may affect its ability to conform with the assessment requirements (e.g. recall, alert on products, organization and management, modification to the products or the production method, contact address and production site, etc.). This information shall be made within three (3) working days.

7 The assessment process

7.1 Voluntary self-assessment or pre-assessment

Before being assessed, the company shall read the current version of requirements of the IFS Global Markets – Food program in detail. Information on the IFS Global Markets – Food program and general requirements are available and can be downloaded free of charge from the IFS website. Additional business specific requirements can be provided by the business partner or via the certification body/assessment service provider.

The self-assessment should be carried out by the company itself. Alternatively, a pre-assessment could be carried out by a certification body/assessment service provider or an independent consultant.

Self- or pre-assessment of requirements of the basic and intermediate level checklist is a voluntary step. It's intention is to allow the site to carry out its own gap analysis process and develop a corresponding action plan.

7.2 Certification body/assessment service provider selection – contractual arrangements

To ensure the integrity of the IFS Global Markets – Food program the company seeking an assessment against the basic or the intermediate level shall choose a certification body or assessment service provider with the corresponding assessors meeting the criteria of Part 3 of this program. A list of registered certification bodies/assessment service provider can be found at the IFS website.

Certification bodies/assessment service providers can have assessors qualified for one or several scopes. Confirmation of the product scopes and technology scopes for which the certification body/assessment service provider can perform assessments shall be obtained from the individual certification body/assessment service provider.

An assessor (co- and lead-assessor) is not allowed to perform more than three (3) consecutive assessments of the same company's site (whatever the time between them). In case of a pre-assessment the assessor who performs this assessment shall be different form the assessor who performs the initial assessment. An individual assessment agreement shall exist between the assessed company and the certification body/assessment service provider detailing the scope of the assessment, the assessment date, duration and further reporting requirements. The agreement must be in place:

- authorising the certification body/assessment service provider to assess the management systems, facilities, manufacturing sites and practices of the assessed party
- authorising the certification body/assessment service provider to upload the assessment report in the IFS database
- clarifying invoicing of the assessment.

The assessment shall preferably be carried out in the working language of the company and the certification body/assessment service provider shall make every attempt to appoint an assessor whose native language or main working language is the language of the company. The language of the assessment report shall be agreed with the business partner.

It is the responsibility of the assessed company to verify that the certification body/assessment service provider is approved to conduct IFS Global Markets – Food assessment.

7.3 Duration of an assessment

The certification bodies/assessment service providers have an appropriate system for estimating the minimum time needed for an assessment. An assessment of the complete checklist(s) should typically last four (4) to eight (8) hours. The assessment duration does not include time for assessment preparation and report generation.

A number of factors, which are detailed in the contract between the certification body/assessment service provider and the assessed company, play a role in determining the time required for a comprehensive assessment.

These may include:

- the size of the company

- the scope of the assessment
- the number of personnel employed at the site
- the number of deviations and non-conformities identified in the previous assessment.

$^{2}/_{3}$ of the assessment duration shall be spent, as a minimum, in the production area of the site.

In the event that not everything related to the defined assessment scope has been assessed during the planned assessment duration, additional time is necessary.

The assessor is encouraged to review documents and records within the production area rather than the office.

Independently from assessment duration, besides on-site assessment preparation of assessment and of the relevant assessment report should require two (2) to three (3) hours.

7.3.1 Basic level or basic level + HACCP assessment

The assessor will carry out a non accredited assessment against the basic level or basic level + HACCP checklist. The duration of the assessment depends on the nature and complexity of the assessed company.

In the event that an assessment according to basic level + HACCP was conducted the IFS database shows both assessment results separately. The basic level + HACCP result is calculated out of the uploaded report by addition of all basic and HACCP requirements.

7.3.2 Intermediate level assessment

The assessor will carry out a non accredited assessment against the intermediate level checklists including basic level requirements. The duration of the assessment depends on the nature and complexity of the assessed company.

7.4 Drawing up an assessment time schedule

The certification body/assessment service provider shall provide the assessment time schedule. The assessment time schedule includes appropriate details concerning the scope covered and the complexity of the assessment. The assessment time schedule shall be sufficiently flexible to respond to any unexpected events which may arise during the site inspection activity as part of the assessment. The assessment time schedule takes into consideration a review of the assessment report and action plan relating to the previous assessment, whatever the date when the previous assessment has been performed. It also specifies which of the company's products or product ranges are to be assessed.

The company can only be assessed at a time when it is actually producing the products specified in the scope of the assessment. The assessment time schedule shall be sent to the assessed company before the assessment, to ensure availability of responsible persons on the day of the assessment.

The company will assist and co-operate with the assessor during the assessment. The assessor who conducts the assessment will assess all the requirements of IFS Global Markets – Food program, which are relevant to the company's structure and function. If applicable, individual business partner specific questions and requirements could be assessed.

During the closing meeting, the assessor shall present and discuss with the company deviations and (all) non-conformity(ies) which have been identified. The certification body/assessment service provider shall issue a provisional assessment report and outline a corrective action plan to the company, which shall be used as a basis for drawing up corrective actions for the deviations and non-conformity(ies).

7.5 Conducting the assessment

Assessments can be conducted according to Annex 1: application of checklists.

Certification bodies /assessment service providers shall download the most current version of the program from the IFS website. If available, the certification body/assessment service provider shall use the checklist in the local language of the assessed company. Where translation in local language is not available, the English version shall be used.

The assessor shall assess all requirements of the relevant checklist.

If applicable, additional business partner's individual checklists may be assessed.

7.6 Evaluation of requirements

The assessor assesses the nature and significance of any deviation or non-conformity. In order to determine whether compliance with basic or intermediate level requirements of the IFS Global Markets – Food program have been met, the assessor has to evaluate the requirements of the checklist agreed on. There are different levels to rank the findings.

7.6.1 Scoring a requirement as a deviation

For the requirements of the IFS Global Markets – Food program, there are the following scoring possibilities:

A: full compliance with the requirement specified in the program

B: almost full compliance with the requirement specified in the program, but a small deviation was found

C: only a small part of the requirement in the program has been implemented

D: the requirement in the program has not been implemented

Points are awarded for each requirement as follows:

Chart N° 1: scoring of requirements

Result	Explanation	Points
A	Full compliance	20
B	Almost full compliance	15
C	Small part of the requirement has been implemented	5
D	Requirement has not been implemented	0

In addition to this scoring, the assessor can decide to give the company a "Major" non-conformity. This possibility is explained within the next chapters.

7.6.2 Scoring a requirement as a non-conformity

In IFS Global Markets – Food v2, there is one kind of non-conformity, which is Major. It will lead to a subtraction of points from the total amount.

7.6.2.1 Major non-conformity

A Major non-conformity is defined as follows:
A Major non-conformity can be given to any requirement when there is a substantial failure to meet the requirements of the program. This includes the non-respect of legislation, law, food safety, customer issues or in case of internal dysfunctions (e.g. completely not regulated and controlled processes). A Major can also be given when the identified non-conformity can lead to a serious health hazard.

A Major non-conformity will subtract 10 % of the possible total amount of points.

In the event that one (in intermediate level) or several Major non-conformity(ies) is/are issued during the assessment and there is a current IFS Global Markets report and letter of confirmation in place, these shall be withdrawn in the IFS database by the certification body/assessment service provider as soon as possible and at latest two (2) working days after the assessment date.

In the IFS database, explanation about reasons for withdrawing the current report/letter of confirmation shall be given in English language. Clear explanations about the identified non-conformity(ies) shall be provided by giving the number of involved requirement(s). These explanations shall be detailed and be the same as those described in the corrective action plan.

Note: All users having access to the IFS database and having mentioned the respective company in their favourites list will get an e-mail notification (with explanations about the identified non-conformity(ies)) from the IFS database that the current report/letter of confirmation has been withdrawn.

In the event where more than one Major non-conformity have been identified, a complete new assessment shall be performed, if continued compliance with IFS Global Markets Food is desired.

If requirements for business partners exist, the specific checklist should be scored separately.

7.6.3 Scoring a requirement with N/A (not applicable)

Those requirements deemed not applicable to the company must be identified and/or pre-determined by the business partner.

When the assessor agrees that a requirement is not applicable for a company, it has to be scored as:

N/A: not applicable and provide a short explanation in the assessment report.

N/A requirements shall not be included in the outline action plan, but they shall be listed in a separate table in the assessment report.

N/A requirements will be excluded from the final scoring.

7.7 Assessment report

Following each assessment, a written report shall be prepared in the agreed format (see Part 4). A letter of confirmation shall be issued if the assessment is provisionally approved or approved, only.

The report and the letter of confirmation shall be uploaded into the IFS database after the assessment within the set timeframe (see Part 1, chapter 7.9).

The report gives an overview of the compliance of the company.

The letter of confirmation specifies details of the assessment and the final assessment result.

7.7.1 Format of the assessment report

The assessment report shall provide transparency and confidence to the reader and will be completed by the assessor. The assessment report can be subdivided into different sections:

- General information about the company
- General assessment result
- General summary in a tabular format for all chapters.
- Summary of the assessment
- Summary and observations of all established Major non-conformity(ies)
- Description of follow up of corrective actions from previous assessment
- Separate list (including explanations) of all requirements evaluated with N /A (not applicable)

All deviations (B, C, D) and Major non-conformity(ies) identified during the assessment, are presented in a separate corrective action plan. Following the allocation of a grade for each deviation and non-conformity, the company has to produce a corrective action plan. In this way, the reader of the report can see the non-conformities and deviations and also the corrective actions that the company is initiating.

If there are existing requirements related to additional partners specific requirements these shall be reported separately.

7.7.2 The different steps for the assessment report

7.7.2.1 Drawing up the report of the assessment and the outline of the corrective action plan

The assessor shall explain all Major non-conformities and deviations (B, C, D) and all requirements that are found as N/A.

The action plan shall include all the requirements which are not evaluated with A or N/A grade. The outline action plan shall conform to the auditXpressX™ software outline action plan. It shall include the elements of chart N° 2.

The assessor shall complete all of field A in chart N° 2, explaining and justifying the deviations and non-conformities findings before sending the company the outline action plan and the pre-report of the assessment.

The certification body/assessment service provider shall send the company both the pre-report of the assessment and the outline action plan within two (2) weeks after the assessment date.

