IFS Logistics

IFS Logistics

Standard for auditing logistics services in relation to product safety and quality

VERSION 3

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ENGLISH

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0 Introduction

0.1 History of the International Featured Standards

In 2003, the German retail federation – Handelsverband Deutschland (HDE) – and its French counterpart – Fédération des Enterprises du Commerce et de la Distribution (FCD) –, drew up a common food safety and quality standard to enable the audit of food suppliers. The audit provided a uniform approach towards food suppliers. This was the first version of the IFS Food Standard, designed to certify suppliers producing private label food products for retail.

IFS Management GmbH stands for International Featured Standards and is a company owned by FCD and HDE. It encompasses a package of global safety and quality standards and programs that provide transparency and comparability along the entire post-farm supply chain. IFS Standards are applicable to a variety of operations and activities in the food and non-food sector. All IFS Standards follow a risk-based approach, which gives stakeholders the flexibility to implement the requirements into their business based on the specific risks in regard to the products and processes.

The IFS Logistics Standard is built upon general aspects of a product safety and quality management system. However, the main emphasis is to create confidence in the products and processes, meaning that safety, quality, legality and compliance with specified customer requirements are ensured via an on-site evaluation and documentation review and inspection, including the logistics activities.

The IFS Logistics Standard version 3 has been revised by the following working groups: Logistics Working Group, National Working Groups, International Technical Committee and the IFS Technical Team Group. Representatives of retailers, industry, food services and certification bodies were part of these outstanding working groups that combined input from Europe and the U.S.

It will be possible to perform IFS Logistics v3 audits from the 1st of June 2024. IFS Logistics audits will be mandatory from the 1st of December 2024

0.2 IFS Objectives, Mission and Vision

The aim of an IFS Certification is to assess whether the processing activities of a manufacturer are able to produce products that are safe, legal and in compliance with customer specifications. That is why both product safety and quality are essential components of all IFS Standards. IFS Audits are product and process focused. This ensures the development of high-quality products through correspondingly functioning processes.

IFS Standards are uniform global safety and quality standards that provide transparency and comparability along the entire post-farm supply chain. In this way, IFS strives to meet all the challenges of globalisation, in addition to the constantly growing significance of the private labels the retailers are responsible for. An IFS Certification enables the cost reduction of long repetitive audits and additionally supports the company management by means of uniform reports and a modern, user-friendly database.

The mission of IFS clearly states that IFS Standards go beyond product safety with the aim to "deliver trusted products", which fulfil the expectations of the buying company. With the objective that an IFS Certificate demonstrates that the production site has implemented a functional product safety and quality management system, IFS together with its huge network is continuously increasing and optimising its portfolio of standards and programs, audit protocols and supporting tools and documents. Therefore, IFS has defined "Providing trusted standards and services to cooperate within the supply chain to improve product integrity" as its goal for today and for the future. Continuous improvement is not only the objective of certified companies; it also applies to IFS Management GmbH.

0.3 Coverage of the IFS Logistics Standard

The IFS Logistics Standard is applicable to service providers and can be used for companies with logistics activities.

For more details on the IFS Audit Scope, see chapter 2.2, Part 1.

For clarification of the scope determination between IFS Logistics and other IFS Standards and Programs, see Annex 1.

0.4 Content of the IFS Logistics Standard

The content of the IFS Logistics Standard is laid out as follows:

Part 1 – IFS Logistics Certification Protocol

Part 2 – IFS Logistics Checklist (list of IFS Logistics Audit Requirements)

Part 3 – Requirements for accreditation bodies, certification bodies and auditors

Part 4 – Reporting, IFS Software and IFS Database.

The IFS Logistics Standard is linked to the IFS Logistics Doctrine and to the IFS Logistics Multi-site Guideline. The doctrine provides additional rules and clarifications on the interpretation of some IFS Logistics Requirements and the guideline establishes pre-conditions and rules for a multi-site certification option. Those three documents are normative documents and shall be implemented following the defined date after the document has been officially published.

0.5 Review of the IFS Logistics Standard

The IFS Technical Team and its working groups need to demonstrate control over the content and quality of the IFS Logistics Standard. That includes an annual review, to ensure the compliance with all relevant requirements. The working group members represent all stakeholders involved in the audit process: retailers, certification bodies and food industry as well as service providers. Besides the annual review, the main objectives for the working groups are to share practical experiences, review changes or alignments of the IFS Logistics Standard and clarification needs for the IFS Logistics Doctrine, discuss the requirements of the audit report and decide on training needs.

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PART 1
IFS Logistics Certification Protocol

0 Purpose and content

This part provides a detailed description of procedures to be followed before, during and after an IFS Logistics Audit. Moreover, it explains the principles of the IFS Logistics Certification Process, including requirements to be applied by audited companies and certification bodies.

1 The IFS Logistics Certification Process

Before starting the certification process, the company shall read the current versions of the three (3) normative documents: the IFS Logistics Standard, the IFS Logistics Doctrine and the IFS Logistics Multi-Site Guideline.

The companies shall prepare well in advance for the IFS Logistics Certification Process, which comprises of the different steps that are displayed in Annex 2.

The IFS Audit is a core part of the certification process, as the logistics site and its processes will be challenged according to all specified requirements laid down in the IFS Logistics Audit Checklist (Part 2), in order to assess the compliance of logistics activities.

An IFS Certification is a product and process certification. Therefore, the main part of this certification process consists of the IFS Audit. The auditor challenges the audited companies on the audit checklist to determine the level of compliance of the logistics activities. An audit is always focused on the following fundamental elements:

a) Product and Process approach (PPA)

The Product and Process approach (PPA) implies the assessment of compliance with customer related specification/agreement as well as the legal compliance of the products, depending on the local and destination countries.

To ensure the PPA, IFS Logistics Certifications are always specific to one site. In addition, all logistics services and product scopes of the relevant logistics site shall be included in the scope of the IFS Logistics Audit.

The audit shall take place at a time when all logistics services and related product scopes, as mentioned in the report and on the certificate, can be effectively assessed.

During the IFS Logistics Audit, the auditor shall collect objective evidence to evaluate compliance with the IFS Logistics Audit Requirements (see IFS Logistics Audit Checklist, Part 2).

One of the key elements for conducting the IFS Logistics Audit and to ensure high uniformity of the PPA implementation is to follow an audit trail. This audit trail consists of the following main steps:

- **Product sampling:**
  The selection of samples shall be risk-based but can also follow other criteria. The aim is to

make a representative selection of all logistics activities and product scopes included in the certification scope in order to gain maximum information about the logistics site and its services.
The use of relevant product samples (sampled by the auditor on-site at the beginning or in advance of the audit) is essential and allows the IFS Auditor to follow a uniform path in order to obtain all necessary evidence. In addition, auditors shall perform a traceability test on the sampled product(s) during the audit.

Note: IFS has published (e.g. IFS Good Assessment Practices (GAP) Guideline, etc.), which provide further information on topics to be checked and/or requested by the auditor from the audited site during the IFS Logistics Audit.

- **Overall on-site evaluation:**
  At least 50% of the total IFS Audit duration shall be allocated to the on-site evaluation (within the working areas of the physical site). This allows the auditor to comprehensively audit the services and product scopes and shall be performed as soon as possible. It can be decreased to 1/3 in case of a reduction of audit duration to 6 hours (see chapter 3.1, Part1)

  The on-site evaluation of the logistics site shall include (but may not be limited to) the following areas:

  - Logistics service(s) including logistics processing service(s), if applicable
  - Receipt, and dispatch areas, staging area, storage area
  - Good Manufacturing Practices applying to the logistics companies, including maintenance, hygiene, pest control and cleaning and disinfection activities
  - Maintenance facilities
  - Staff and sanitary facilities
  - External areas

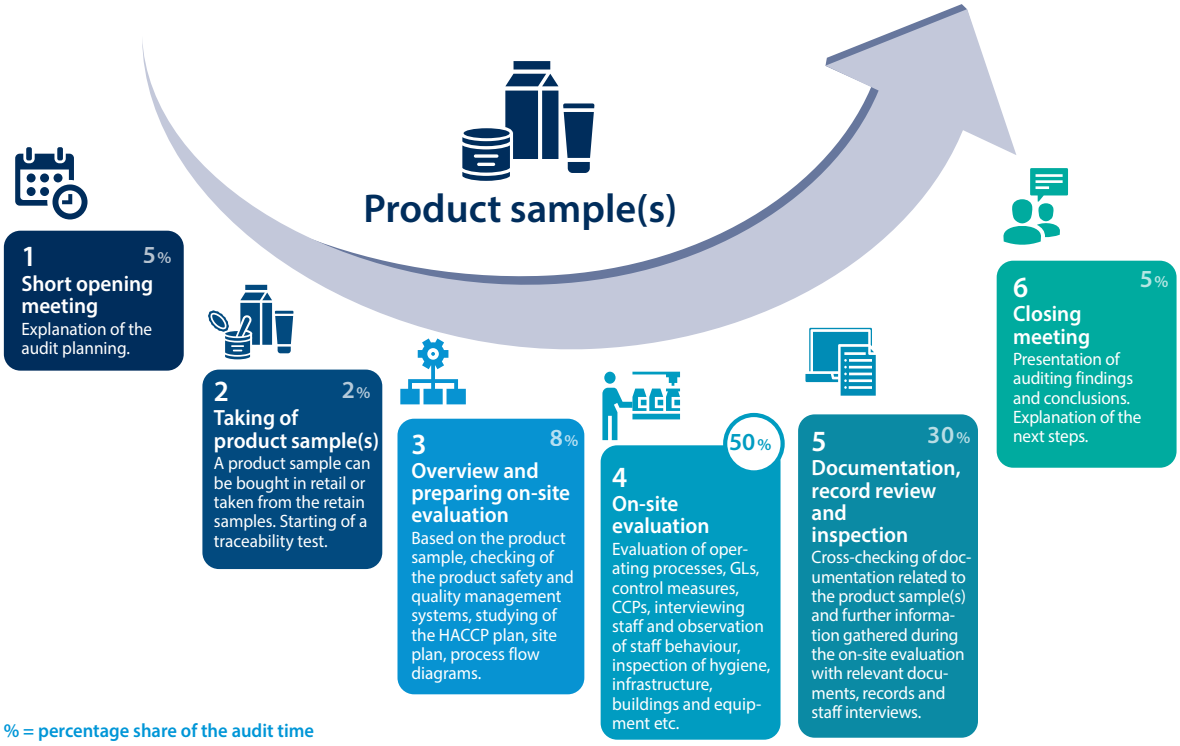
  The auditor shall also use this time to evaluate the operating processes by performing the following checks:

  - check the control measures defined for CCPs and other control measures as well as their monitoring in order to cross-check them with the product safety management system information
  - observe and interview employees
  - inspect product handling
  - take further samples for cross-checking, when necessary
  - review specification(s) / agreement used during the logistics services
  - observe receipt of products, staging, dispatch
  - assess the implemented product safety and quality management system in practice.
- **Documentation, record review and inspection:**
  The on-site evaluation is followed by a comprehensive documentation and record review/ inspection, including cross-checking of related documents. This part of the audit aims to verify the information collected from the on-site evaluation and the evaluation of further requirements.
  To master the IFS Audit trail, the auditors shall thoroughly evaluate the compliance of the logistics site. Further explanations and examples are provided in the e-learning "IFS Product and Process Approach".

  A summary of the main steps is provided in the following chart (chart 1).

  Note: This chart shows the main steps of an announced IFS Audit. Steps 2 to 5 can be performed alternately. Percentages are given as a guidance.

Chart 1: The Product and Process Approach of an IFS Audit



% = percentage share of the audit time

b) IFS Auditor Qualification

The specific expertise of the IFS Auditor is the crucial basis for the audit of the logistics site. Therefore, IFS Auditors are approved for IFS Logistics scope(s) to guarantee a high degree of quality and reproducibility of the audit findings. More information can be found in Part 3.

c) Annual certification cycle

The logistics site shall go through the full IFS Logistics Certification Process, including a comprehensive IFS Logistics Audit every year. This includes the audit of the full IFS Logistics Audit Checklist (Part 2). If applicable, the implementation of the action plan from the last IFS Audit is also to be verified. More information on the certification cycle can be found in chapter 4.3, Part 1.

d) Certification by certification bodies accredited to the ISO/IEC 17065:2012 norm and contracted with IFS Management GmbH

Reliability of the certification is guaranteed through accredited, internationally recognised, independent, third-party certification bodies. Additionally, the accreditation body shall have signed a contract with IFS Management GmbH and shall comply with the specific rules described in Part 3.

e) Surveillance and harmonised rules by the IFS Standard owner

As part of the IFS Quality Assurance activities, IFS has implemented procedures to monitor the performance of the IFS approved certification bodies, IFS Auditors and IFS certified companies, the IFS Integrity Program, which ensures the quality and the integrity of the implementation of IFS Standards. The different measures are undertaken following a risk-based approach as well as based on the management of complaints which have been raised by stakeholders. The audited site shall be informed about the procedures and rules of the IFS Integrity Program by their respective certification body. More information on the Integrity Program can be found in chapter 5, Part 1.

2 Before the IFS Logistics Audit

In order to prepare for the initial audit, the logistics site may perform a voluntary pre-audit to evaluate its current status and level. The pre-audit cannot be uploaded to the IFS Database and a different auditor shall perform the pre-audit to the one who will perform the subsequent IFS Audit.

Any logistics site starting with new operations shall ensure that all IFS Requirements can be audited at the time of the initial audit. IFS recommends a minimum of three (3) months of operation before this first audit takes place.

2.1 Making a contract with a certification body

In order to undertake an IFS Logistics Audit, the company shall appoint an IFS approved certification body, accredited to the ISO/IEC 17065:2012 norm for the IFS Logistics Standard. All IFS Certification Bodies that have a valid contract with IFS Management GmbH are available by country on the IFS website (www.ifs-certification.com).

A contract shall exist between the company and the certification body for the certification audit and shall include the following topics:

a) Certification process information

It shall include, at a minimum:

- Audit scope agreed on by both parties. More information can be found in chapter 2.2, Part 1 and Annex 3.
- Audit duration. More information can be found in chapter 3.1, Part 1.
- Information about report and certificate details. More information can be found in chapters 2.2 and 2.4, Part 4.
- Reference to the IFS Integrity Program. More information can be found in chapter 5, Part 1.
- Mention that information about the company and its employees is stored in the IFS Database in line with the General Data Protection Regulation. More information can be found in chapter 4, Part 4.

b) Communication with the certification body concerning the detailed activities of the logistics site

The certification body shall ensure that the IFS Auditor is qualified for the scope(s) of the IFS Logistics Audit, as well as the current applicable version of the IFS Standard.

To assist the IFS Logistics Auditor in preparing for the audit, the company shall clearly inform the certification body of the following topics:

- Full activities of the company at the site:
  - main logistics service(s): storage, transport (including type of transport, e.g. by air, water, land)
  - logistics processing service(s), if applicable
- Product scope(s) handled by the site and logistics service(s) covered by the scope of the IFS Logistics Audit, if applicable and decentralised structures, if applicable.
- Cases where parts of the logistics processing services are outsourced to a third-party on behalf of the IFS Logistics certified site.
- Under exceptional circumstances, any request for exclusion of the main logistics service / logistics processing service / product scopes. This will be verified by the certification body in order to review if the exclusion is possible.

- History of IFS Certification Status or any other GFSI recognised standard, for example type of certification/scope, date of the last certification audit (even if performed by another certification body), year of the last unannounced audit, if a certificate has been withdrawn in the past, etc.

More information on outsourced logistics processing services and exclusions can be found in chapter 2.2, Part 1.

If the IFS Logistics Audit is performed together with other standard(s) / norm(s), all IFS Requirements shall be fulfilled (e.g. audit time schedule, audit duration, auditor competences, etc.).

c) Notifications to the certification body

During the certification cycle, the senior management of the logistics site shall ensure that the certification body is informed in due time about any changes that may affect the company's ability to conform to the certification requirements (e.g. product recall/withdrawal caused by the logistics company in case the logistics company is the owner of the product or is responsible for the initiation of the procedure, changes in organisation and management, important modifications to the logistics service(s), changes of contact address and logistics sites, new address of the logistics site, etc.). The details shall be defined and agreed between both parties. As required in the IFS Logistics Audit Checklist (Part 2), requirement 1.2.4, some specific situations require notification to the certification body within three (3) working days.

After receiving such information from the site (limited to the three (3) specific situations, mentioned in the requirement 1.2.4 of the IFS Logistics Checklist) the certification body shall:

- Fill out the relevant extraordinary information form provided in the IFS Database in English and send it back to IFS Management GmbH within three (3) working days of receiving the information from the logistics site.
- Provide IFS Management GmbH with a root cause analysis and progress of the investigation within ten (10) working days (after submitting the form).

It is the certification body's responsibility to investigate each situation and decide on any action on the IFS Certification Status.

d) Language of the IFS Logistics Audit

The IFS Logistics Audit shall be carried out in the working language of the logistics site. If translation is required, the certification body shall provide a qualified interpreter who is not affiliated with the company. More information can be found in chapter 3.1.1.2, Part 3.

2.2 Scope of the IFS Logistics Audit

The IFS Logistics Standard Scope applies to all types of transportation and storage services in the logistics supply chain. This includes but is not limited to transport by lorry, train, ship or plane and temperature controlled or ambient stable storages. The IFS Logistics Standard applies to food and non-food products. It includes all logistics activities such as loading, transport, off-load, storage, handling and further distribution of products.

The IFS Logistics Standard also applies to some limited logistics processing services which can be conducted in addition to the main storage service at the audited site as seen in Chart 2 below.

In addition, the Standard also applies to logistics companies:

- using service providers for their transport and/or storage activities

- organising transport only, without owning transport units
- offering short term storage and/or transport of the container on own container park

Certification is always site-specific (one legal entity, one address, one certificate), in relation to the actual logistics activities of the site. Decentralised structures belonging to the same site shall be audited and included in the audit scope in order to gain a complete overview of the processes. More information on the different types of logistics sites and the information to be provided in the audit report and certificate can be found in chapter 2.2.2, Part 1.

The audit scope shall be agreed upon by both parties before the audit takes place.

The agreed scope shall be mentioned in the contract and it shall also be reviewed and confirmed by the auditor during the opening and closing meeting of the IFS Logistics Audit.

Chart 2 depicts the scope determination between IFS Logistics and other IFS Product Standards. More information can be found in Annex 1 and 3.

Chart 2: Logistics services (combined with IFS product scopes results in IFS Logistics scopes)

Logistics Services			
I. Storage			
I. 1 Food product scope	**I.2 HPC product scope**	**I.3 PACsecure product scope**	**I.4 other non-food product scope (as specified in Annex 3)**
Logistics processing services*: **I.1a)** freezing/thawing processes **I.1b)** ripening of fruit and vegetables **I.1c)** simple sorting of fruit and vegetables based on qualitative aspects **I.1d)** packing of pre-packed products **I.1e)** labelling with regards to the application of existing labels on packed products intended for the final consumer	**Logistics processing services*:** **I.2d)** packing of pre-packed products **I.2e)** labelling with regards to the application of existing labels on packed products intended for the final consumer	**Logistics processing services*:** **I.3d)** packing of pre-packed products **I.3e)** labelling with regards to the application of existing labels on packed products intended for the final consumer	**Logistics processing services*:** **I.4d)** packing of pre-packed products **I.4e)** labelling with regards to the application of existing labels on packed products intended for the final consumer
II. Transportation			
II.1 Food product scope	**II.2 HPC product scope**	**II.3 PACsecure product scope**	**II.4 other non-food product scope (as specified in Annex 3)**

* Logistics processing services can be conducted only in addition to the main storage services at the location of the audited site.

The IFS Logistics Standard shall not apply to the following activities:

- processing of food or non-food products (except for the logistics processing services allowed in the IFS Logistics scope as seen in Part 1 Chart 2 and in Annex 1)
- importing and trading of goods (e.g. typical broker companies with purchasing activities)
- transport of living animals

The audit scope shall be described in detail in the audit report and on the certificate. It shall be clear, unambiguous, and shall fulfil the following rules:

- Include the full activities of the company resulting from all type of logistics services of the site (e.g. transport, incl. type of transport, storage),
- Provide a clear and unambiguous description of all logistics processing service(s), if applicable.
- Include the information about the product scope(s) which is/are handled (food, non-food) and the conditions of the handling (e.g. ambient stable, chilled, frozen).
  Note: A brief explanation about the audit scope shall be given on the IFS Logistics Certificate. More details (e.g. on the kind of food / non-food products) can be provided on the IFS Logistics Certificate, based on the products scopes in Annex 3.
- Shall be described in the company profile of the audit report.
- Brand information is not allowed in the audit scope as it does not provide a detailed description of the product category. It can only be mentioned in the company profile of the report.
- Reference to product certifications or labels that are under specific regulations (e.g. Protected designation of origin (PDO), Protected Geographical Indication (PGI), Organic shall not appear in the scope on the IFS Logistics Certificate, in order to avoid any confusion about the scope of the IFS Logistics Audit and Certification. If the company requests the visibility of such status, a reference can only be made in the company profile of the audit report.
- Exclusion of logistics service(s) and product scopes are generally not permitted but may be accepted under specific conditions as mentioned below.

Specific conditions to exclude from the audit scope (Exclusion rule)
By definition, all logistics service activities managed under the responsibility of the legal entity, on the same site, shall be included in the scope of an IFS Logistics Audit.

Only in those exceptional situations where the IFS Logistics audited company would like to exclude logistics service(s) or product scopes (see Annex 3) from the IFS Logistics Audit Scope shall the following rules be observed:

- They shall relate to logistics services or product scopes (see Annex 3)
  Example:
  - Dairy products handled on a cross-docking platform are only allowed to be excluded if this product scope is not subject to the audit scope
- Logistics services are allowed to be excluded as long as they are not an integrated part of other service(s) which are included in the audit scope or if they are carried out for the product(s) included in the audit scope.
  Examples:
  - It is not allowed to exclude transport of frozen vegetables if the service "storage of frozen vegetables" is subject to the audit scope
  - It is not allowed to exclude storage of fruits if the logistics processing service (e.g. simple sorting of fruits) is subject to the audit scope

When defined and validated by the certification body, exclusions shall always be justified in the company profile of the audit report and shall be clearly detailed in the audit scope of the audit report and certificate.

During the audit, the auditor shall always check if defined exclusions are relevant and if cross-contamination risks from excluded logistics services and product scopes are under control.

2.2.1 Outsourced services in the IFS Logistics Audit Scope

A partly outsourced logistics processing service is defined in the IFS Logistics Standard as a part of a logistics processing service that is carried out at the location of the audited site and which is also being partially carried out off-site by a third-party on behalf of the IFS Logistics certified site. This also includes logistics processing services which are partly outsourced by a sister company within the same company group. (see glossary for the definition of logistics processing service). When the audited site has partly outsourced logistics processing services, control over such processes shall be ensured in order to not compromise product safety, legality, quality and authenticity.