Chart N° 2: outline corrective action plan

Number of the requirement	IFS Global Markets – Food requirement	Evaluation	Explanation (by the assessor)	Correction, root cause and corrective action (by the company)	Responsibility, date and status of implementation (by the company)	Release by the assessor
			Field A	**Field B**	**Field C**	**Field D**
B.A 2.1	Is a documented traceability system in place …?	Major				
B.A 2.2	Is the traceability system, including …?	C				
B.A 2.3	Are records enabling product identification available …?	B			x	
B.A 2.4	Are there clear labelling procedures that …?	D				

7.7.2.2 Company's completion of the corrective action plan

The company shall enter the correction, root cause and proposed corrective actions (field B of chart N° 2) for all Major non-conformities and deviations (B, C, D) listed by the assessor.

For all evaluated deviations with score C, D and Major non-conformity, the company shall clearly state the responsibilities and implementation deadlines for corrective actions (chart N° 2, field C). All corrective actions must be implemented within three (3) months. If this is not possible, exceeded timeframe need to be agreed. The company shall forward the corrective action plan to the certification body/assessment service provider within two (2) weeks of having received the assessment pre-report and the action plan layout. If this deadline is not respected the company has to undergo a complete new assessment.

Note: variant processes for drawing up the report and outlining the action plan could be agreed with the business partner.

7.7.2.3 Validation of the corrective action plan

The assessor or a representative of the certification body/assessment service provider shall validate the corrective action plan submitted by the assessed company (field D of chart N° 2). If the corrective actions are not valid or are inadequate, the certification body/assessment service provider shall return the action plan to the company for completion in due time. If deadlines are not respected, the site has to undergo a complete new assessment.

7.8 Scoring and conditions for issuing an assessment report and a letter of confirmation

The general scoring of the different levels is described below.

7.8.1 Basic level

The outcome of the assessment according to basic level can be:

Chart N° 3: assessment results in basic level

Assessment result	Status	Action (assessed site)	Report form	Assessment frequency
> 1 Major in basic level and/or total score < 75 %	Not approved	Actions and new assessment to be agreed upon	Report gives status	Re-assessment, if desired
Max. 1 Major in basic level and total score ≥ 75 %	Provisionally approved at basic level as long as further actions taken and validated by the partner or CB/ASP for final approval	• Send corrective action plan within two (2) weeks after receiving the pre-report. Implement corrective action for deviation from corrective action plan within three (3) months after assessment. • Implement corrective action for Major non-conformity for final validation	Report including corrective action plan gives status	Twelve (12) months to renewal assessment
	In case no further actions are taken or no validation – not approved at basic level	Actions and new assessment to be agreed upon	Report gives status	Re-assessment, if desired

Assessment result	Status	Action (assessed site)	Report form	Assessment frequency
No Major in basic level and total score ≥ 75 %	Approved at basic level	Send corrective action plan within two (2) weeks after receiving the pre-report. Implement corrective action for deviation from corrective action plan within three (3) months after assessment	Report including corrective action plan gives status	Twelve (12) months to renewal assessment

The outcome is calculated automatically following the rules above.

7.8.2 Intermediate level

The outcome of the assessment according to intermediate level can be:

Chart N° 4: assessment results in intermediate level

Assessment result	Status	Action (assessed site)	Report form	Assessment frequency
No Major in intermediate level and no Major in basic level and total score < 75 % for intermediate level checklist	Not approved at intermediate level	Actions and new assessment to be agreed upon	Report gives status	Re-assessment of intermediate level, if desired
≥ 1 Major in intermediate level and > 1 Major in basic level	Not approved at basic and intermediate level	Actions and new assessment to be agreed upon	Report gives status	Re-assessment, if desired

Assessment result	Status	Action (assessed site)	Report form	Assessment frequency
≥ 1 Major in intermediate level and max. 1 Major in basic level and total score ≥ 75 % of basic level checklist	Provisionally approved at basic level as long as further actions taken and validated by the partner or CB/ASP for final approval	• Send corrective action plan within two (2) weeks after receiving the pre-report. Implement corrective action for deviation from corrective action plan within three (3) months after assessment. • Implement corrective action for Major non-conformity for final validation	Report including corrective action plan gives status	Twelve (12) months to renewal assessment
	In case no further actions are taken or no validation – not approved at basic level Not approved at intermediate level	Actions and new assessment to be agreed upon	Report gives status	Re-assessment, if desired
≥ 1 Major in intermediate level and no Major in basic level and total score ≥ 75 % of basic level checklist	Approved at basic level Not approved at intermediate level	Send corrective action plan within two (2) weeks after receiving the pre-report. Implement corrective action for deviation from corrective action plan within three (3) months after assessment	Report including corrective action plan gives status	Twelve (12) months to renewal assessment
No Major in intermediate level and no Major in basic level and total score ≥ 75 % for basic level checklist and total score ≥ 75 % for intermediate level checklist	Approved at intermediate level	Send corrective action plan within two (2) weeks after receiving the pre-report. Implement corrective action for deviation from corrective action plan within three (3) months after assessment	Report including corrective action plan gives status	Twelve (12) months to renewal assessment or IFS Food certification

The outcome is calculated automatically following the rules above.

Note: the total score is calculated as following:

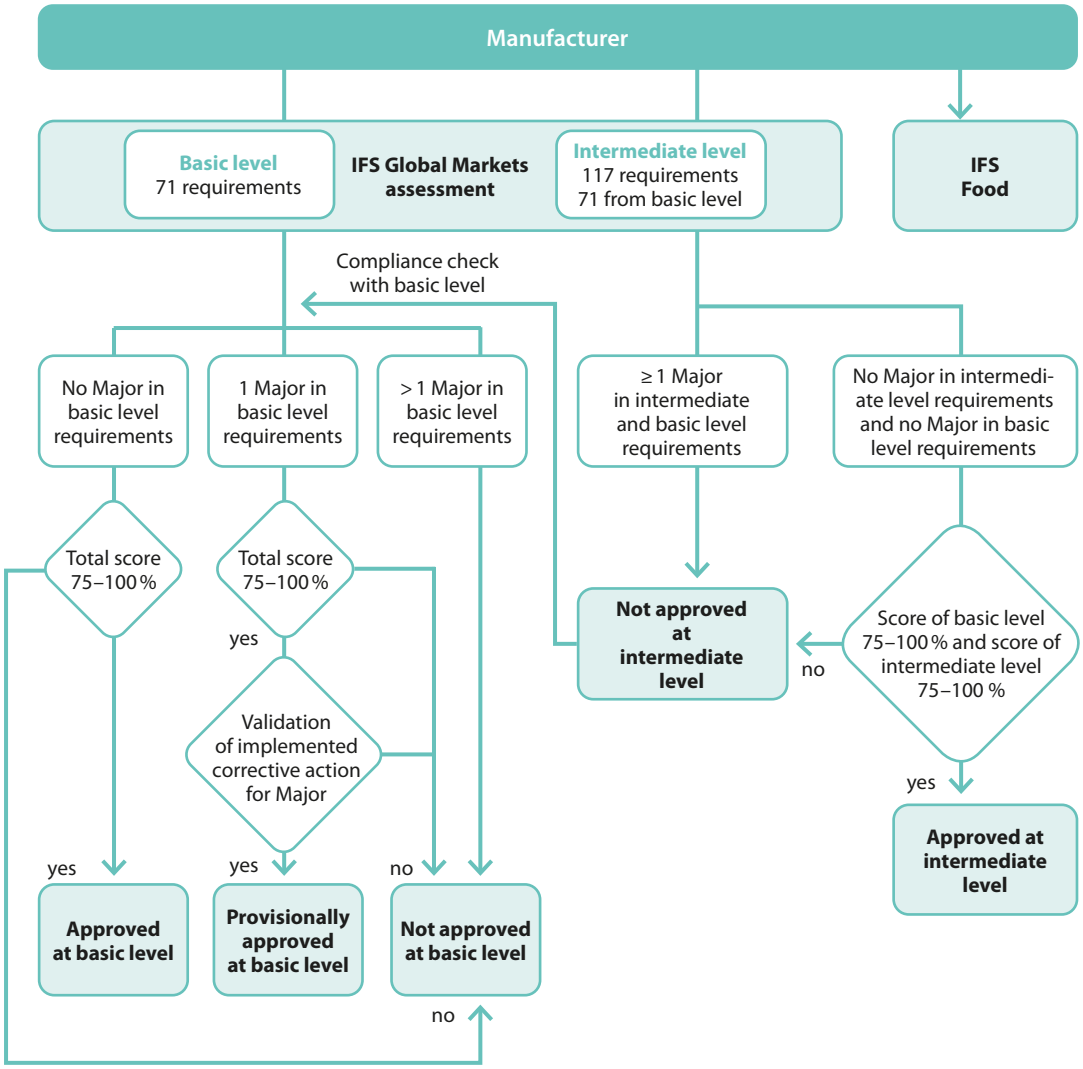
Total number of points
= (total number of relevant IFS Global Markets – Food checklist requirements – requirements scored with N/A) × 20

Final score (in %)
= number of points awarded / total number of points.

Generally, for the IFS Global Markets – Food program assessments, no certificate is granted, but a letter of confirmation is issued. A template can be found in Part 4 of this document and can be generated via the IFS software auditXpressX™.

The evaluation of the assessment is calculated, following the rules, outlined in the decision tree below and explained in chapter 7.8.1 (basic level) and 7.8.2 (intermediate level).

Chart N° 5: decision tree



7.9 IFS Global Markets assessment timeframe

The assessment shall be valid effectively from the date of issue stated on the formal report and the letter of confirmation itself and shall end after initial assessment date + eight (8) weeks – one (1) day + one (1) year. The date for the following scheduled assessment shall be calculated from the date of the initial assessment, not from the date of issue of the report/letter of confirmation. If the assessment is not performed in due time, users of the IFS database, which have the assessed company in their favorites list may be informed via the IFS database.

The time between the date of the assessment and the upload of the final report/letter of confirmation is determined as follows:

- two (2) weeks to draw up the pre-report of the assessment
- two (2) weeks for the company/site to respond to the deviations and non-conformity(ies) (draw up the corrective action plan)
- two (2) weeks for the assessor to check the proposed corrective actions and upload of the assessment report, the letter of confirmation and the corrective action plan to the IFS database.

In total: six (6) weeks between the date of assessment and uploading the assessment report/letter of confirmation to the IFS database:

- Target time: six (6) weeks
- Maximum time: eight (8) weeks

Note: variant processes for drawing up report/letter of confirmation and outlining action plan could be agreed with the business partner.

8 Assessment cycle

The renewal assessment should be initiated by the business partner or the assessed company.

Note: the assessed company/site receives a reminder from the IFS database three (3) months before the assessment report/letter of confirmation expiration.