The following rules apply when a company has partly outsourced logistics processing services:

- Requirement (4.2.4) of the IFS Logistics Audit Checklist (Part 2) applies and shall be evaluated in order to assess if the audited site ensures control over such processes.
- In the audit report of the audited site (audit overview): a description of the partly outsourced logistics processing services and certification status of the third-party shall be provided.
- If the appointed third-party is IFS Logistics and/or IFS Food certified, their COID (IFS Identification Code Number) shall also be mentioned.
- On the certificate of the audited site, the following sentence shall be added to the audit scope, beneath the description of services and products scope(s): "Besides own logistics processing services, the company has partly outsourced logistics processing services". More information on the IFS Certificate can be found in chapter 2.4 Part 4 and in Annex 10.

Note: Storage and/or transportation services carried out by a third-party are considered fully outsourced services and shall be evaluated according to the relevant chapters of the IFS Logistics Checklist, especially requirements 4.2.2 and 4.2.3.

Fully outsourced logistics processing services are activities that are being carried out off-site by a third party and can neither be excluded nor allowed to be mentioned in the IFS Logistics Certification scope.

2.2.2 Realisation of the IFS Logistics Audit in the case of different types of logistics sites

The IFS Logistics Audit is site specific: one logistics site is subject to one audit and one certificate.

IFS has defined the following four (4) types of logistics sites:

1) **Single logistics site**
2) **Multi-location logistics sites, (multi-site certification option possible)**
3) **Multi-legal entity logistics site**
4) **Logistics site with decentralised structure(s)**

1) **Single logistics site:**
   A single logistics site is a site which is not centrally managed by a head office / central management, has only one legal entity and no decentralised structure(s). Such sites shall have one audit, one COID, one report and one certificate.

2) **Multi-location logistics sites:**
   Multi-location logistics sites refer to a company with multiple logistics sites at different locations, which may have a head office / central management. The following rules apply in these two (2) cases:

   a) **Company with head office / central management**
      If the head office / central management also has additional logistics activities, the site shall be audited and is subject to its own IFS Logistics Certificate and Audit Report.

      When the head office / central management does not have logistics services, it cannot be subject to an IFS Logistics Certificate. The company can decide whether to organise a specific audit (which can also be remote in this case) for the activities managed by the head office / central management. This shall be defined in advance with the certification body before the audit takes place.
      The following rules apply:

      - If no head office / central management audit is performed: the company shall ensure that all necessary information and responsible personnel from the head office / central management are available (when necessary) during the audit of each logistics site, to ensure that the auditor can audit centrally managed activities properly. For example, a representative from the head office / central management can attend the audit of the logistics sites, head office / central management documents are available on-site, etc.
      - If a head office / central management audit is performed, the following rules apply:
        - The audit of the head office / central management shall always take place before the audit of each logistics site associated to each certification cycle.
        - The maximum period of time between the audit of the head office and the audit of all logistics sites is twelve (12) months.
        - The certification body has to determine which parts of the head office / central management audit cover the site operation parts.
        - Each logistics site shall get an individual certificate and report.
        - The centrally managed activities, as well as the outcome of the audit shall be described in the audit report of each logistics site.
        - Deviations identified during the head office / central management cannot be partly solved in the audit reports of each logistics site. Deviations can be downgraded, for example, to a non-conformity, but neither fixed nor improved to a better scoring.

- If a non-conformity has been raised during the audit of the head office / central management, all audited logistics sites are also affected and the certificates of these logistics sites shall be suspended. Only after a positive follow-up audit of the head office / central management can the suspension of the certificates of the logistics sites be lifted. Depending on the type of non-conformity which has been issued in the head office / central management, a new audit of the logistics sites may also be necessary.
- Both audit dates of the logistics site and head office / central management shall be visible in the audit report.
- All COIDs of the logistics sites linked to the head office / central management shall be mentioned in each audit report.

Multi-site certification option
If defined processes are centrally organised in a company with several sites (e.g. purchasing, personnel management), and if the company fulfills the pre-requisites, multi- site certification can be performed by sampling the sites to be audited.
The specific pre-conditions and rules are published in the "Guideline for multi-site certification for IFS Logistics certified companies". This guideline can be downloaded on www.ifs-certification.com.

b) Company without head office / central management
If a company has several independent logistics sites at different locations without a head office / central management, each logistics site shall have one audit, one COID, one report and one certificate.

Note: A multi-location logistics site can choose to be certified as part of multi-location logistics sites, as a single logistics site or not to be certified at all.

3) Multi-legal entity logistics site:

a) If a logistics site has multiple legal entities at one physical location with the same scope, the following rules apply:

- one audit shall be performed
- the certificate and report shall be duplicated for each legal entity
- each legal entity shall have its own COID

b) The following rules apply if a logistics site has multiple legal entities with different scopes at one physical location:

- each legal entity shall have their own COID, report and certificate.
- the audit duration shall be calculated separately for each COID. A head office / central management audit may be requested, which may allow a reduction of the audit duration by a maximum 0,5 days (as per multi-location approach).

In both cases, if a contractual relationship between the legal entities exists, the COIDs of each legal entity shall be linked in the IFS Database. If the certificate of one legal entity is suspended/ withdrawn, the certificates of all legal entities shall also be suspended/withdrawn, unless the certification body can demonstrate that the other legal entities are not affected.

4) Logistics site with decentralised structure(s):

A decentralised structure is an off-site facility (for example a cross-docking platform) owned by the company where part(s) of the activities of the logistics services take place.

When the audit of the logistics site is insufficient for gaining a full overview of the company's activities, then all other relevant facilities shall also be audited and included in the audit scope. Scope and full details shall be documented in the audit overview of the audit report.

2.3 Type of IFS Logistics Audits

Different types of audits shall be conducted, depending on the certification status and cycle of the logistics site.

IFS Audit (full on-site):

An IFS Logistics Audit shall always be performed on-site and on consecutive working days, for both announced and unannounced audit options, unless this is a decentralised structure.

IFS Split Audit:

Under exceptional circumstances (e.g. due to a widely acknowledged crisis) and when a full on-site audit is hardly possible, an IFS Split Audit may be performed following agreement between the company and the certification body. The on-site part of this audit shall be performed first, followed by a remote part using ICT (Information and Communication Technologies). In order to perform an IFS Split Audit, the normative document "IFS Split Audit Protocol" shall be used and justification shall be given in the IFS Audit Report. More information can be found in the IFS Split Audit Protocol.

2.3.1 Initial audit

Audit description:

There are two (2) types of initial audits:

a) "First" initial audit

The first initial audit refers to the very first IFS Logistics Certification Audit of a logistics site during which all the requirements of the IFS Logistics Audit Checklist shall be audited by the auditor. This type of audit is only applicable when there is no previous certification history available.

b) "New" initial audit

The new initial audit is the IFS Logistics Audit performed:

- after an interruption in the certification cycle (see chapter 4.3, Part 1) or
- after a failed certification audit due to one or several non-conformities or a total score < 75% or
- after a failed follow-up audit or
- after a failed extension audit.

In this case, the following applies:

- the IFS Logistics Certification history shall be checked to ensure that the rule on frequency of unannounced audits is fulfilled (more information on unannounced audits can be found in chapter 2.4.2, Part 1).
- the audit report and action plan from the previous IFS Logistics Audit shall be reviewed by the auditor to check the implementation and effectiveness of corrections and corrective actions. This applies even if another certification body had issued the audit report.

Note: If an initial IFS Logistics Audit is failed, the IFS Logistics Audit Report shall be uploaded to the IFS Database and this audit cannot be considered as a pre-audit.

For "first" initial audits and/or "new" initial audits performed according to a new version of the standard, all rules and requirements of the applicable version of the standard apply and shall be implemented and validated (e.g. through internal audits, senior management review, etc.) before the audit takes place. This also includes the requirements where an annual review is requested.

Audit options:
An initial audit can be performed announced or unannounced. More information on audit options can be found in chapter 2.4, Part 1.

2.3.2 Recertification audit

Audit description:
To maintain certification, the logistics site shall get recertified every year. Therefore, the recertification audit is a full audit of the logistics site, during which all the requirements of the IFS Logistics Audit Checklist shall be audited by the auditor and lead to the renewal of the existing IFS Logistics Certification.
The period during which a recertification audit shall take place is shown on the certificate and the audit shall be performed during this period in order to maintain the certification cycle.

It is the responsibility of the logistics site to renew their certification in due time. Therefore, all IFS Logistics certified companies will receive a reminder from the IFS Database three (3) months before certification expiration.

If the audit is not performed in due time, all IFS Database users who have the respective logistics site in their favourites list will receive an automatic e-mail notification.

The auditor shall review the action plan from the previous IFS Logistics Audit to check the implementation and effectiveness of corrections and corrective actions. If the logistics site changes certification body, the logistics site shall update this information in the IFS Database and inform the new certification body so that the auditor can check the action plan from the previous audit.

If deviations are still present in the actual recertification audit, or if the scorings were lowered, the auditor shall assess the situation in accordance with chapter 5.9 of the IFS Logistics Audit Checklist, Part 2.

The link between two (2) consecutive audits ensures a continuous improvement process.

Audit options:
A recertification audit can be performed announced or unannounced. For more information on audit options, see chapter 2.4 Part 1.

2.3.3 Follow-up audit

Audit description:
A follow-up audit is required in a specific situation where the result from an initial or recertification audit did not allow a certificate to be issued due to one Major non-conformity and a total score of ≥ 75%.

The follow-up audit is focussed on the implementation of actions taken to solve the Major non-conformity and shall comply with the following rules:

- It shall be performed on-site.
- It shall generally be performed by the same auditor who performed the main (initial or recertification) audit.
- It shall be performed no earlier than six (6) weeks and no later than six (6) months after the main audit. If this deadline is not fulfilled or if the logistics site decides not to perform a follow-up audit, a full new initial audit shall be performed.

Audit outcomes:

- If the follow-up audit is successful:
  - the positive outcome of the follow-up audit shall be provided in the audit report.
  - the updated report shall be uploaded to the IFS Database.
  - the certificate shall be issued at foundation level only, even if the final total score is ≥ 95%.
  - the certificate validity remains in the certification cycle, as described in chapter 4.3, Part 1.
- If the follow-up audit is failed:
  - the report of the failed follow-up audit shall be uploaded to the IFS Database.
  - a new initial audit shall be performed and scheduled no earlier than six (6) weeks after the follow-up audit.

A detailed flow chart with all steps can be found in Annex 4.
The upload of a follow-up audit report is free of charge.

Audit options:
A follow-up audit can only be performed announced.

2.3.4 Extension audit

Audit description:
An extension audit is an additional audit to extend the current certification scope. This type of audit shall always be performed on-site. Furthermore, it shall be performed during the validity period of the existing certificate, in the following situations:

- If some logistics services / logistics activities were not operating during the main certification audit and if HACCP (especially the CCPs) / risk analysis and/or services and/or activities are different to the ones audited during the main certification audit.
- If it is not possible to audit the decentralised structure during the same main audit.
- In case of seasonal/sporadic logistics services and/or activities which have a different risk profile compared to the logistics services and/or activities which have been audited during operation at the time of the main audit. During the following year, there will be one recertification audit

and one extension, in order to cover all logistics services and product scopes. The main audit shall always be performed during the time of the main logistics service including the most hazardous logistics activity.

- If significant changes occur to the logistics service and/or its environment between two (2) certification audits. This applies for example when new logistics services or products scope(s) different to those included in the scope of the current certificate are introduced. In this case the following rules apply:
  - the certification body decides, based on a risk assessment, if an extension audit is necessary.
  - the risk assessment shall be based on hygiene and products safety risks and shall be documented.