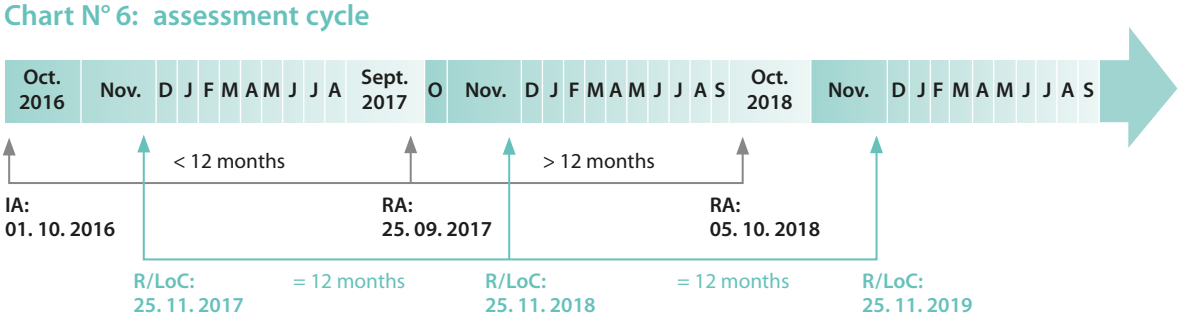
Even if the renewal assessment date changes every year and does not completely correspond to the anniversary date, the assessment report/letter of confirmation validity date shall remain the same each year.

This allows to avoid gaps between two (2) consecutive reports/letter of confirmations and to avoid when a company scheduling the assessment earlier loses some months of the report/letter of confirmation validity.

Example:

Initial assessment date:	01. October, 2016
Date of issue of report/letter of confirmation:	21. November, 2016
Report/letter of confirmation valid until:	25. November, 2017
Renewal assessment date:	25. September, 2017
Report/letter of confirmation valid until: (independently from the renewal assessment date).	25. November, 2018

Chart N° 6: assessment cycle



IA: initial assessment
RA: renewal assessment
R/LoC: assessment report/letter of confirmation valid until

The following assessment should be scheduled at earliest eight (8) weeks before and at latest two (2) weeks after the assessment due date (due date is the anniversary date of the initial assessment).

In the event that an assessed company does not conform with the above mentioned rules regarding assessment scheduling, this will lead to an assessment cycle break.

In the event that no renewal assessment takes place, the assessed company remains visible a further three (3) months after the validity of report/letter of confirmation expired in the IFS database.

9 Information about conditions of withdrawal of the report and letter of confirmation

Withdrawal of the report and the letter of confirmation by the certification body/assessment service provider is only permitted in the event that any information confirming that the product no longer complies with the requirements of the IFS Global Markets program.

The only exception of this rule may be related to the non-payment of the current assessment by the assessed company.

The contract between certification body/assessment service provider and assessed company shall be in accordance with the assessment cycle (see above chart N° 6).

10 Distribution and storage of the assessment report

Assessment reports shall remain the property of the company and shall not be released, in whole or part, to a third party without the company's prior consent (except where required by law). This consent for distribution of the assessment report must be in writing and can be granted by the company vis-à-vis the certification body/assessment service provider and/or vis-à-vis the relevant user. The certification body/assessment service provider shall keep a copy of the assessment report. The assessment report shall be stored safely and securely for a period of five (5) years.

Access conditions to information about assessment reports are fully detailed in Part 4.

11 Supplementary action

The decision on the level of supplementary actions required on the basis of the assessment report shall be made at the discretion of the individual buying organisation.

12 Appeal and complaints

12.1 Certification bodies'/assessment service providers' appeal and complaints procedure

The certification body/assessment service provider shall have documented procedures for the consideration and resolution of appeals against the results of an assessment.

These procedures shall be independent of the individual assessor and will be considered by senior management of the certification body/assessment service provider.

Appeals shall be finalised within twenty (20) working days of receiving information from the assessed company.

The certification body/assessment service provider shall have documented procedures for handling complaints received from the companies and/or other relevant parties. An initial response will be given within ten (10) working days of receiving the complaint. A letter confirming receipt of the complaint will be issued within a maximum of five (5) working days. A full written response will be given after the completion of a full and thorough investigation into a complaint.

12.2 Quality assurance actions after complaint notification

Retailers or any other interested parties have the right to forward any possible complaint to IFS for investigation and management.

The IFS offices collect complaints concerning IFS Global Markets assessments, reports or other circumstances in which the integrity of the IFS brand is in question. Retailers, certification bodies/

assessment service provider, employees assessed according to the IFS Global Markets – Food or any person can use the complaint form on the IFS website www.ifs-certification.com or can send an email to complaintmanagement@ifs-certification.com to inform IFS about a certain issue.

The IFS offices will gather all necessary information in order to investigate the cause of the complaint and to establish if there are deficiencies by the assessed company, certification body/assessment service provider or the assessors in meeting IFS Global Markets requirements.

Based on this investigation, and if deviations are identified, the certification body/assessment service provider shall implement an appropriate action plan.

13 Ownership and usage of the IFS Global Markets – Food logo

The copyright of IFS Global Markets – Food and the registered trademark is fully owned by the IFS Management GmbH. The IFS Global Markets – Food logo can be downloaded via the secured section of the IFS database.

Furthermore, the terms and conditions stated below shall be checked by the assessor during the assessment and results of this check shall be described in the company profile of the assessment report.

In the event the assessor identified that the company doesn't fulfil those terms and conditions, IFS offices shall be informed accordingly.

Application
These terms and conditions apply for all IFS logos in general.

Form, design and colour of the IFS logo
When used, the IFS Global Markets – Food logo must comply with the form and colour of the scale drawing. If it is used in documents, black and white print is also permitted.

An IFS Global Markets assessed company may—subject to the provisions mentioned below—use the IFS Global Markets – Food logo in its documents (for example invoices).

The IFS Global Markets – Food logo can be used in print, physical and electronic form, and in films, providing the forms and formats are respected. The same conditions apply to the use of the logo as a stamp.

Restriction of comment and interpretations
When an IFS Global Markets – Food program assessed company, an IFS training service provider, an IFS consultant or an IFS certification body/assessment service provider publishes documents bearing the IFS Global Markets – Food logo, comment and interpretations referring to the IFS shall be clearly identifiable as such.

Use of the IFS Global Markets – Food logo in promotional material
An IFS Global Markets assessed company may use the IFS logo for promotional reasons and publish information about its IFS assessment provided that it is not visible by the end consumer.

The IFS Global Markets – Food logo and the information about the assessment may be used in correspondence with relevant IFS users, but not in correspondence with the end consumer.

The IFS Global Markets – Food logo may not be displayed on the products themselves, or any kind of advertising document likely to reach the end consumer (e.g. public exhibitions for end consumers, brochures). The IFS Global Marekts – Food logo may be displayed on any kind of general communication (e.g. exhibitions for business contacts, brochures, generic articles about food safety and quality management in general, vehicles).

It must be ensured that all information concerning the IFS Global Markets – Food assessments shall clearly reference IFS.

The IFS logo may not be used in presentations having no clear connection to IFS.

Further restriction on the use of the IFS Global Markets – Food logo
The IFS Global Markets – Food logo shall not be used in a way that could provide the interpretation that the IFS owner is responsible for the assessment decision. Furthermore, the same applies for opinions and interpretations which could be derived from it. In the event of withdrawal of the IFS Global Markets – Food program assessment decision, the assessed company has to immediately stop the inclusion of the IFS logo on its documents and/or website and stop the communication about IFS.

Communication of the IFS Global Markets – Food assessment
All the above mentioned rules apply to any communication regarding IFS Global Markets – Food. This also means that using the wordmarks "IFS", "International Featured Standards", or "IFS Global Markets – Food" or similar is not allowed when communicating on finished products, which are available by the end consumer.

14 Review of the program

The Review Committee needs to demonstrate control of the quality and content of the program and will regularly review the basic and intermediate level checklists and the protocol to ensure that they are still in compliance with IFS requirements.

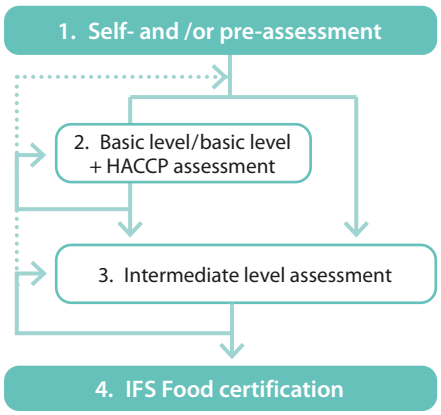
The Review Committee shall be formed with all participants involved in the assessment process: representatives of the retailers, of the industry, of consultants and of certification bodies/assessment service providers. The objective of the Review Committee is to share experiences, discuss and decide about the changes to the checklist's requirements of the assessment report and the training courses for assessors.