Audit outcomes:
The conditions to pass the extension audit are the same as for initial or recertification audits, but they will only be focused on specific requirements that have been audited. The original audit score on the IFS Certificate shall not be changed, however the certificate shall be withdrawn if the extension audit is failed.

The following two (2) outcomes are possible for an extension audit:

- The extension audit is successful and the following shall be applied:
  - the certificate shall be updated with the new scope
  - the certificate shall keep the same expiry date as the certificate of the main audit
  - the updated certificate and extension audit report shall be uploaded to the IFS Database.
- The extension audit is failed in the following situations:
  - In the event of one or more non-conformity(ies)
- When the extension audit is failed the following consequences shall be enforced:
  - the full audit (including the main audit) is failed and
  - the current certificate shall be withdrawn.

The extension audit report shall be provided as an annex to the current audit report. The upload of an extension audit report is free of charge.

Audit options:
An extension audit can only be performed announced.

2.4 IFS Logistics Announced and Unannounced Audit options

Before scheduling and performing the IFS Logistics Audit, the certification body shall decide and inform the logistics site whether the audit is conducted on an announced or unannounced basis, ensuring that at least every third IFS Logistics Audit is performed unannounced, starting from 1st January 2021 (regardless of the IFS Logistics Standard version).
Certification bodies shall contact their customers in advance to set a date for an announced audit or to register them for an unannounced audit.

2.4.1 Announced audit option

The announced audit is conducted at a time and date agreed between the logistics site and the selected certification body and shall be performed on consecutive days unless this is a decentralised structure. An announced recertification audit shall be scheduled at earliest eight (8) weeks before the audit due date and at latest two (2) weeks after the audit due date (anniversary date of the initial audit).

2.4.2 Unannounced audit option

The unannounced audit shall be performed within a time window of [–16 weeks before the audit due date; + two (2) weeks after the audit due date] and shall take place without prior notification of the date to the logistics site, to ensure the unannounced character of the audit.
All IFS Checklist Requirements shall be implemented before the audit time window starts.
A site that has undergone an unannounced audit will obtain the IFS Star Status which will be visible on the IFS Database and IFS Certificate. The status will be withdrawn once an announced audit takes place.

An unannounced audit shall be performed at least once every third IFS Logistics Audits starting 1st January 2021.
A failed announced audit does not count towards the "at least every third audit unannounced rule". It is up to the certification body to decide together with the logistics site if the next audit should be unannounced due to customer requirements or if it can be announced. An unannounced audit counts towards this rule no matter if the result is passed or failed.

If the certification cycle is interrupted before an unannounced audit was due, the next certification audit (=new initial audit) shall be conducted unannounced.

The certification body shall:

- decide in which year the first mandatory unannounced audit will be performed and inform the logistics site at least six (6) months before the audit due date.
- ensure that this frequency is fulfilled, even if the site (COID) changes certification body.

Apart from this minimum mandatory frequency, unannounced audits may be performed more frequently, based on the company's decision.

Note: In case of certification to different IFS Standards, the frequency of unannounced certification counts separately.

The site is responsible for informing the certification body about the following information, at latest four (4) weeks before the start of the audit time window (to allow the certification body to register it in the IFS Database):

- Name(s) of the on-site person(s) to be contacted at the logistics site.
- If needed, a blackout period of maximum of ten (10) working days when the logistics site is not available for audit, as well as non-operating periods. The ten (10) working days can be split into a maximum of three (3) periods.

- If a logistics site has seasonal/sporadic service(s), the expected dates of those activities shall be notified. Providing a blackout period is not permitted in this situation and the unannounced audit shall take place at any time during this seasonal/sporadic period.

If a logistics site denies the auditor access (apart from "force majeure"), the currently valid IFS Certificate shall be withdrawn by the certification body within a maximum of two (2) working days of the audit date. All stakeholders with access to the IFS Database and with the respective logistics site in their favourites list will receive an e-mail notification from the IFS Database, informing them that the current certificate has been withdrawn. This information will be visible in the history of the logistics site in the IFS Database. The logistics site will be invoiced by the certification body for the total cost of the audit.

The registration of unannounced audits for multi-location logistics sites with a head office / central management shall comply with the following rules:

- The head office / central management shall either undergo an announced or unannounced audit.
- The audit of the head office / central management shall always take place before the audit of each logistics site and shall be performed before the start of the unannounced audit time window of the logistics site(s).
- When the head office / central management undergoes an announced audit: the announced audit of the head office / central management and unannounced audit of the logistics site shall not be performed on consecutive days (e.g. if the head office / central management is located within one of the logistics sites, there shall be two (2) different audits: an announced one for the centrally organised activities and an unannounced one for the logistics site).
- When the head office / central management undergoes an unannounced audit: unannounced audits of the head office / central management and the logistics site can be organised to take place on the same day (e.g. if the head office / central management is located within one of the logistics sites, there can be one unannounced audit for centrally organised activities and for the logistics site. This audit shall start with the logistics activities on site).

The overview of the audit types and options is given in the chart below (chart 3).

Chart 3: Audit types and options

			Execution mode of the IFS Audit			
			IFS Full On-site Audit		IFS Split Audit	
			IFS Audit Options			
	Audit type	Explanation	Announced	Unannounced	Announced	Unannounced
At least every third (3) audit shall be performed unannounced	Initial audit	**First initial:** Audit of a logistics site that has no previous IFS Certification history.	☑	☑	☑ (not recommended)	☑ (not recommended)
		New initial: Audit that is performed after interruption of cycle or after a failed audit.	☑	☑	☑	☑
	Recertification audit	Audit to renew the existing certificate after re-evaluating all requirements.	☑	☑	☑	☑
	Follow-up audit	Audit to be conducted when one Major non-conformity was scored during the main audit and the total score is ≥ 75%.	☑	☒	☒	☒
	Extension audit	Audit to extend the current certification scope resulting from the initial/recertification audit.	☑	☒	☒	☒

2.5 Planning an IFS Logistics Audit

- For an announced audit, the first audit day shall be entered by the certification body into the IFS Database via the diary function at least two (2) weeks (14 calendar days) before the first day of the audit.
- For an unannounced audit, the certification body decides on the year when the unannounced audit will take place and the site shall provide the necessary information to register for the unannounced option at least four (4) weeks before the start of the audit time window. All audit days shall be within the unannounced audit time window to ensure the unannounced audit status.

2.5.1 Drawing up an audit time schedule

The certification body shall provide the logistics site with the audit time schedule, which shall:

- Include appropriate details on the audit scope
- Include audit duration
- Be sufficiently flexible to respond to any unexpected events which may arise during the on-site evaluation part of the audit
- Take the review of the audit report and action plan from the previous audit into consideration
- Specify the site's logistics services including the logistics processing services and product scopes that shall be audited
- In case of an audit team: indicate which auditor performs which part of the audit. Information about the audit date and time for each auditor shall be provided in the IFS Database.
- In case of an IFS Split Audit: indicate the dates and time ICT will be used to evaluate the checklist requirements.
- If the IFS Logistics Audit is performed together with another standard/norm: indicate when and which part of each standard/ norm has been audited.

For an announced audit, the audit time schedule shall be sent to the site before the audit, to ensure the availability of responsible persons on the day of the audit.
For an unannounced audit, the time schedule shall be shared during the opening meeting. It might also be modified or adapted due to the availability of the participants to be audited and the current times of logistics activities.

3 IFS Logistics Audit realisation

The realisation of the IFS Logistics Audit shall take place at a time when it is ensured that all logistics service(s) and product scopes as mentioned in the report and on the certificate, can be effectively audited.

If some logistics services / logistics activities are not operating during IFS Audit, and if the HACCP plan (especially the CCPs) / risk analysis and/or services and/or activities are different to the ones audited during the main certification audit, two (2) options are possible:

- The activities can be later reinstated during the audit and are included in the scope of the "main" audit.
- The logistics activities cannot be later reinstated during the audit and an extension audit shall be performed. More information on extension audits can be found in chapter 2.3.4, Part 1.

3.1 Audit duration

The minimum audit duration of an IFS Logistics audit shall be one day.
One audit day is equivalent to eight (8) hours (without lunch break) and shall never exceed ten (10) hours.

For a combined IFS Logistics / IFS Broker audit, the minimum audit duration shall be 1.25 days (10 hours).

Factors that may extend the audit duration:
The determination of the final audit duration is the responsibility of the certification body and the defined duration may be higher than the calculated minimum duration (depending on the specific structure of the company and the complexity of the activities).

Typical factors which may lead to an increase of the minimum calculated duration are the following:

- initial audit: the auditor may require additional time, for example, during opening and closing meetings
- size of the logistics site
- the type of services offered
- the audit scope
- the number of transport units involved
- the number of storage units involved
- the number of service providers
- total number of employees (e.g. part time workers, shift workers, temporary staff, administrative staff)
- number of deviations / non-conformities from the previous audit
- decentralised structure
- communication issues, e.g. language, ICT (in case of IFS Split Audit), etc.

For an audit team, a minimum of two (2) hours shall be added to the calculated audit duration. This additional time shall be allocated to the team and not to an individual auditor for common tasks (e.g. opening and closing meeting, discussion about audit findings, etc.).

Factors that may reduce audit duration:
In specific situations and only in one of the following limited cases, the certification body may decide to reduce the minimum calculated audit duration **to 6 hours:**

- If only one service (transportation or storage) and one kind of handling (e.g. chilled/frozen) for only one product scope is performed.
- If there are not more than 50 employees (incl. part time workers, shift workers, temporary staff, administrative staff, etc.) at the site.

In specific situations, and only in the limited following cases, the certification body may decide to reduce the minimum audit duration by **0,5 days:**

- IFS Combined Audits: IFS Product Standard / IFS Logistics, under the condition that some parts are commonly audited for both standards.
- Multi-location companies: if some requirements have already been audited at the head office / central management site.
- Multi-legal entity logistic companies: if the legal entities have different scopes at one physical location and a head office / central management has been appointed.
- For sites where the audit of all logistics activities during an unannounced audit was not possible and therefore an extension audit is required to be performed later.

The certification body / auditor shall justify the decision for reduction in the IFS Audit Report.

The only acceptable reasons for reduction are those defined in the IFS Logistics Standard. A combination of different reasons for reduction, including combined IFS Audits, is not possible.

The IFS Integrity Program will regularly review the justifications for audit time reduction, to ensure that they are relevant and aligned with the above rules.

Note: If the IFS Logistics Audit is combined and/or integrated with other standard(s)/norm(s), the certification body shall ensure that all requirements for the IFS Logistics Audit duration are fulfilled and that the overall duration is higher than the IFS Logistics Audit duration.

At least 50% of the total IFS Logistics duration shall be allocated to the on-site evaluation (within the working areas of the site) in order to allow the auditor to comprehensively evaluate the logistics services and product scopes. It can be decreased to 1/3 in case of a reduction of audit duration to 6 hours (see chapter 3.1, Part1).

In addition to the calculated audit duration, the following duration shall be added, at a minimum:

- two (2) hours for audit preparation
- 0,5 days (four (4) hours) for writing the audit report.