Annex 1: Application of checklists

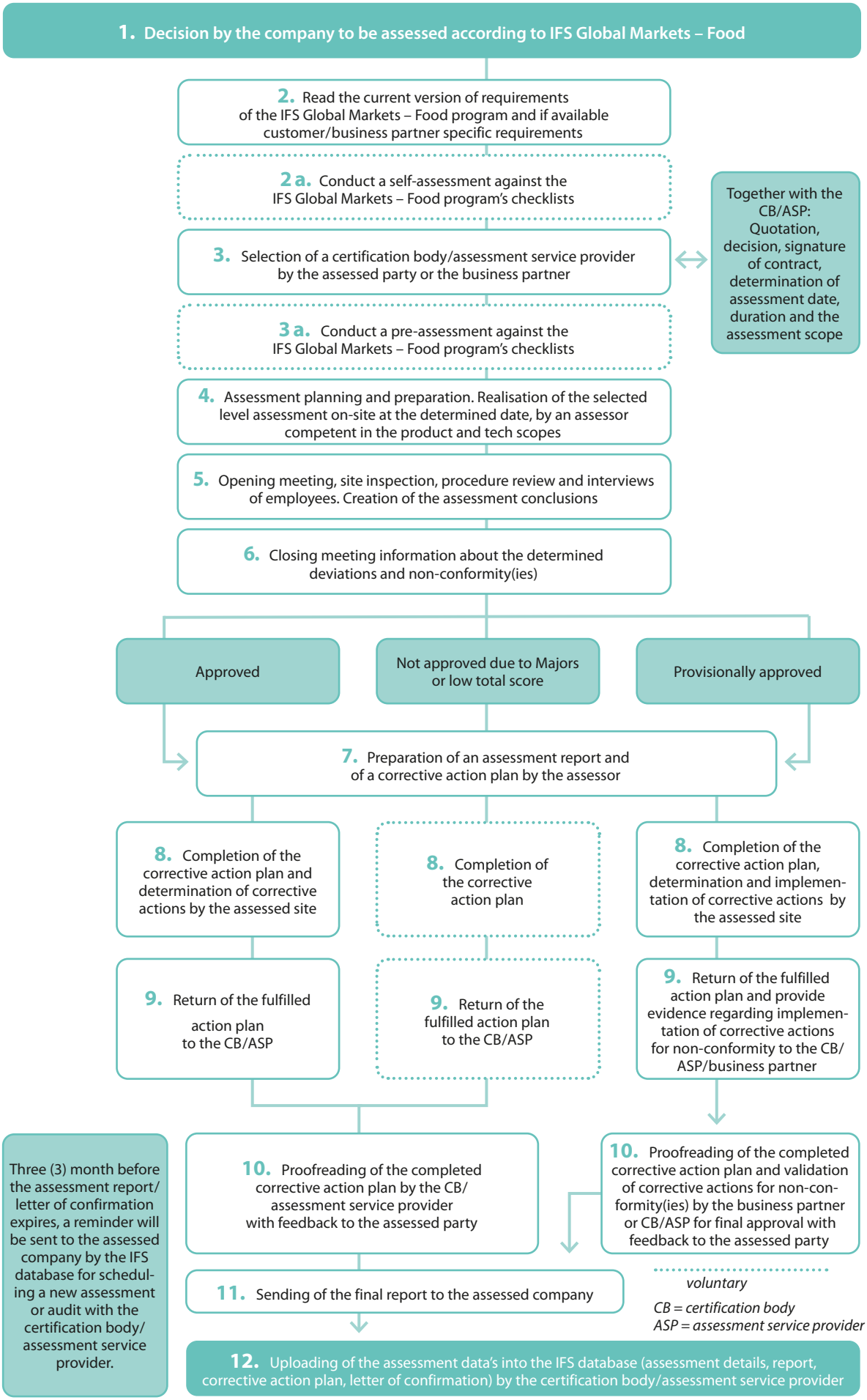
There are possible variants to apply basic or intermediate level checklists.

Typically the time between passing the assessments is one (1) year and ideally no fall back to a previous grade should occur.

Note: Deviating application of checklists and timeframe can be agreed between the business partners.



Annex 2: Assessment process



Annex 3: Product and technology scopes

In IFS Global Markets – Food program, all activities of the company are an association of product and technology scope(s).

Table 1: product scopes

IFS Global Markets – Food product scopes	
1.	Red and white meat, poultry and meat products
2.	Fish and fish products
3.	Egg and egg products
4.	Dairy products
5.	Fruit and vegetables
6.	Grain products, cereals, industrial bakery and pastry, confectionary, snacks
7.	Combined products
8.	Beverages
9.	Oils and fats
10.	Dry goods, other ingredients and supplements
11.	Pet food

Note:

- Combined products are products consisting at least out of two (2) different product scopes.
- A chart with examples of products and respective locations in product scopes is available on IFS website: www.ifs-certification.com.

Table 2: technology scopes

IFS tech scope	Technology oriented classification which takes also into consideration product risks
A	**Sterilisation (in final packaging) with the purpose to destroy pathogens** Sterilised (e.g. autoclaved) products in final packaging.
B	**Pasteurisation with the purpose to reduce food safety hazards (and UHT process)** Thermal pasteurisation, UHT/aseptic filling, hot filling Other pasteurisation techniques e.g. high pressure pasteurisation, microwave.
C	**Processed products:** Treatment with purpose to modify product and/or extend the shelf life and/or reduce food safety hazards by preservation techniques and other processing techniques. Irradiation of food Preserving: Salting, marinating, sugaring, acidifying/ pickling, curing, smoking, etc. Fermentation, acidification Evaporation/dehydration, vacuum filtration, freeze drying, microfiltration (less than 10 µ mesh size) Note – exception: Irradiation is attributed to this category although aimed at the destruction of microorganisms.
D	**Systems, treatments to maintain product integrity and or safety** Treatment with purpose to maintain the quality and/or integrity of the products including treatments to remove contamination and/or prevent contamination. Freezing (at least –18 °C/0 °F) including storage Quick freezing, cooling, chilling processes and respective cool storing Antimicrobial dipping/spraying, fumigation.
E	**Systems, treatments to prevent product contamination** Processes to prevent product contamination especially microbiological contamination, by means of high hygiene control and/or **specific infrastructure** during handling, treatment and/or processing and or **packaging**. Packing MAP, packing under vacuum Clean room technology, "white room", controlled working room temperature for food safety purpose, disinfection after cleaning, positive air pressure systems (e.g. filtration below 10 µ) Specific separation techniques: e.g. filtration like reverse osmoses, use of active charcoal.
F	Any other manipulation, treatment, processing not being listed in A, B, C, D, E Cooking, baking, bottling, filling of viscous products, brewing, fermentation (e.g. wine), drying, frying, roasting, extrusion, churning, Coating, breading, battering, cutting, slicing, dicing, dismembering, mixing/blending, stuffing, slaughtering, sorting, manipulation, packaging Storing under controlled conditions (atmosphere) except temperature Distillation, purification, steaming, damping, hydrogenating, milling.

Annex 4: Overview basic level + HACCP

Basic	Basic + HACCP	Intermediate
A: Food safety and quality management system		
Specifications including product release (8)	Specifications including product release (8)	Specifications including product release (8)
Traceability (4)	Traceability (4)	Traceability (6)
Food safety incident management (2)	Food safety incident management (2)	Food safety incident management (4)
Control of non-conforming product (2)	Control of non-conforming product (2)	Control of non-conforming product (2)
Corrective action (2)	Corrective action (2)	Corrective action (2)
Management responsibility (1)	Management responsibility (1)	Management responsibility (3)
Record-keeping requirements (2)	Record-keeping requirements (2)	Record-keeping requirements (2) General documentation requirements (1)
Control of measuring & monitoring devices (1)	Control of measuring & monitoring devices (1)	Control of measuring & monitoring devices (2)
Training (2)	Training (2)	Training (3)
		Procedures (2)
Complaint handling (2)	Complaint handling (2)	Complaint handling (2)
Product analysis (1)	Product analysis (1)	Product analysis (2)
Contract agreement and purchasing (2)	Contract agreement and purchasing (2)	Contract agreement and purchasing (2)
		Supplier approval and performance monitoring (2)
B: Good manufacturing practices (GMPs)		
Personal hygiene (6)	Personal hygiene (6)	Personal hygiene (6)
Facility environment (6)	Facility environment (6)	Facility environment (6)
Cleaning and disinfection (3)	Cleaning and disinfection (3)	Cleaning and disinfection (3)
Product contamination control (2)	Product contamination control (2)	Product contamination control (2)
Pest control (3)	Pest control (3)	Pest control (3)
Water quality (2)	Water quality (2)	Water quality (2)
Staff facilities (4)	Staff facilities (4)	Staff facilities (4)
Waste management (2)	Waste management (2)	Waste management (2)
Storage and transport (3)	Storage and transport (3)	Storage and transport (6)
		Facility and equipment maintenance (5)
C: Control of food hazards		
Preliminary tasks (6)	Preliminary tasks (6)	Preliminary tasks (6)
Control of allergens (5)	HACCP (12)	HACCP (12)
		Control of allergens (5)
	Control of allergens (5)	Food Defense (3)

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B: Good manufacturing practices (GMPs) 47

C: Control of food hazards 50

Annex 1: Glossary 53

PART 2
List of IFS Global Markets – Food assessment requirements

No	Basic level	Intermediate level
A: Food safety and quality management system		
B.A 1	**Specifications including product release**	
	The business shall ensure that product specifications are adequate, accurate and ensure compliance with relevant safety, legislative and customer requirements. The business shall prepare and implement appropriate product release procedures.	
B.A 1.1	Are specifications available for all product inputs (raw materials, ingredients, additives, packaging materials, rework) and finished products?	
B.A 1.2	Are the available specifications compliant with relevant safety, legislative and customer requirements? Do they consider vulnerability to food fraud?	
B.A 1.3	Does for all packaging material which could have an influence on products, certificates of conformity exist, which comply with current legal requirements? Is there evidence available to demonstrate that packaging material is suitable for use, in the event that no specific legal requirements are applicable? Does this apply for packaging material which could have an influence on raw materials, semi-processed and finished products?	
B.A 1.4	Are specifications up to date, unambiguous and available to relevant staff?	
B.A 1.5	Are changes to all specifications clearly communicated both internally and externally? Is the communication process regulated and known?	
B.A 1.6	Is there a designated person with responsibility for controlling specifications?	
B.A 1.7	Are recipes and formulas up to date, valid and in line with specifications?	
B.A 1.8	Is there a documented product release procedure in place? Does it effectively ensure that the final product (incl. packaging and label) meets the specification, meaning internal requirements, customer specification (incl. agreed formulas) and legislation of destination country?	

No	Basic level	Intermediate level	
B.A 2	Traceability	I.A 2	Traceability
	The business shall establish a traceability system which enables the identification of product lots and their relation to batches of raw materials, primary and final packaging materials, processing and distribution records. Records shall include: • Identification of any outsourced product, ingredient or service. • Records of batches of in process or final product and packaging throughout the production process. • Records of purchaser and delivery destination for all products supplied.		The business shall ensure the traceability system is tested at least annually and updated as necessary. Records shall include: • Records of annual testing of the traceability system. • Records of updating the system as applicable.
B.A 2.1	Is a documented traceability system in place that meets regulatory and customers requirements for every product?		
B.A 2.2	Is the traceability system, including work in progress, post-treatment and rework, fully operational and effective?		
B.A 2.3	Are records enabling product identification available through all production stages: stock/inventory, work in progress, post processing and rework. Are records available from purchase through production and to immediate destination for all raw materials and packaging materials?		
B.A 2.4	Are there clear labelling procedures that ensure continuous identification of the product through all stages of production and delivery?		
		I.A 2.5	Is the traceability system tested at least annually? Is the system updated as necessary and records maintained?
		I.A 2.6	If required by customer, are identified samples representative for the manufacturing lot stored appropriately and kept until expiration of the "Use by" or "Best before date" of the finished product and if necessary for a determined period beyond this date?