3.2 Audit performance

The audit shall be scheduled based on the following steps:

- Opening meeting. The opening meeting and the evaluation of the existing product safety and quality management system shall be kept short to allow the auditor to start with the on-site evaluation as soon as possible (typically 30 minutes after entering the site).
- Evaluation of existing product safety and quality management system, achieved by checking documentation (e.g. HACCP plans, quality management documentation, etc.).
- On-site evaluation: detailed observation of all on-site working areas, logistics activities, which includes interviews with the working personnel and the gathering of information on key activity parameters, such as monitoring of critical control points (CCPs) and other control measures to be cross checked with the product safety and quality management system information.
- Documentation and record review and inspection: evaluation of documents and procedures, cross checking of documents and records based on investigations and findings from the on-site evaluation.
- Final conclusions drawn from the audit.
- Closing meeting: the auditor (or lead auditor for an audit team) shall present all findings at the end of the audit and discuss all deviations and non-conformities (Major and/or D evaluation of a KO requirement) which have been identified during the audit.

The logistics site shall assist and cooperate with the auditor during the audit. Personnel from different levels of management and operative levels shall be interviewed as part of the audit. The most senior manager present on the date of the audit shall be at the opening and closing meetings so that any deviations and non-conformities can be discussed.

Note: During the audit, the IFS Auditor shall make detailed notes regarding all evaluations of the IFS Logistics Standard which will be used as the basis for the audit report.

IFS requires certification bodies / auditors to provide a mandatory document which confirms the actual presence of the auditor(s) and audited company representative(s) during the audit. This document shall:

- state the start and end time of each audit date.
- be signed by a representative of the company, auditor(s) and if applicable from trainee(s), auditor under observation, witness auditor, translator or any other observer present, latest on the last day of the audit.

This document shall be part of the audit documentation and shall be available at the office of the certification body upon request.

3.2.1 IFS Scoring System

In order to determine whether an IFS Logistics Requirement has been met, the auditor shall evaluate all requirements classified either as regular or KO requirements in the IFS Logistics Audit Checklist (Part 2).
The IFS Scoring System covers a scoring range based on the level of compliance of the requirement, from full compliance to a deviation and/or non-conformity. When evaluating each requirement, the auditor shall evaluate if the requirement is met.

In doing so, the auditor shall also evaluate the effectiveness of the measures that a company has taken to implement a requirement. If the measures taken are not effective in the sense that they result in a negative impact on product safety, in a breach of the legal requirements of the destination countries, or in a breach of customer agreements, the auditor shall evaluate this as a deviation or non-conformity.

In the IFS Logistics Standard, there are six (6) scoring possibilities and the option of non-applicability. Points are awarded for each requirement according to the following chart (chart 4):

Chart 4: IFS Scoring System

Result	Explanation	Points
A	Full compliance.	20 points
B (deviation)	Almost full compliance.	15 points
C (deviation)	Part of the requirement is not implemented.	5 points
D (deviation)	The requirement is not implemented.	–20 points
Major (non-conformity)	A Major non-conformity can be issued to any regular requirement (which is not defined as a KO requirement). Reasons for Major rating are: • There is a substantial failure to meet the requirements of the standard, which includes but is not limited to product safety and/or the legal requirements of the destination countries. • An activity is out of control which might have an impact on product safety.	Major non-conformity will subtract 15% of the possible total amount; the certificate cannot be issued.

Result	Explanation	Points
KO requirement scored with a D (non-conformity)	The requirement is not implemented.	KO non-conformity will subtract 50% of the possible total amount; the certificate cannot be issued.
N/A Not applicable	The requirement is not applicable. N/A can apply to any requirement and for KO requirements, only to KO requirement 2.2.3.6 The auditor shall provide an explanation in the report.	Not included in the calculation of the total score

KO requirements

There are specific requirements in the IFS Logistics Standard which are named as KO requirements. These requirements are essential and address key topics to be implemented by the logistics site to reach compliance.

In the IFS Logistics Standard, the following six (6) requirements are defined as KO requirements:

1) 1.2.1 Governance and commitment
2) 2.2.1.1 Product safety management system
3) 2.2.3.6 Monitoring system of each CCP
4) 4.1.3 Customer agreement
5) 5.1.1 Internal audits
6) 5.9.2 Corrective actions

Scoring of KO requirements is explained in the following chart (chart 5).

Chart 5: Scoring of a KO requirement

Result	Explanation	Points
A	Full compliance.	20 points
KO B (deviation)	Small part of the requirement is not implemented, with no impact on product safety, legality, and customer requirements.	0 points
C (deviation)		"C" scoring is not possible
D (= KO non-conformity)	The requirement is not implemented.	KO non-conformity will subtract 50% of the possible total amount, the certificate cannot be issued.

If the auditor raises one or several Major and/or KO non-conformity(ies), certification cannot be granted, and if this is a recertification audit, the current IFS Certificate shall be withdrawn under the following rules:

- It shall be withdrawn from the IFS Database by the certification body as soon as possible, and at latest within two (2) working days after the last audit day.

- In the IFS Database, the certification body shall provide explanations in English about the reasons for withdrawing the current certificate, including the requirement of the non-conformity(ies). These explanations shall provide the same details as those described in the action plan.

Note: All IFS Database users with the respective company in their favourites list will receive an e-mail notification (with explanations about the identified non-conformity/ies) from the IFS Database, informing them that the current certificate has been withdrawn.

More information on failed audits can be found in chapter 4.2.1.1 Part 1.

If there is a significant number of requirements which are deemed as not applicable, using a total number of points for the audit may be misleading. Therefore, the IFS Scoring System is based on a percentage of the total available score that is used to decide the certification status of the logistics site, i.e. certification to foundation or higher level.

The total score is calculated as follows:
Total number of points = (total number of IFS Logistics Requirements (points) – requirements evaluated as N/A (points)) × twenty (20)
Final score (in %) = number of points awarded/total number of points.

The auditor shall provide explanations in the audit report for:

- requirements defined as compulsory fields, even if the requirements are scored with an A,
- all requirements scored with B, C, D,
- Major/KO non-conformity/ies,
- requirements audited as not applicable.

4 Post IFS Logistics Audit Actions

4.1 Action plan

The auditor and/or certification body shall issue the action plan (with the list of findings) to the company within two (2) weeks from the last audit day at latest. A provisional score and report can be available upon request.
The action plan shall be used by the company as a basis for drawing up corrections and corrective actions for the deviations and non-conformities issued. More information can be found in Annex 6.

4.1.1 Completion of the action plan by the company

The company shall provide the following in the action plan:

- Evidence of implementation of corrections and proposed corrective actions for all deviations (B, C, D), KO requirements scored with a B and for non-conformities (Major or D evaluation of a KO requirement) listed by the auditor
- Responsibilities and implementation deadlines for both corrections and corrective actions (see chart 6).

Chart 6: Timescale for corrections and corrective actions

TIMESCALE	
Corrections **Provided and implemented within four (4) weeks**	**Corrective actions** **Provided within four (4) weeks, but may be implemented later**
Evidence of implementation shall be provided to the certification body within a maximum of four (4) weeks of the receipt of the action plan for completion.	Relevant for sustainable and successful implementation (may take longer than the deadline for issuing the certificate, needs to be justified by the company). Implemented before the recertification audit, at the latest.

Examples of acceptable evidence for the implementation of corrections:

- Training records
- Updated procedures with traceable modifications
- Before and after pictures
- Evidence (e.g. e-mail) of communication of documents to the relevant personnel
- Internal audit or inspection report
- Invoices of repairs. Offers of repairs are not accepted, as it is only proof of the intention of correction, not evidence of correction
- New monitoring procedure (e.g. for a damaged infrastructure)
- For an updated document, it may be necessary to get evidence of training and/or communication related to the updated document for the company personnel, in case other personnel/departments have to work with it
- For an updated form, based on its importance and frequency of use, it may be necessary to send it to the certification body / auditor.

The company shall forward the completed action plan, including evidence of implementation of corrections, to the certification body / auditor within maximum four (4) weeks of having received the action plan.

Corrections and corrective action(s) shall be translated into English.

4.1.2 Validation of the action plan

The auditor or a representative of the certification body shall validate:

- the relevance of the corrections, corrective actions and their implementation dates
- the evidence of implementation of corrections
- the corrective actions

in the allocated column of the action plan, before issuance of the final audit report.

If the evidence of the corrections and/or corrective actions are not valid or inadequate, and/or if the dates of implementation are not relevant, the auditor / certification body shall return the action plan to the company for completion in due time. If the action plan is not completed and released in due time, certification may not be issued.

The action plan and related evidence shall be stored by the certification body for a period of three (3) years.

4.1.3 Technical review

A technical review of the report shall be conducted by a nominated reviewer from the certification body (see glossary). Unclarity or doubts about the findings and the related scorings need to be clarified between the auditor and the IFS Reviewer. The technical review shall include, at a minimum, all tasks of an IFS Reviewer (Annex 11, IFS Reviewer Definition).

Based on the result of the technical review, the nominated reviewer recommends whether an IFS Logistics Certificate is to be issued or not.

4.2 Issuing the IFS Certificate

Based on the results of the technical review, the certification body is responsible for making the final decision on whether to issue the IFS Logistics Certificate or not. The decision is made by (a) person(s) other than those who have carried out the audit.

4.2.1 Scoring and conditions for issuing the IFS Audit Report and IFS Certificate

Chart 7: Scoring and issue of certificate

Audit result	Status	Company action	Report form	Certificate
Total score is ≥ 95%	Passed at IFS Logistics Higher Level following the receipt of the action plan	Send completed action plan within four (4) weeks of receiving the action plan with the list of findings.	Report including action plan provides status	Yes, certificate at higher level, 12-month validity. The certificate shall only be issued when the corrections are implemented.
Total score is ≥ 75% and < 95%	Passed at IFS Logistics Foundation Level after receipt of the action plan	Send completed action plan within four (4) weeks of receiving the action plan with the list of findings.	Report including action plan provides status	Yes, certificate at foundation level, 12-month validity. The certificate shall only be issued when the corrections are implemented.
Maximum one Major and total score is ≥ 75%	Not passed unless further actions taken and validated after follow-up audit	Send completed action plan within four (4) weeks of receiving the action plan with the list of findings. Follow-up audit maximum six (6) months after the audit date.	Report including action plan provides status	Certificate at foundation level, if the Major non-conformity is effectively solved during the follow-up audit. The certificate shall only be issued when the corrections are implemented.

Audit result	Status	Company action	Report form	Certificate
> one Major and/or total score is < 75%	Not passed	Actions and new initial audit to be agreed upon	Report including action plan provides status	No
At least one KO requirement scored with D	Not passed	Actions and new initial audit to be agreed upon	Report including action plan provides status	No

4.2.1.1 Specific management of the audit process in case one or several non-conformity/ies and/or score < 75%

Specific rules shall apply, depending on the type and number of non-conformity(ies) issued and the total score.

- **If only one Major non-conformity is issued with a total score ≥ 75%:**
  a follow-up audit is possible. More information on follow-up audits can be found in chapter 2.3.3, Part 1.
- **If more than 1 Major, or 1 or more KO with D non-conformity/ies and/or total score is <75%:**
  the IFS Logistics Audit is failed, the certificate will not be issued and the following rules apply:
  - For a recertification audit: the current certificate shall be withdrawn.
  - The deadline for withdrawing the current certificate is:
    - 2 (two) working days if the audit is failed due to one or several non-conformity(ies)
    - 2 (two) working days after the certification decision if the audit is failed due to a total score < 75% with no non-conformity(ies) raised.
  - The audit shall be completed and all requirements shall be evaluated in order to give the company a full overview about its situation.
  - The action plan is recommended to be completed for improvement purposes.
  - A full new initial audit shall be performed no earlier than six (6) weeks after the audit where the non-conformity(ies) was/were issued.

Note: Any failed IFS Logistics Audit shall not be considered as a pre-audit.

More information on failed audits and the certificate withdrawal process can be found in chapter 4.3.1, Part 1 and in Annexes 4, 5 and 7.

4.2.1.2 Deadlines for issuing the IFS Certificate

If the auditor and the nominated reviewer recommend the IFS Logistics Certification after positive validation of the evidence of implementation of corrections, the certification body can make the decision to issue the certificate. The audit report, the action plan and the certificate shall then be uploaded to the IFS Database between six (6) and eight (8) weeks from the last audit day, based on the following timeframe:

- Auditor sends the action plan to the company: maximum two (2) weeks from the last day of audit
- The company completes the action plan and provides evidence of corrections: maximum four (4) weeks
- The certification body performs the technical review, makes the certification decision, issues the report/certificate and uploads them to the IFS Database: maximum two (2) weeks.

More information can be found in Annex 2.

4.3 Certification cycle

The validity of the IFS Logistics Certificate is defined as follows:

- it starts from the date of issue of the certificate,
- it ends on the last day of the initial audit date + eight (8) weeks –1 day + 1 year.

The time window to schedule the recertification audit is:

- [– eight (8) weeks; + two (2) weeks] from the last day of the initial audit (audit due date) for an announced audit.
- [–16 weeks before last day of audit due date; + two (2) weeks after last day of audit due date], for an unannounced audit.

The date of the recertification audit is calculated from the initial audit date and not from the date of issue of the certificate. This allows the certificate validity to remain the same, even if the recertification audit date changes every year and does not correspond exactly to the anniversary / due date.

If the recertification audit is not scheduled in due time, or if the steps of the certification process were not completed in due time, this will lead to a break in the certification and a new initial certification cycle will be initiated.

The previous audit report and certificate remain visible in the IFS Database for a further three (3) months (after the end of the certificate validity). If the recertification audit takes place later than the above-mentioned three (3) months, the certification of the company will not be visible anymore and the COID will automatically be set to an inactive status in the IFS Database.

4.3.1 Information about the conditions of withdrawal/suspension of a certificate

An IFS Certificate shall be withdrawn by the certification body in situations such as:

- When any information indicates that the logistics services/activities may no longer comply with the requirements of the certification system, especially in case of non-conformity(ies) identified during the audit (main or follow-up audit) or when access is denied (apart from force majeure).
- In case the logistics activities have stopped and moved to a new location.
- In case of cancellation of the certification contract (between the certification body and the company).

Note: Concerning the rules described above, it is within the discretion of the certification body to withdraw certificates.

An IFS Certificate shall be suspended by the certification body in situations such as:

- In case of pending investigations by the certification body, following a product safety incident or other event.
- For the certificates of all companies linked to a head office / central management when a non-conformity is issued during the audit of the head office / central management.
- In case of non-payment for the current audit by the audited company.

If the suspension is lifted, the certification body shall make all necessary modifications to public information, authorisations for use of brands, etc. in order to ensure transparency and that the logistics services/activities continue to be certified.
If a decision to reduce the scope of certification is made as a condition for reinstatement, the certification body shall make all necessary modifications to formal certification documents, public information, authorisation for use of brands, etc. in order to ensure the reduced scope of certification is clearly communicated to the client.

4.4 Distribution and storage of the audit report

Audit 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, accreditation bodies and/or GFSI monitoring activities). The consent for the distribution of the IFS Logistics Audit Report shall be made in writing and can be granted by the company vis-à-vis the certification body and/or vis-à-vis the relevant user. The certification body shall safely and securely store a copy of the IFS Logistics Audit Report and associated documentation including the auditor's notes for a period of five (5) years. More information on the conditions for access to information about the audit reports in the IFS Database can be found in Part 4.

Supplementary action
The decision about the level of supplementary actions required on the basis of the certificate shall be made at the discretion of the individual buying organisation.

5 IFS Integrity Program

The IFS Integrity Program, launched in early 2010, includes different measures to ensure the quality of the IFS Standards by reviewing IFS Audit Reports of certified companies and by also using several measures to analyse the performance of certification bodies and auditors. Furthermore, the IFS Integrity Program aims to ensure that market participants do not gain a competitive advantage by not complying with IFS rules. The majority of the IFS Integrity Program activities follow a risk-based approach (risk-based monitoring), with a smaller portion based on complaints and/or whistle-blowers (complaint management). The IFS Integrity Program strengthens the reliability and confidence of the IFS Standards by monitoring their implementation in practice.

The main procedures of the IFS Integrity Program are described in Annex 4 of the IFS "Framework Agreement on the auditing and certification of the International Featured Standards (IFS)" between IFS Management GmbH and the certification body. These procedures have been developed by the IFS Quality Assurance Working Group, which is composed of international members. Annex 4 of the IFS Framework Agreement shall be signed by all certification bodies that have concluded a contract with IFS Management GmbH. Auditors performing IFS Audits shall accept the IFS Integrity Program procedures before proceeding to conduct any IFS Audits.
Certification bodies are obliged to inform their customers applying for an IFS Audit about the content of the current version of Annex 4 of the IFS Framework Agreement and to include enforceability in their contracts.

5.1 IFS Integrity Program activities

The IFS Integrity Program is mainly involved in the following activities:

5.1.1 IFS Database analysis

Each report uploaded in the IFS Database is automatically checked against the defined parameters, such as qualification of auditor(s) and audit duration.
Noticeable discrepancies are clarified with the certification bodies. For this purpose, the IFS Integrity Program might request comprehensive and detailed statements.
Furthermore, a risk-based evaluation of the uploaded data is carried out for preparation of IFS Integrity Certification Body Office Audits.

5.1.2 IFS Integrity On-site Checks

IFS Integrity On-site Checks are carried out to evaluate IFS certified sites and can be organised due to risk-based reasons or following complaints. In general, the Integrity On-site Checks are carried out unannounced (announcement 30 minutes before the start). In some special cases, they might also be performed on an announced basis (generally announced up to 48 hours before). In case of announced Integrity On-site Checks, certification bodies can accompany the checks. However, prior contact with the selected sites is prohibited.

Logistics sites with a valid IFS Certificate shall accept an unannounced/announced Integrity On-site Check and shall provide the commissioned Integrity auditor with access and support. The acceptance of the IFS Integrity Program is a requirement of all IFS Standards.

If, during an IFS Integrity On-site Check, a Major or KO non-conformity is identified based on objective evidence, this has the same impact on the current IFS Certificate as during a regular IFS Audit.

If the logistics site denies the IFS Integrity Auditor access to the logistics site, this needs to be considered as a breach of the contract, which typically leads to withdrawal of the current IFS Certificate.

For each Integrity On-site Check, a report is prepared and is only made available to the company, the responsible certification body and, upon request, to authorities, accreditation bodies and GFSI. In case of complaint-based Integrity On-site Checks, the report may also be shared with the complainant.

5.1.3 IFS Integrity certification body office audits

In order to ensure the correct implementation of all procedures described in the IFS Standards and respective normative documents, the IFS Integrity Program carries out regular office audits at certification bodies (Integrity Certification Body Office Audits). During these office audits, the performance of certification bodies and their personnel are checked by reviewing report samples and information from the database. During these Integrity Certification Body Office Audits, certain detected issues could also lead to integrity witness audits of IFS Auditors or to Integrity On-site Checks at companies certified by the respective certification body.

5.1.4 IFS Integrity Witness Audits

IFS Integrity Witness Audits are a routine part of the IFS Integrity Program Activities; they can be initiated by the risk-based approach or complaint-based. At least one Integrity Witness Audit is carried out after every certification body office audit. Companies shall enable witness audits as part of regular IFS Audits. For organisational reasons, Integrity Witness Audits can be announced on very short notice.

Note: IFS Integrity On-site Checks, Integrity Witness Audits and Integrity Certification Body Office Audits carried out as part of the Integrity Program are conducted by IFS Integrity Auditors employed or commissioned by IFS Management GmbH. Integrity Auditors are completely independent from the audited companies and the certification bodies.

5.2 IFS Complaint management

Retailers or any other interested parties (including whistle-blowers) have the right to forward any possible complaint or issue to IFS for investigation as part of the Integrity Program. The respective information can be forwarded by e-mail via complaintmanagement@ifs-certification.com or via the complaint form on the IFS website.

All complaints are treated confidentially. The IFS Integrity Program staff will neutrally evaluate all complaints. Appropriate steps will be taken to fully investigate a complaint, which may include requesting a certification body to carry out internal investigations and to provide a statement on the outcome of the investigations to IFS. To clarify whether a complaint is justified, one or several of the above-mentioned IFS Integrity Program activities may be used.

If relevant, the complainant will be informed about the result of the analysis.

5.3 Sanctions

If the cause of a deficiency has been found to be the fault of a certification body and/or auditor, following a complaint or following the risk-based approach/monitoring quality assurance actions, IFS will forward all necessary information anonymously to an independent sanction committee. The sanction committee, which is composed of a lawyer and participants from the industry, retailers and certification bodies, shall make a decision on whether a breach exists and on its severity.

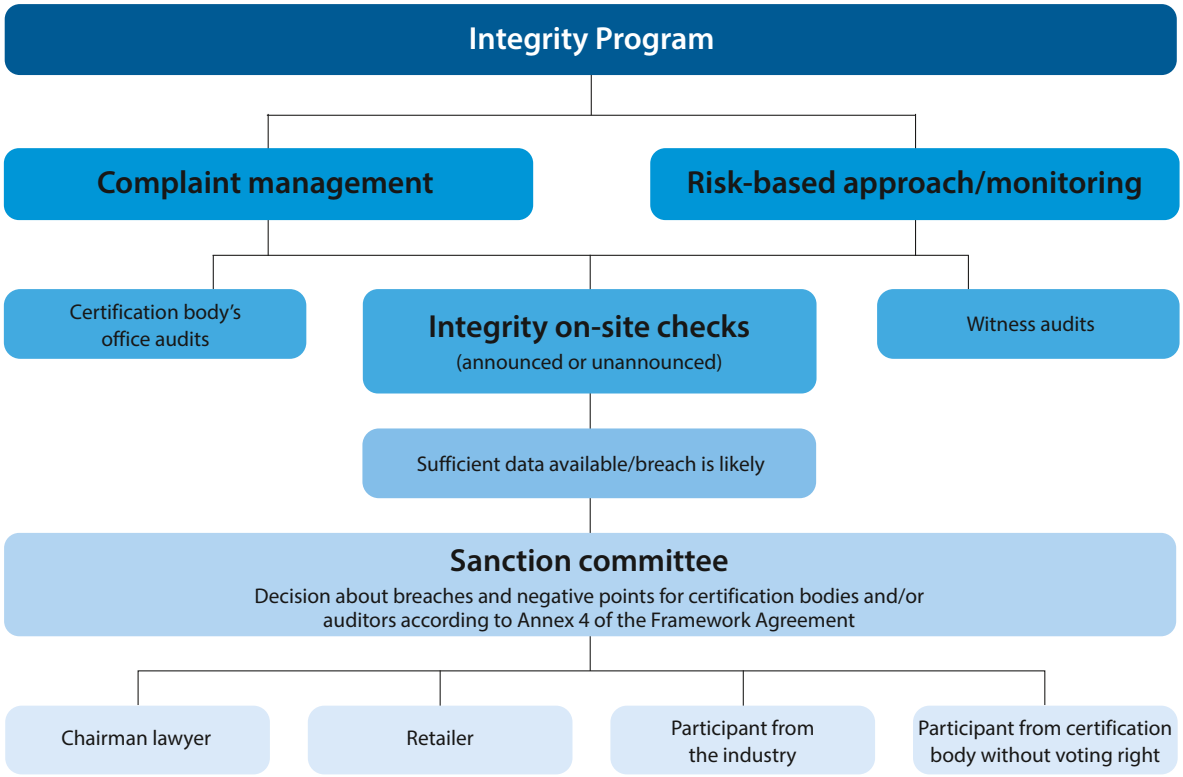
Topics concerning administrative faults of certification bodies based on database investigations can be directly assessed by the IFS Quality Assurance Management but have to be confirmed by the chairman (lawyer) of the sanction committee.