No	Basic level	Intermediate level	
B.A 3	**Incident management**	**I.A 3**	**Incident management**
	The business shall demonstrate the ability to withdraw and recall affected product, contact relevant customers and maintain records of these incidents.		The business shall have an effective incident management procedure for all products including reporting, communicating with customers, product withdrawal and recall. Records of annual review, testing and verification of the system shall be available.
B.A 3.1	Can the business withdraw and recall affected product?		
B.A 3.2	Are records of incidents maintained?		
		I.A 3.3	Is a documented incident management system in place that addresses incident reporting, product withdrawal and product recall?
		I.A 3.4	Is an effective communication plan in place with a designated, responsible person identified to provide information to customers, consumers and regulatory authorities?
		I.A 3.5	Is the incident management system reviewed, tested and verified at least once a year?
		I.A 3.6	Are all incidents recorded and assessed to establish their severity and consumer risk?

B.A 4	**Control of non-conforming product**
	The business shall ensure that any product which does not conform to requirements is clearly identified and controlled to prevent unintended use or delivery.
B.A 4.1	Is a documented procedure in place to identify and manage all non-conforming raw materials, product inputs, semi-finished and finished products, processing equipment and packaging materials?
B.A 4.2	Is the control of non-conforming product managed by competent people?

B.A 5	**Corrective action**
	The business shall ensure that corrective action be undertaken as soon as possible to prevent recurrence of non-conformity.
B.A 5.1	Is a documented corrective action procedure in place to analyse any complaints and investigate non-conformities to prevent reccurrence? Are responsibilities and the timescales for corrective action clearly defined? Is the documentation securely stored, and easily accessible?

No	Basic level	Intermediate level	
B.A 5.2	Are corrective actions (i.e. release, rework, quarantine, rejection/disposal) identified and effectively implemented to eliminate the cause of a detected deviation or non-conformity or other undesirable situation?		
B.A 6	**Management responsibility**	**I.A 6**	**Management responsibility**
	The business shall ensure there is management commitment to provide the resources to develop, implement and comply with their food safety and quality program including customer requirements.		The business shall establish a clear organizational structure with job descriptions, responsibilities and reporting relationships of at least those staff whose activities affect product safety, legality and quality.
B.A 6.1	Is there evidence that management is committed to provide the resources to implement and comply with their food safety and quality program including customer requirements?		
		I.A 6.2	Is an up-to-date organizational chart outlining the business' structure available?
		I.A 6.3	Are documented, clearly defined responsibilities regarding product safety, quality and legality available and communicated to staff?
		I.A 6.4	Are employees with influence on product requirements aware of their responsibilities, and are they able to demonstrate their understanding of their responsibilities?
B.A 7	**Record-keeping requirements**	**I.A 7**	**General documentation requirements**
	The business shall ensure that records are available to prove the business is complying with the food safety and quality system which includes all relevant regulatory, customer and food safety requirements.		The business shall establish and implement procedures to ensure that all documents are maintained and kept up to date.
B.A 7.1	Are records available to support the compliance of the business with the food safety and quality system which includes all regulatory, customer and food safety requirements that apply?		
B.A 7.2	Has the business set timescales for record retention which comply with regulatory or customer requirements?		
		I.A 7.1	Is a written documentation procedure in place and effectively implemented?

No	Basic level	Intermediate level	
B.A 8	**Control of measuring and monitoring devices**	**I.A 8**	**Control of measuring and monitoring devices**
	Measuring and monitoring devices critical to food safety, quality (including customer requirements) and regulatory requirements shall be reliable.		The business shall identify measuring and monitoring devices critical to food safety and quality (including customer requirements) ensure that they are calibrated and traceable to a recognised national or international standard.
B.A 8.1	Are measuring and monitoring devices critical to food safety, quality (including customer requirements) and regulatory requirements reliable?		
		I.A 8.2	Are measuring and monitoring devices critical to food safety, quality (including customer requirements) and legality identified, calibrated and traceable to recognised standards and are they effectively controlled?
		I.A 8.3	Are actions taken and recorded when measuring and monitoring devices are found to be outside of specified limits?
B.A 9	**Training**	**I.A 9**	**Training**
	The business shall ensure that all people are adequately trained in food safety, quality and practices according to their job responsibilities.		The business shall implement a system to ensure that all people are adequately trained, instructed and supervised in food safety principles and practices that matches their work.
B.A 9. 1	Have all new people been effectively trained?		
B.A 9.2	Have all relevant people received refresher training?		
		I.A 9.3	Is a people training program, including refresher (update and repetition), in place and effectively implemented?
		I.A 9.4	Is a HACCP training program in place?
		I.A 9.5	Are adequate training records available?
		I.A 10	**Procedures**
			The business shall prepare and implement detailed procedures and instructions for all processes and operations having an effect on product safety, quality and legality.
		I.A 10.1	Are detailed procedures developed and effectively implemented for all processes and operations that affect food safety, quality and legality?

No	Basic level	Intermediate level	
		I.A 10.2	Are procedures clearly communicated to relevant people?

B.A 11	Complaint handling
	The business shall prepare and implement an effective program for the management of customer and consumer complaints. Data shall be controlled and managed to ensure that there are corrective actions for legal and quality compliance and food safety issues.
B.A 11.1	Is a documented complaint management program in place and effectively implemented?
B.A 11.2	Are records of all customer and consumer complaints, investigations and corrective actions maintained?

B.A 12	Product analysis	I.A 12	Product analysis
	The business shall implement a test plan to ensure that analysis of products and ingredients is systematically undertaken for issues that are identified as being critical to food safety and legal requirements as well as customer specifications. Results of analysis shall be achieved via recognized and validated methods.		The business shall implement a program to ensure that analysis of products and ingredients is systematically undertaken for issues that are identified as being critical to food safety and legal requirements as well as customer specifications. The business shall ensure that the methods used provide valid results (e.g. by procedures set forth in ISO 17025 and/or industry recognised methods).
B.A 12.1	Is a test plan available for internal and external analyses to ensure that all specified product requirements are met, including legal requirements and customer specifications throughout the whole shelf life? Are the test results documented?		
		I.A 12.2	Are analysis procedures in place to ensure that all specified product requirements are met, including legal requirements and customer specifications throughout the whole shelf life?
		I.A 12.3	Are methods, relevant for food safety, quality and legality, used to provide valid results (e.g. by procedures set forth in ISO 17025 and/or industry recognised methods)?

No	Basic level	Intermediate level	
B.A 13	Contract agreement and purchasing	I.A 13	Contract agreement and purchasing
	The company ensures that contractual agreements regarding food safety and quality are followed.		The business shall control purchasing processes to ensure that all externally sourced items and services conform to written requirements.
B.A 13.1	Are requirements which are defined between the contract partners established, agreed upon and reviewed concerning their acceptability before a supply agreement is concluded? Are all clauses related to quality and food safety known and communicated to each relevant department?		
B.A 13.2	Are changes of existing contractual agreements documented and communicated between the contract partners?		
		I.A 13.3	Is the control of outsourced process that impact food safety and quality ensured? Is control of such outsourced processes identified and documented within the food safety and quality management system?
		I.A 13.4	Do purchased products and services meet current specifications and contractual agreements?
		I.A 14	Supplier approval and performance monitoring
			The business shall operate procedures for approval and monitoring of all its suppliers whose products or services may affect product safety and quality. The results of evaluations and follow-up actions shall be recorded.
		I.A 14.1	Is a documented supplier approval program in place and effectively implemented?
		I.A 14.2	Is a documented supplier monitoring program in place and effectively implemented?

No	Basic level	Intermediate level

B: Good manufacturing practices (GMPs)

B.B 1	Personal hygiene
	The business shall ensure the implementation of appropriate hygiene practices for all its people and visitors. Such practices shall result in sanitary handling and delivery of safe and quality products to customers. The Codex Alimentarius Commission's recommendation on personal hygiene shall be followed.
B.B 1.1	Are personal hygiene requirements in place and applicable to all relevant people, contractors and visitors?
B.B 1.2	Are personal hygiene requirements compliant with legal requirements, if applicable?
B.B 1.3	Are communication procedures in place for people, contractors and visitors addressing actions to be taken in the case of an infectious disease?
B.B 1.4	Is a qualified person responsible to decide if individuals with a suspect illness may enter food areas and how these individuals are controlled?
B.B 1.5	Are people, contractors and visitors aware of and complying with the personal hygiene requirements?
B.B 1.6	Are people, contractors and visitors aware of and complying with the requirements for the wearing and changing of protective clothing in specified work areas?

B.B 2	Facility environment
	The business facilities shall be located and maintained so as to reduce the risk of contamination and enable the production of safe and legal products with required quality.
B.B 2.1	Is the facility located, designed, constructed and maintained to ensure product safety, legality and quality?
B.B 2.2	Is the facility effectively maintained, cleaned and disinfected to prevent physical, chemical and microbiological product contamination?
B.B 2.3	Is the lighting of the appropriate intensity and design to ensure that food safety and quality practice is effective?
B.B 2.4	Are structures, surfaces and materials, particularly those in contact with food, easy to maintain, clean and, where appropriate, disinfected?
B.B 2.5	Is the equipment positioned to ensure that there is no compromise to food safety, legality and quality from waste water or drainage?
B.B 2.6	Are the grounds and surrounding areas of the facility maintained and kept free of waste and accumulated debris?

B.B 3	Cleaning & disinfection
	The business shall ensure appropriate standards of cleaning and disinfection shall be maintained at all times and throughout all production stages.
B.B 3.1	Are documented cleaning and disinfection procedures in place and effective, including verification activities, to ensure the cleanliness of the facility, utilities and equipment?

No	Basic level	Intermediate level
B.B 3.2	Are cleaning equipment, utensils and chemicals clearly marked, stored in a segregated area away from product, equipment, packaging and suitable for intended use?	
B.B 3.3	Are qualified, trained people used for cleaning and disinfection?	
B.B 4	**Product contamination control**	
	The business shall ensure appropriate facilities and procedures are in place to minimise the risk of physical, chemical, or microbiological contamination of product.	
B.B 4.1	Are physical barriers or effective procedures in place to reduce and avoid the risk of any potential physical, chemical or microbiological contamination?	
B.B 4.2	Are working systems in place to reduce the risk of any potential physical, chemical or microbiological contamination?	
B.B 5	**Pest control**	
	The business shall ensure controls are in place to reduce or eliminate the risk of pest infestation (including rodents, insects and birds).	
B.B 5.1	Is an effective pest control program in place?	
B.B 5.2	Are the controls appropriate in relation to the product, raw material and facility?	
B.B 5.3	Is the inspection program undertaken by a competent person at an appropriate frequency and are findings addressed?	
B.B 6	**Water quality**	
	The business shall ensure that the quality of water, ice or steam in contact with food product is suitable for its intended use. All food contact water, ingredient water and water used in cleaning and sanitising operations shall be from a potable source.	
B.B 6.1	Are documented procedures in place to ensure that the quality of water, steam and ice does not compromise the food safety of the finished product?	
B.B 6.2	Are documented procedures in place to prevent the cross contamination of potable water by non-potable water?	
B.B 7	**Staff facilities**	
	The business shall ensure that staff facilities be designed and operated so as to minimise food safety risks.	
B.B 7.1	Are suitable changing rooms provided for staff?	
B.B 7.2	Are toilets provided, operational, accessible and adequately segregated from processing and food handling areas?	
B.B 7.3	Are suitable and sufficient hand-washing facilities provided and accessible?	
B.B 7.4	Are separate lunch room facilities provided away from production, packaging and storage areas?	