Sanctions and/or penalties will be issued to the certification body and/or its auditors if the sanction committee concludes that a breach has been committed. The type of sanction and/or penalty depends on the severity of the breach.
For each final breach ruling, a certification body and/or an auditor may get a certain amount of "negative points". These "negative points" are accumulated, but the period of limitation is two (2) years (rolling system). Only in very severe cases, certification bodies or auditors might be suspended for a certain timeframe or contracts might be cancelled (more information can be found in Annex 4 of the IFS Framework Agreement).

IFS Management GmbH will inform the responsible accreditation body if a breach has been decided for a certification body and/or for an auditor.

All these procedures concerning breaches, penalties and "negative points" are laid down in Annex 4 of the IFS Framework Agreement between IFS and each certification body (chart 8).

Chart 8: Summary of IFS Integrity Program activities



6 IFS Logos

The copyright of IFS Logistics and the registered trademark are fully owned by IFS Management GmbH. The IFS Logos shall be downloaded from the secured section of the IFS Database. Furthermore, the terms and conditions below shall be communicated to the audited company by the certification body and checked by the auditor during the audit. The results of this check shall be described in the company profile of the audit report as a compulsory field. If the auditor identifies that the company does not fulfil those terms and conditions, IFS shall be informed accordingly.

Terms and conditions for using the IFS Logos and communication about the IFS Logistics Certification/Application
These terms and conditions apply for all IFS Logos.

Form, design and colour of the IFS Logos
Only the latest version of the IFS Logos shall be used. When used, the IFS Logo(s) shall comply with the form and colour of the scale drawing. If used in documents, black and white print is also permitted. Companies shall only use the logo of the standard(s) they are certified for. The use of the respective logo is permitted from the announcement of the achieved IFS Certification until the end of certification validity.
The general IFS Logo can only be used to express that the certification body or the IFS Consultant supports IFS certified companies, or that the certification body offers certification for more than one IFS Standard. All other forms of use shall be agreed with IFS.
The IFS Logistics Logo can be used in print, electronic form and in films, as long as the form and format specifications are fulfilled. The same conditions apply to the use of the logo as a stamp.

Restriction of comments and interpretations
When an IFS Logistics certified site, an IFS Logistics supporting company or an IFS Logistics Certification Body publishes documents bearing the IFS Logo(s), comments and interpretations referring to IFS shall be clearly identifiable as such.

Use of the IFS Logistics Logo in promotional material
The IFS Logistics Logo shall not be displayed on the product itself, packaging of the product, or any kind of advertising document likely to reach the end-consumer (e.g. inter company sales packaging, public exhibitions for end consumers, product specific brochures for end consumers, etc.). The logo can only appear on the section of the website related to quality management or to quality and safety in general. It shall not be used for any kind of business-to-consumer marketing. It shall be clear that all information concerning certification clearly refers to IFS.
The IFS Logos shall not be used in presentations that have no clear connection to IFS.

An IFS Logistics certified site, which accepts IFS Certificates from its suppliers or service providers (brokers, logistics service providers or wholesalers) or an IFS Certification Body may use the general IFS Logo for promotional reasons and publish information about IFS Certification. If they have no certification of their own, it shall be clearly stated that the company supports or works with IFS certified companies. Any form of use that gives the impression that the company itself is certified is not accepted.

Further restriction on the use of the IFS Logistics Logo
The IFS Logistics Logo shall not be used in any way that may imply that IFS Management GmbH is responsible for the certification decision. In case of suspension or withdrawal of the IFS Logistics Certificate, the audited logistics site and company have to immediately stop including the IFS Logos on their documents and/or website. In case of exclusion regarding the audit scope, the IFS Logistics Logo can be used, but the following claim shall be written at the bottom: "Some logistics services and product scope(s) are excluded from the scope of the IFS Logistics Audit. Exclusion details can be provided upon request." It is also possible to list only those products that fall under the respective IFS Certification.

Communication of the IFS Logistics Certification
All the rules mentioned above apply to any communication regarding IFS Logistics. This also means that the use of the wordmarks "IFS", "International Featured Standards", or "IFS Logistics" or similar are not allowed to be communicated on finished products which are available to the end consumer.

PART 2

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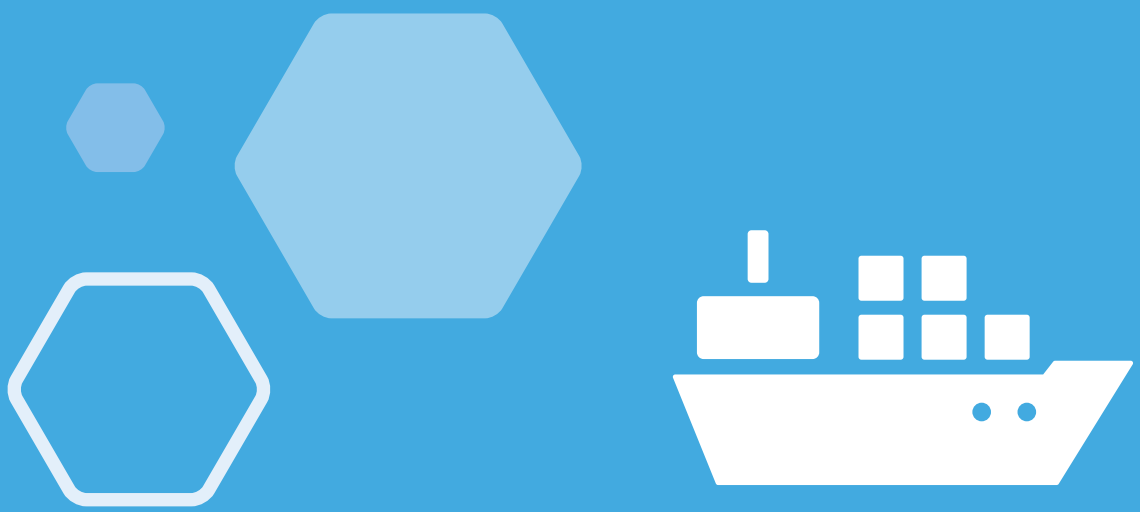

PART 2
IFS Logistics Audit Checklist – list of IFS Logistics Audit Requirements

Requirements with a "*" require compulsory information for the IFS Audit Report.

1 Governance & commitment

1.1 Policy

1.1.1* The senior management shall develop, implement and maintain a corporate policy, which shall include, at a minimum:

- product safety and product quality
- customer focus
- product safety culture
- sustainability

This corporate policy shall be communicated to all employees and shall be broken down into specific objectives for the relevant departments.
Objectives about product safety culture shall include, at a minimum, communication about product safety policies and responsibilities, training, employee feedback on product safety related issues and performance measurement.

1.2 Corporate structure

1.2.1* KO N° 1: The senior management shall ensure that employees are aware of their responsibilities related to product safety and product quality and that mechanisms are implemented to monitor the effectiveness of their operation.

1.2.2* The department responsible for product safety and quality management and/or the IFS Logistics representative shall have a direct reporting relationship to the senior management.
An organisational chart, showing the structure of the company, shall be documented and maintained.

1.2.3 The senior management shall maintain a system to ensure that it is kept informed of all relevant legislation, scientific and technical developments, industry codes of practice, product safety and product quality issues, and that they are aware of factors that can influence product defence and product fraud risks. The legal requirements shall be implemented by the respective department(s).

1.2.4* The senior management shall ensure that the certification body is informed of any changes that may affect the company's ability to conform to the certification requirements. This shall include, at a minimum:

- any legal entity name change,
- any site location change

For the following specific situations:

- any product recall /withdrawal caused by the logistics company owning the product
- any visit from authorities which results in mandatory action connected to product safety, and/or product fraud

the certification body shall be informed within three (3) working days.

1.3 Management review

1.3.1* The senior management shall ensure that the product safety and quality management system is reviewed. This activity shall be planned within a 12-month period and its execution shall not exceed 15 months. Such reviews shall include, at a minimum:

- a review of objectives and policies, including elements of product safety culture
- results of audits and site inspections
- positive and negative customer feedback
- process compliance
- product fraud assessment outcome
- product defence assessment outcome
- compliance issues
- status of corrections and corrective actions
- notifications from authorities

1.3.2 The senior management shall identify and review (e.g. by internal audits or on-site inspection) the infrastructure and work environment necessary to ensure product requirements, at least once within a 12-month period, or whenever significant changes occur. This shall include, at a minimum:

- buildings
- storerooms/storage areas
- machines and equipment
- transport (e.g. vehicles, units, containers)
- environmental conditions
- for food scopes: the workplace design including hygienic conditions where the processes require a higher hygiene control

Based on risks, the results of the review shall be considered for investment planning.

2 Product safety and quality management system

2.1 Quality management

2.1.1 Document management

2.1.1.1 A procedure shall be documented, implemented and maintained for the control of documents and their amendments. The latest version of all documents which are necessary for compliance with product safety, product quality requirements shall be available. The reason for any amendments to documents, critical to those requirements, shall be recorded.

2.1.1.2 The product safety and quality management system shall be documented, implemented and maintained and shall be kept in a secure location. This applies to both physical and/or digital documented systems.

2.1.1.3 All documents shall be legible, unambiguous and comprehensive. They shall be available to the relevant personnel at all times.

2.1.2 Records and documented information

2.1.2.1 Records and documented information shall be legible, properly completed and genuine. They shall be maintained in a way that subsequent manipulation or amendment is prohibited. If records are documented electronically, a system shall be maintained to ensure that only authorised personnel have access to create or amend those records (e.g. password protection).

2.1.2.2* All records and documented information shall be kept in accordance with legal and customer requirements. If no such requirements are defined, records and documented information shall be kept for a minimum of one year for non-food products and for a minimum of one year after the shelf life for food products.
All records and documented information shall be securely stored and easily accessible.

2.2 Product safety management

2.2.1 Hazard analysis and risk assessment system

**2.2.1.1* KO N° 2: The basis of the company's product safety management system shall be a fully implemented, systematic, comprehensive and documented risk management system.
The product safety management system shall be based on items such as e.g.: scientific literature or expert advice obtained from other sources, good practices (e.g. good hygiene practices) and any legal requirements of the destination countries which may go beyond such principles.
For food scopes: a HACCP system shall be based upon the Codex Alimentarius principles.
The product safety management system shall be applicable to the site and implemented at the site.**

2.2.1.2 The product safety management system shall cover all product groups, packaging materials in contact with food (if applicable), all process steps of logistics services at the certified site including decentralised structures, if applicable.

2.2.2 Hazard analysis and risk assessment team

2.2.2.1 The product safety management team shall be a multidisciplinary team with appropriate specific knowledge and expertise of activities across the whole facility. The team shall have strong senior management support.

2.2.2.2 Those responsible for the development and maintenance of the product safety management system shall have received appropriate training in the application of the hazard analysis and risk assessment / HACCP principles and specific knowledge of the logistics services and product scopes. A team leader shall be designated.

2.2.3 Hazard analysis and risk assessment

2.2.3.1 **Describe the logistics services**
A full description of logistics services shall be available for all product scopes and shall include relevant information concerning product safety, e.g. handling, storage, transport, delivery means and respective conditions.