No	Basic level	Intermediate level	
B.B 8	**Waste management**		
	The business shall have a program in place for the collection and disposal of waste material.		
B.B 8.1	Are suitable provisions in place for the storage and removal of waste?		
B.B 8.2	Are containers designated for inedible products, waste or by-products clearly marked and properly utilised?		
B.B 9	**Storage and transport**	**I.B 9**	**Storage and transport**
	The business shall ensure that all raw materials (including packaging), semi-processed product and finished product be stored and transported under conditions that protect the product.		The business shall ensure that all raw materials (including packaging), semi-processed product and finished product be stored and transported under conditions that protect product integrity. All vehicles, including contracted vehicles used for the transportation of raw materials (including packaging), rework, semi-processed product and finished product shall be suitable for the purpose, maintained in good repair and be clean.
B.B 9.1	Are there adequate facilities for the storage of food and ingredients?		
B.B 9.2	Are the food storage facilities constructed to effectively protect materials and finished products from contamination during storage?		
B.B 9.3	Is the food transport appropriate to minimize deterioration of food (e.g. by temperature and humidity control).		
		I.B 9.4	Is there a product transport procedure and is it effectively implemented?
		I.B 9.5	Is there a transport vehicle procedure and is it effectively implemented?
		I.B 9.6	Are there documented maintenance and hygiene procedures for vehicles and equipment used for loading and unloading? Are they effectively implemented?
		I.B 10	**Facility and equipment maintenance**
			The business shall implement a system of planned, preventive and corrective maintenance to ensure an adequate level of food safety and quality in the facility.
		I.B 10.1	Is a documented maintenance program established?

No	Basic level	Intermediate level	
		I.B 10.2	Is an effective maintenance program implemented?
		I.B 10.3	Is a documented hygiene and clearance procedure in place for all maintenance activities?
		I.B 10.4	Are effective hygiene procedures implemented for maintenance activities?
		I.B 10.5	Are all materials used for maintenance and repair appropriate for their intended use?

C: Control of food hazards

B.C 1	**Preliminary tasks**
	The business shall identify and comply with regulatory and customer requirements related to the product and to the product category. For all products, the following shall be included: • Task 1: Establish a multi-disciplinary food safety team. • Task 2: Describe the product and product category (including raw materials, packaging, finished product) and the required conditions for storage and distribution. • Task 3: Describe the intended use of the product and identify the target consumer. • Task 4: Describe all of the steps taken to produce the product in a process flow diagram. • Task 5: Compare the process flow diagram with the production process to ensure it is accurate.
B.C 1.1	Has the business identified and complied with regulatory and customer requirements related to the product and product categories?
B.C 1.2	Has a team with different responsibilities for food safety undertaken the tasks described in this section of the checklist (Tasks 2–5)?
B.C 1.3	Is there a complete product description available of the product/product category including all ingredients including raw materials, packaging, finished product and conditions for storage and distribution?
B.C 1.4	Has the intended use of the product been described and the target consumer been identified?
B.C 1.5	Have all of the process steps taken to produce the product been described in a process flow diagram?
B.C 1.6	Has the process flow diagram(s) been compared to assure it accurately reflects the process?

B.C 2	**Control of allergens**
	The business shall ensure that there are adequate control measures in place to prevent cross contamination of allergens. All ingredients known to cause food allergies in the product shall be clearly identified and communicated to the customer.
B.C 2.1	Is a documented program in place to control allergens and prevent cross contamination of product through all stages of production?

No	Basic level	Intermediate level
B.C 2.2	Were regulations and appropriate customer requirements addressed in the development of the allergen control program?	
B.C 2.3	Are potential causes of cross contamination identified and procedures established for the handling of raw materials, intermediate and finished products to avoid cross contamination?	
B.C 2.4	Are procedures relating to the cleaning and sanitation of product contact surfaces in place and effective to remove all potential allergens from food contact surfaces?	
B.C 2.5	Is a clear labelling system in place ensuring continuous identification of the product through all stages of production and delivery?	

		I.C 3	HACCP
			The business shall perform a hazard analysis of their food manufacturing process as a minimum step in order to determine if there are any hazards associated with the production of their food item. The business shall use the HACCP [Hazard Analysis Critical Control Point] tool to accomplish this assessment. If hazards are identified within the manufacturing process, it is expected that the business will take appropriate action necessary to develop a HACCP plan that meets the seven (7) principles reflected within Codex Alimentarius.
		I.C 3.1	Principle 1: Is a hazard analysis conducted for each process step in the manufacturing of the food item?
		I.C 3.2	Was the hazard analysis conducted by a competent team?
		I.C 3.3	Principle 2: If the hazard analysis indicates any significant hazards not minimised or eliminated by Good Manufacturing Practices (GMPs) that are present within the food manufacturing process, are they identified as Critical Control Points (CCPs)?
		I.C 3.4	Principle 3: Are Critical Limits established for each CCP?
		I.C 3.5	Principle 4: Are monitoring procedures established for each CCP?
		I.C 3.6	Are CCPs effectively implemented?

No	Basic level	Intermediate level	
		I.C 3.7	Principle 5: Are corrective actions established for each CCP in the event critical limits are exceeded?
		I.C 3.8	Principle 6: Are verification procedures established?
		I.C 3.9	Are verification procedures effectively implemented?
		I.C 3.10	Principle 7: Are record keeping and documentation for HACCP procedures established?
		I.C 3.11	Are all HACCP-related record-keeping and documentation procedures effectively implemented?
		I.C 3.12	Has the business implemented specific control measures for all relevant steps not identified as CCPs?
		I.C 4	Food defense
			The business shall assess its ability to prevent intentional product tampering/intentional contamination and put in place the appropriate preventive control measures.
		I.C 4.1	Have the threats to the product as a result of intentional product tampering or intentional contamination been assessed?
		I.C 4.2	Have those points in the process which are vulnerable to intentional product tampering/intentional contamination been identified and subjected to additional access control?
		I.C 4.3	Are measures in place to address what to do with the product, if prohibited access took place and the product may have been tampered with or intentionally contaminated?

Annex 1: Glossary

Definitions which are not mentioned within the glossary can be found in relevant regulations and directives. In relation to the terms used within this document, the following definitions apply and shall be respected.

Allergen (EU)	Food causing an adverse reaction that is mediated by an immunological response. Defined allergens are: • Cereals containing gluten (i.e. wheat, rye, barley, oats, spelt, kamut or their hybridised strains) and products thereof • Crustaceans and products thereof • Eggs and products thereof • Fish and products thereof • Peanuts and products thereof • Soybeans and products thereof • Milk and products thereof (including lactose) • Nuts i.e. Almond (Amygdalus communis L.), Hazelnut (Corylus avellana), Walnut (Juglans regia), Cashew (Anacardium occidentale), Pecan nut (Carya illinoiesis (Wangenh.) K. Koch), Brazil nut (Bertholletia excelsa), Pistachio nut (Pistacia vera), Macadamia nut and Queensland nut (Macadamia ternifolia) and products thereof • Celery and products thereof • Lupin and products thereof • Molluscs and products thereof • Mustard and products thereof • Sesame seeds and products thereof • Sulphur dioxide and sulphites at concentrations of more than 10 mg/kg or 10 mg/litre expressed as SO_2. ***Regulation (EU) No 1169/2011 of the European Parliament and of the council.***
Assessed company	The supplier/processing company to be assessed.
Assessment	The judgment of compliance against defined requirements made of an assessed company under the terms of an individual assessment agreement.
Assessment service provider (ASP)	These are organisations not accredited against ISO 17065 and/or ISO 17021 for the certification of food safety scheme(s) but qualified for those. Within the IFS Global Markets – Food program they are allowed to conduct the assessment, if they comply to the rules mentioned in Part 3 of this document. Assessments shall be performed by an impartial assessor and in an independent way.
Calibration	Set of operations that establish, under specified conditions, the relationship between values of quantities indicated by a measuring instrument or measuring system, or values represented by a material measure or a reference material and the corresponding values realised by standards.
CCP—critical control point	A step at which control can be applied and is essential to prevent or eliminate a product safety hazard or reduce it to an acceptable level.

Certification body (CB)	These are organisations accredited against ISO 17065 and/or ISO 17021 for the certification of a food safety scheme(s) conducting audits in regard to food safety (and quality) with the issue of an accredited certificate, if the audit passes successfully (3rd party audits). Within the scope of the IFS Global Markets – Food program and under non accredited procedures, certification bodies can be in charge of the assessment without the issuing of an accredited certificate. Assessments shall be performed by an impartial person and in an independent way.
Company	General organisation (whereas the site is a unit of the company).
Consultants	Consultants are persons, independent of the assessed company or relevant CB/ASP, who provide professional or expert advice in regard to the IFS Global Markets Program. They support the assessed party in their practical implementation of the IFS Global Markets – Food requirements. Within the scope of the IFS Global Markets – Food Program, consultants do not conduct assessments, besides the pre-assessment.
Contamination	Introduction or occurrence of a contaminant in food or food environment. Contamination does include: physical, chemical, biological contamination. Contamination can also mean correlation of packages among themselves.
Corporate	Company
Correction	Action to eliminate a detected deviation or non-conformity.
Corrective action	Action to eliminate the causes of a detected non-conformity, deviation or other undesirable situation in order to prevent recurrence.
Customer	A customer is a business company/partner or person to whom products are sold either as finished products or as a semi-finished part of the finished products.
Deviation	Non-compliance with an IFS Global Marekts – Food requirement but there is no impact on food safety related to products and processes. In the IFS, deviations are requirements scored with a B, C or D.
End consumer	The ultimate consumer of a foodstuff who will not use the food as part of any food business operation or activity.
Flow diagram	A systematic representation of the sequence of steps or operations used in the production or manufacture of a particular food item.
Food defense	Food Defense is the collective term used by the US Food and Drug Administration (FDA), United States Department of Agriculture (USDA), Department of Homeland Security (DHS), etc. to encompass activities associated with protecting the nation's food supply from deliberate or intentional acts of contamination or tampering. This term encompasses other similar verbiage (i.e., bioterrorism (BT), counter-terrorism (CT), etc.), The USDA Food Safety and Inspection Service define Food Defense as "the protection of food products from intentional adulteration by biological, chemical, physical or radiological agents."
HACCP	A system which identifies, evaluates and controls hazards which are significant for food safety.

Hazard	A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect.
Hazard analysis	The process of collecting and evaluating information on hazards and conditions leading to their presence to decide which are significant for food safety and therefore should be addressed in the HACCP plan.
Individual assessment agreement	An individual agreement between the certification body/assessment service provider and the assessed company, under which the certification body/assessment service provider shall provide the assessment.
Major non-conformity	A non-conformity which can be given to any requirement when there is a substantial failure to meet the requirements of the program. This includes the non-respect of legislation, law, food safety, customer issues or in case of internal dysfunctions (e.g. completely not regulated and controlled processes). A Major can also be given when the identified non-conformity can lead to a serious health hazard.
Monitoring	The act of conducting a planned sequence of observations or measurements of control parameters to assess whether a CCP is under control. See also Codex Alimentarius, general principles of food hygiene, guidelines for the application of the HACCP system, section 9.
Pasteurisation	Process applied to a product with the objective of minimising possible health hazards arising from pathogenic microorganisms associated with the product (e.g. milk, creams, ice cream, eggs, fruit juices, fermented products, soups, other beverages etc.) which is consistent with minimal chemical, physical and organoleptic changes in the product.
Product	Result of a process or activities transforming inputs into outputs. Products include services.
Product recall	Any measure aimed at achieving the return of a dangerous product that has already been supplied or made available to consumers by the producer or distributor.
Product requirements	Product requirements includes: product safety, product quality, product legality, process and specification.
Product withdrawal	Any measure aimed at preventing the distribution, display and offer of a product out-of specification and/or dangerous to the consumer.
Risk	A function of the probability of an adverse health effect and the severity of that effect consequential to (a) hazard(s) in food.
Services	See definition of product.
Site	A unit of the company.
Sterilisation	Process applied to a product in final packaging (e.g. milk, fermented products, soups, beverages etc.) with the objective of producing commercially sterile products, with an extended (long) shelf life under ambient temperature. The main concern is inactivation of the most heat resistant pathogenic spore, namely C. botulinum.

System	Set of interrelated or interacting elements. System is a planned, sustainable structured course of action. Depending on the complexity, documentation is recommended. System includes: documentation, procedure description, control/monitoring, corrective action, site plan.
Traceability	Ability to trace and follow a food, feed, food-producing animal or substance intended to be, or expected to be incorporated into a food or feed, through all stages of production, processing and distribution.
Validation	Confirmation through the provision of objective evidences that the requirements for the specific intended use or application have been fulfilled.
Verification	Confirmation through the provision of objective evidences that specified requirements have been fulfilled.

PART 3

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PART 3
Requirements for certification bodies, assessment service providers and assessors

0 Introduction

The IFS Global Markets – Food program includes a product and process assessment. All bodies involved shall comply with the international rules and IFS-specific requirements described in this document. Part 3 of the IFS Global Markets – Food program mainly deals with certification bodies, assessment service providers and assessors.

1 Requirements for certification bodies/assessment service providers

Certification bodies and assessment service providers intending to perform IFS Global Markets – Food program assessments shall comply with the following rules.

1.1 Certification bodies

The certification body shall be accredited against ISO 17065 and/or ISO 17021 for the certification of food safety scheme(s) by an IAF or EA recognised accreditation body.

Certification bodies shall have signed a separate IFS Global Markets agreement with the IFS Management GmbH. The agreement includes the acceptance of the IFS Global Markets program's rules and enables access to the IFS database.

1.2 Assessment service provider

Assessment service provider shall provide written evidence about their involment in the assessment process on behalf of the retailer or business partner.

Assessment service provider shall have signed an IFS Global Markets agreement with the IFS Management GmbH. The agreement includes the acceptance of the IFS Global Markets program's rules and enables access to the IFS database.

1.3 Certification bodies'/assessment service providers' responsibilities for IFS Global Markets – Food assessors (including freelancers)

Certification bodies/assessment service providers have the following responsibilities:

- To ensure that:
  - the assessor is competent for the scope of the assessment and its execution,
  - the assessor is able to access and to apply relevant laws and regulations,
  - the assessor has knowledge in food safety and hygiene practices,
  - the assessment is conducted in an independent way by an impartial assessor,
  - evidences of the assessor's competences are maintained,
  - a one (1) day training session for IFS Global Markets – Food program assessors once a year for the purposes of sharing experience, calibration and updating knowledge of relevant legal requirements, etc. is organized.

    The certification body/assessment service provider shall maintain these competences (continuous supervision by the certification body/assessment service provider) and shall monitor assessment execution by on-site witness assessment.

    Note: If assessors are already IFS Food approved auditors, they are exempted from the last requirement regarding the training on IFS Global Markts – Food.

The certification body/assessment service provider is responsible for choosing an assessor with the corresponding scope(s), language, competence(s), etc. for each IFS Global Markets – Food assessment.

For a registration in the IFS database prior to an assessor's first IFS Global Markets – Food assessment, the certification body/assessment service provider shall contact IFS Management.

2 Requirements for IFS Global Markets – Food assessors

During an IFS Global Markets – Food assessment, assessors shall use relevant sampling techniques and review documentation to establish compliance with IFS Global Markets – Food requirements.

2.1 General requirements

IFS Global Markets – Food assessors shall meet the following requirements:

- they shall have signed a contract with the certification body/assessment service provider,
- they shall have submitted all relevant information about their qualification and competence to the certification body/assessment service provider,
- they shall communicate the certification body/assessment service provider clearly, if the necessary impartiality might not be ensured.

The certification body/assessment service provider shall have observed and confirmed the professional qualification and competence of the assessor.

2.2 Requirements on assessors for initial application

Candidates applying for the approval as IFS Global Markets – Food program assessor shall meet the following minimum requirements:

a) Education in the food sector:

1) **Professional education in food processing (high degree)** and **two (2) years professional experience in the food industry** – in relation to food production activities (quality, production, R & D, …).

or

2) If the candidate started **directly as an auditor after completing her/his food-related university degree** then the candidate shall have **two (2) years professional experience in the food processing industry as an auditor/assessor.**

b) Followed as an observer two (2) assessments or audits with regard to food safety, if he/she doesn't have assessment and audit experience

c) Passed a food hygiene (including HACCP) training on the basis of the Codex General Principles for Food Hygiene

d) Have knowledge of local and, if applicable, of the destination country legislation for the defined assessment scope

e) Have detailed product and process knowledge of the assessed scope (see Annex 1, Part 1)

f) Have knowledge of the local language
If the assessor wishes to perform assessments in language(s) different from his/her native language, he/she shall be able to provide evidence for speaking fluently this/these other language(s).

g) Successfully completed the IFS Global Markets – Food assessor course if he/she hasn't auditor experience in conducting audits according to a GFSI recognized scheme in regard to food safety in the scope of food processing.

The IFS Global Markets assessor course (mentioned under point g) is available as IFS Academy course organized by IFS or can be conducted certification body internally, given by the IFS approved Train the Trainer. The training material to be used, is provided by the IFS Management GmbH.

The second option is possible only for assessors. These assessors shall have a valid contract for the conduct of IFS Global Markets assessments in charge of the training providing certification body.

Note: If such course is not available in the relevant country or if the business partner has different requirements, other courses can be accepted (and shall be validated by the business partner).

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PART 4
Reporting, auditXpressX™ software and IFS database

0 Introduction

After an IFS Global Markets – Food assessment has been performed, a detailed and well-structured assessment report shall be completed. In general, the language of the report shall be the working language of the company. In special cases, where the native language of the trade partner(s) is different from the language of the company, an English version of the report could be prepared.

The IFS Global Markets – Food assessment report shall be prepared according to the following format.

1 Reporting

1.1 Assessment overview (see Annex 1)

The first part of the assessment report shall contain the following general information:

Assessment details

The **cover page** of the assessment report shall include:

- result and level of the assessment
- name of the assessed company or site
- name and address of the certification body/assessment service provider
- the logo of the certification body/assessment service provider
- date of the assessment.

These first pages shall give a summary of the most important assessment report items and shall include:

- name and address of the assessed site
- name and address of the company (if headquarters)
- GLN (Global Location Number), if available
- company's local authorization number
- COID, as defined in the IFS database
- assessment date
- assessment duration
- previous assessment date

- the name of the certification body/assessment service provider and the assessor who performed the previous assessment
- assessment scope (mandatory detailed descriptions of processes/products)
- codes/numbers of product and technology scopes
- list of key personnel present during assessment
- name of the assessor(s)
- name of the certification body's/assessement service provider's persons(s) responsible for the assessment result decision
- result of the assessment
- company details listed: general information about the company (number of employees, size, structure, detailed activities of the company etc.)
- company profile
- further explanations regarding scoring.

1.2 Assessment report (see Annex 2)

The assessment report itself is structured as follows:

- the result of the assessment with level and percentage
- general summary table and graphics for all chapters
- an overall summary of the assessment
- a list of all established Major non-conformity(ies) and observations of concern
- description of follow-up corrective action from previous assessment (optional, to be agreed on with the business partner)
- a separate list (including explanations) of all requirements evaluated with N/A (not applicable)

1.3 Corrective action plan (see Annex 3)

The certification body/assessment service provider/the assessor describes and explains all established deviations and Mayor non-conformity(ies) in each chapter in the corrective action plan, which has a specified format shown in the Annex.

2 auditXpressX™ software

In order to increase the standardisation of IFS reporting, auditXpressX™ software has been developed. It offers the following advantages:

- easy collection of assessment data through a user-friendly interface
- production of quick and error-free IFS assessment reports
- automatic evaluation of the assessment results by dynamic computation of all relevant items
- automatic generation of a standardised assessment report
- temporary storage of interim assessment data for later completion

- simple and secure export of completed assessment reports to the IFS database
- simple exchange of assessment files between the assessors and their competent certification body/assessment service provider
- offline working, i.e. no permanent internet connection required
- an update option provides constant access to the most recent version of the IFS.

3 The IFS database (www.ifs-certification.com)

Every IFS Global Markets assessment report shall be uploaded in the IFS database by the certification body/assessment service provider (uploading of report, action plan, letter of confirmation).

There are different user groups which have access to the IFS database:

- auditors
- certification bodies/assessment service providers
- consultants
- assessed companies
- retailers and other users.

The different groups' access rights are as follows:

Auditors/assessors:

- manage their own data
- download the own assessor/auditor profile, which includes all information available at the IFS database about the assessor/auditor—standards, scopes, examinations, overview about the performed audits and assessments
- receive IFS newsletter
- access user group specific information.

Certification bodies/assessment service providers:

- manage their assessed companies and upload assessment reports and corrective action plans
- may withdraw reports in specific situations
- can manage all IFS assessment dates via the diary function, enabling retailers and companies to have a good overview of the scheduled assessment
- manage their accounts
- have the possibility to compare two consecutive assessment reports and corrective action plans, for internal assessment training and calibration purposes
- download the IFS logo(s).

Assessed companies:

- have access to their own assessment data
- have the possibility to unlock retailers and other users for their achieved percentage, detailed assessment report and action plan
- have the possibility to compare two consecutive assessment reports and action plans, for improvement purposes

- download the IFS Global Markets – Food logo
- manage their certification bodies/assessment service providers
- manage company personnel access (create sub-accounts) to the assessment data
- search for other assessed companies
- manage their suppliers using a "favourites" option.

Access for the headquarters of assessed companies
A "headquarter" access for assessed companies can be set up which allows a company headquarter to administer all of their assessed sites through a single access point.

Consultants:

- manage own data about the standards, scopes, languages etc.
- visible on the public website of the IFS—including reviews from their customers
- access to user group specific information.

Retailers and other users:

- search for assessed companies
- manage their assessed companies via a "favourites" option
- receive an e-mail notification if a certain assessment level is repeated
- get information via e-mail in case of a report withdrawal of their favorite companies.

The user manuals for the IFS database are available on the respective secured area for each user group.

Security of the IFS database
The security system used for the IFS database is based on international recognised and mostly used security systems. The retailer and assessed companies access provide general information about all assessed companies. If no further authorisation is granted by the assessed companies both user groups will be able to see the following information only:

- the company's name and address
- the certification body's/assessment service provider's name and address
- the assessor's name
- the scope of the assessment
- the date and duration of the assessment
- the level achieved at the assessment
- the IFS Global Markets – Food letter of confirmation's date of issue and its validity.

By using their secure log-in access, the assessed companies themselves can give the authorisation for access to the following detailed information:

- assessment report, letter of confirmation and corrective action plan.

The retailers and other users/assessed companies automatically receive access to the unlocked data by the assessed company after the data has been unlocked. Communication to retailers and other users is via a secure web process which guarantees that only authorised retailers and other users/assessed companies can view specific data of the assessed companies/suppliers.

Annex 1: Assessment overview

Cover page

Logo of the certification body/ assessment service provider

IFS Global Markets – Food
Version 2, January 2017

Level [approved/provisionally approved/not approved]

Final assessment report

Company/site: [name]

Date of assessment: [dd. mm. yyyy]

Name and address of certification body/ assessment service provider

First page of the assessment report

IFS Global Markets – Food

Level [approved/provisionally approved/not approved]

Assessment details

Lead assessor: *Co-assessor:* *Name of the certification body's/ assessment service provider's persons(s) responsible for the assessment result decision:*	*Date/Duration of assessment:*	*Date/Duration of the last assessment:* *Certification body/assessment service provider; assessor of the last assessment:*

Name and address of the company (or head office)		*Name and address of the assessed site* *Responsible person:* *Name and phone of an emergency contact:*	
Phone:	*Fax:*	*Phone:*	*Fax:*
GLN N°: *Local authorization number:*		*IFS COID:*	
Year of construction: *Last structural measures (when and what):* *Size of site:* *Products manufactured on the site:* *Number of production lines:* *Own/third party transportation of products:*		*Number and kind (full, part) of employees:* *Shift patterns:* *Product's excluded:* *Production volume:* *Finished product's storage— on site/off site:* *Outsourced processes/products:*	

Scope

Product scope(s) and technology scope(s)

Details regarding the scope

Participants of the assessment

Name	Position	Opening meeting	Site inspection	Procedure review	Closing meeting

Company profile

include here in minimum:

- does the company fulfill the requirements about the logo use?
- is the site certified according to other schemes? If yes, please specify.
- does the company/production site also has traded products? If yes, please specify.

Explanations of the assessment report

Evaluation of requirements

Evaluation	Explanation	Points
A	Full compliance	20 points
B	Almost full compliance	15 points
C	Small part of the requirement is implemented	5 points
D	Requirement has not been implemented	0 points
Major non-conformity	Non-respect of a program's requirement, including legislation, law, food safety, customer issues and in case of internal dysfunctions (e.g. completely not regulated and controlled processes). A Major can also be given when the identified non-conformity can lead to a serious health hazard.	10 % of the total amount of points possible to reach is substracted
N/A	Not applicable Requirement not applicable for a company	N/A equirements will be excluded from the final scoring

Annex 2: Assessment report

IFS Global Markets – Food
Level [approved/provisionally approved/not approved]

Assessment report

Number of Major non-conformities in basic level checklist: _____

Number of Major non-conformities in intermediate level checklist: _____

Total score: _____ %

Level: _____

Result: _____

Overview of chapters

	Chapter				
		Chapter A	Chapter B	Chapter C	Additional chapter
percent	Basic				
	Intermediate				

Overview evaluation

	Basic				Intermediate			
	A. Food safety and quality management system	B. Good manufacturing practices	C. Food hazards	Additional chapter	A. Food safety and quality management system	B. Good manufacturing practices	C. Food hazards	Additional chapter
A								
B								
C								
D								
Major								
N/A								

Summary of the assessment

Mention at least:

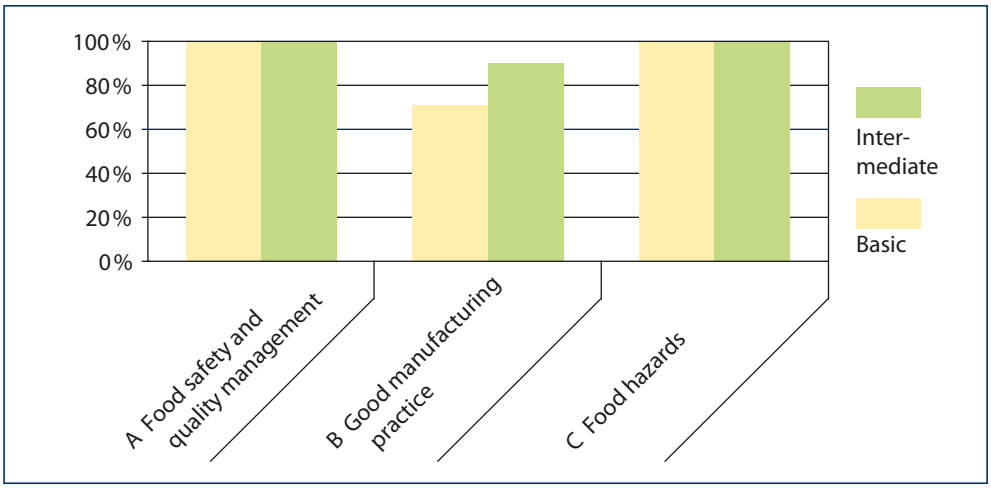
- Product specifications e.g. which specifications had been checked during the assessment.
- Describe the traceability system and give a summary of the traceability test result.
- The assessor shall provide the following information:
  - How many withdrawals and recalls have been occurred since the last assessment?
  - Specify product(s) involved
  - Specify the cause of the withdrawal and product recall.
- Information about sources and analyses of water used at the site
- Information about pest monitoring/control
- Which allergens are manageged in the site and how?
- List CCPs with associated critical limits.

Observation regarding Major non-conformities

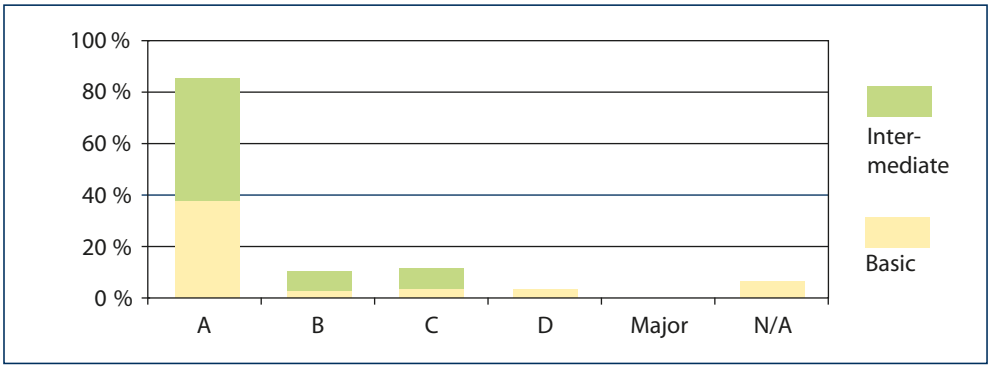
Description of follow-up of corrective action from the previous assessment

Charts

Percent



Chapter A: Food safety and quality management system



Summary of the N/A evaluations

No	Reference	IFS Global Markets – Food requirements	Evaluation	Explanation
1.				

Annex 3: Corrective action plan

Name and address of the assessed company/production site

The corrective action plan must be returned to the certification body/assessment service provider before: _____

Require-ment number	IFS Global Markets – Food requirement	Evaluation	Explanation (by the assessor)	Correction, root cause, corrective action (by the company)	Responsi-bility/date/ status of implemen-tation (by the company)	Release by the assessor

Annex 4: Template: letter of confirmation

Letter of confirmation

IFS Global Markets Food

Herewith the certification body/assessment service provider

Name of the certification body/assessment service provider

confirms that the activities of

Name of the assessed site
Address
COID
(Headquarters)

for the assessment scope:

detailed descriptions of processes/products

got approved/provisionally approved
according to the requirements set out in the

IFS Global Markets – Food
Version 2, January 2017

and other associated normative documents

at basic/intermediate level

with a score of XX % (if required)

Assessment date

Date of issue of letter of confirmation

Letter of confirmation valid until

Next assessment to be performed within the time period
(specify soonest and latest assessment date, according to requirements of assessment protocol, Part 1)

- Date and place
- Name and signature of the responsible person at the certification body/assessment service provider
- Address of the certification body/ assessment service provider

The IFS publishes information, opinions and bulletins to its best knowledge, but cannot take any responsibility for any mistakes, omissions or possibly misleading information in its publications, especially in this document.

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