2.2.3.2 **Construct flow diagram**
A flow diagram shall be documented and maintained for all logistics services including any partly outsourced logistics processing services and decentralised structures, if applicable.
The flow diagram shall determine every step and identify each CCP (if determined) and include at a minimum a reference to other control measures. It shall be dated and in the event of any changes, it shall be updated.

2.2.3.3 **Conduct a hazard analysis and risk assessment for each step.**
A hazard analysis shall be conducted for all possible and reasonably expected physical, chemical (including radiological and allergens) and biological hazards.
The analysis shall consider the likely occurrence of hazards and the severity of their adverse health effects. Consideration shall be given to the specific control measures that shall be applied to control each significant hazard.

2.2.3.4 **Determine critical control points (CCP) and other control measures**
The determination of whether the step at which a control measure is applied is a CCP in the product safety management system shall be facilitated by the application of a decision tree or other tool(s), which demonstrate a logical reasoned approach.

2.2.3.5* **Establish validated critical limits for each critical control point (CCP)**
For each CCP, critical limits shall be defined and validated to identify when a process is out of control.

2.2.3.6* **KO N° 3: Establish a monitoring system for each critical control point (CCP)**
Specific monitoring procedures in terms of method, frequency of measurement or observation, and recording of results, shall be documented, implemented and maintained for each CCP to detect any loss of control at that CCP. Each defined CCP shall be under control.
Monitoring and control of each CCP shall be demonstrated by records.
Records of CCP monitoring shall be verified by a responsible person within the company and maintained for a relevant period.

2.2.3.7 Control measures other than those defined as CCPs shall be monitored, recorded and controlled by measurable or observable criteria.

2.2.3.8 **Establish corrective actions**
In the event that monitoring indicates that a particular control measure defined for a CCP or other control measure is not under control, corrective actions shall be documented and implemented. Such corrective actions shall also take any action relating to non-conforming products into account and identify the root cause for the loss of control of CCPs.

2.2.3.9 **For food scopes: Validate the HACCP plan**
Procedures of validation, including revalidation after any modification that can impact food safety, shall be documented, implemented and maintained to ensure that the HACCP plan is suitable for effectively controlling the identified hazards.

2.2.3.10* **Establish verification procedures**
Procedures of verification shall be documented, implemented and maintained to confirm that the product safety management system is working correctly. Verification activities of the product safety management system shall be performed at least once within a 12-month period or whenever significant changes occur. These include for example:

- internal audits
- deviations and non-conformities
- complaints

The results of this verification shall be recorded and incorporated into the product safety management system.

3 Resource management

3.1 Human resources

3.1.1 Competences and responsibilities, including delegation of responsibility shall be clearly laid down. Assignment of key roles shall be defined.

3.2 Personal hygiene

3.2.1 Risk-based requirements relating to personal hygiene shall be documented, implemented and maintained and shall include, at a minimum the following areas:

- hair and beards
- protective clothing (including conditions of use in staff facilities)

- hand washing, disinfection and hygiene
- eating and drinking, smoking/vaping or other use of tobacco
- actions to be taken in case of cuts or skin abrasions.
- jewellery, personal belongings (including personal medication),
- notification of infectious diseases and conditions impacting product safety via a medical screening procedure.

3.2.2 The requirements for personal hygiene shall be understood and applied by all relevant personnel, contractors and visitors.
Compliance with the personal hygiene requirements shall be checked on a risk-based frequency.

3.2.3 The protective clothing for employees and visitors shall be appropriate, depending on the logistics services.

3.2.4 All protective clothing shall be thoroughly and regularly laundered, by approved contractors or by employees. This decision shall be documented and based on risks.

3.3 Training and instruction

3.3.1* Documented training and/or instruction programs shall be implemented, with respect to the training needs of the employees based on their position and shall include:

- training contents
- training frequency
- employee's task
- languages
- qualified trainer/tutor
- evaluation of the effectiveness of the training.

The realisation of a training and/or instruction program shall be based upon a training plan.

3.3.2 The documented training and/or instruction programs shall apply to all personnel, including seasonal and temporary workers, employed in the respective work area.
They shall be trained/instructed in accordance with the documented training/instruction programs upon employment and before commencing work.

3.4 Staff facilities

3.4.1 Adequate staff facilities shall be provided and shall be proportional in size and equipped for the number of personnel and designed and operated so to minimise product safety risks. Such facilities shall be maintained in a clean way to prevent contamination.

3.4.2 Hand hygiene facilities shall provide:

- running potable water at an adequate temperature
- adequate cleaning equipment
- adequate means for hand drying.

For food scopes: Where the activities require higher level of hygiene control handling, a hand hygiene station shall be located near the point of entry to handling areas.

3.4.3 Where the activities require a higher hygiene control handling, the hand equipment shall provide in addition:

- hand contact-free fittings,
- hand disinfection,
- waste container with hands-free opening.

4 Realisation of the logistics services

4.1 Customer focus and contract agreement

4.1.1 A procedure shall be implemented and maintained to identify the fundamental needs and expectations of customers. The feedback from this process shall be used as input for the company's continuous improvement.

4.1.2* The requirement defines that contract/customer agreements shall exist between the contract partners and shall be established (e.g. via specification), agreed on and reviewed concerning their acceptability and legality before the supply agreement is concluded.
All requirements related to product safety and quality in agreement with customers, and any revision of these clauses, shall be communicated to and implemented by each relevant department.

4.1.3* KO N° 4: Customer agreements related to the following shall be complied with:

- product selection
- process and technological requirements
- logistics services (when they have an impact on product safety and quality)
- packaging
- other specific customer requirements that have an impact on product safety and quality

4.1.4 A procedure to control the creation, approval and amendment of a contractual agreement shall be documented, implemented and maintained.
The procedure shall be reviewed and updated, whenever significant changes occur. This shall include, at a minimum:

- changes to existing contractual agreements
- compliance of agreed logistics services (e.g. punctuality of delivery)

If compliance of the agreed services is not possible the customer shall be informed promptly.

4.2 Performance of suppliers and service providers

4.2.1 Approval and monitoring (supplier management)

4.2.1.1* A procedure for the approval and monitoring of suppliers which are critical for the logistics service (internal and external) including service providers shall be developed, implemented and maintained. This procedure shall contain, at a minimum:

- required performance standards (e.g. certification, etc.)
- exceptional situations (e.g. emergency use)

and additional criteria based on risks, for example:

- audits performed by an experienced and competent person
- supplier reliability,
- certificates of compliance
- complaints

4.2.1.2 The supplier assessments shall be reviewed at least once within a 12-month period or whenever significant changes occur. Records of the reviews and the consequential actions of the assessment shall be documented.

4.2.2 Storage service providers

4.2.2.1 Where a company hires a third-party storage service provider, the service provider shall be certified to IFS Logistics or any other equivalent standard (for example: GFSI recognised certification standard covering the respective scope of activity). If not, all relevant requirements equivalent to the company's own storage practices shall be fulfilled and this shall be defined in the respective contract.

4.2.2.2 The employees of the third-party service provider shall understand and apply the personnel hygiene requirements of the company.

4.2.3 Transport service providers

4.2.3.1 Where a company hires a third-party transport service provider, the service provider shall be certified to IFS Logistics or any other equivalent standard (for example: GFSI recognised certification standard covering the respective scope of activity). If not, all relevant requirements equivalent to the company's own transport practices shall be fulfilled and this shall be defined in the respective contract.

4.2.3.2 The drivers of the third-party service provider shall understand and apply the personnel hygiene requirements of the company.

4.2.3.3 Where a company hires a third-party service provider on an irregular basis for the transport of packed products (spot market), the service provider shall be certified to IFS Logistics or any other equivalent standard (for example: GFSI recognised certification standard covering the respective scope of activity). If this is not the case, all relevant requirements specified below shall be fulfilled and this shall be defined and agreed in the respective contract:

- the transport units and truck shall be clean

- the service provider shall ensure the temperature of product is controlled
- different products shall be clearly separated
- there shall be absence of smells and other contamination (4.3.1)
- requirement 4.1.4 shall be fulfilled
- requirement 5.4 shall be fulfilled
- requirement 5.7 shall be fulfilled.

If the product is forwarded to another service provider, these defined requirements shall be met.

4.2.3.4 Where a company hires a third-party service provider (parcel service providers for the transport of a packed products (spot market)), it shall be ensured that the integrity and safety of the product is not compromised during the whole journey and that the general terms and conditions of the parcel service provider are respected.
Risk-based control measure shall be implemented based on a "worst case scenario".

4.2.4 Partly outsourced logistics processing services

4.2.4.1* In the case that part of the logistics processing service is outsourced this shall be documented in the product safety and quality management system and such processes shall be controlled to guarantee that product safety, product quality, legality and authenticity are not compromised. Control of such outsourced services shall be identified and documented. When required by the customer, evidence that they have been informed and have agreed to such outsourced services shall be provided.

4.2.4.2 An agreement shall be documented and implemented, covering the outsourced services and describing any arrangements made, including in-process controls and monitoring plan.

4.2.4.3 Service provider of the outsourced services shall be approved through:

- certification to IFS Food or any other GFSI recognised food safety certification standard, or
- certification to IFS Logistics or any other equivalent standard (for example: GFSI recognised certification standard covering the respective scope of activity), or
- documented supplier audit, performed by an experienced and competent person, which shall include, at a minimum, requirements for product safety, quality, legality and authenticity.

4.3 Specific requirements for product handling

4.3.1* Procedures to prevent any contamination during storage, transport, including loading and unloading (also cross-contamination caused by incompatible products in the same transport unit or storage room) shall be documented, implemented and maintained.
Contamination by emissions, exhaust fumes, smells, foreign bodies, packaging materials and any other contaminants shall be avoided.
Different categories of goods (food / non-food) shall be taken into consideration, if applicable.

4.3.2 Hoses, pumps, filters of tankers (tank-containers, etc.) shall be in good condition and protected from contamination during transport.

4.3.3 If the customer requirements include the requirement for the absence of defined ingredients (e.g. GMO, allergens), measures shall be in place to prevent cross-contamination of open product (not covered or protected).

4.3.4 In areas where open product (not covered or protected) is handled, the presence of glass and/or brittle materials shall pose no risks to product safety.

4.3.5 Procedure(s) shall be documented, implemented and maintained describing the measures to be taken in case of glass breakage and/or brittle materials. Such measures shall include identifying the scope of goods to be isolated, specifying authorised personnel, cleaning and if necessary, disinfection of the environment and releasing the area for continued process.

4.3.6 Specific demanded requirements regarding non-food product safety and/or protection of the environment (e.g. packing of damageable non-food products like electronic devices) shall be met.

4.3.7* Where the logistics processing services of labelling applies the company shall ensure that the coded packing and labelling in use corresponds to the product being packed and complies with the customer agreement.
This shall be regularly checked and documented.

4.4 Traceability

4.4.1* A traceability system shall be documented, implemented and maintained, that enables the identification of goods (incl. mass balance/quantity) within the defined logistics supply chain (including decentralised structures, if applicable) at all times. Furthermore, this system shall enable clear identification of every person and/or logistics company from which the goods are received and to which customer the goods are delivered to.

4.4.2 An updated record shall be kept for all customers and quantity of the customer goods under their control. In the storage area (including decentralised structures, if applicable), the products shall be assigned to a customer.

4.4.3* The traceability, including mass balance/quantity, shall be tested at least once within a 12 -month period or whenever significant changes occur.
Test results, including the timeframe for obtaining the information, shall be recorded and where necessary actions shall be taken. Timeframe objectives shall be in compliance with customer requirements if less than four (4) hours are required.

4.5 Product fraud and product defence

4.5.1 The responsibilities shall be defined for the product fraud vulnerability assessment and mitigation plan as well as for the product defence.
The responsible person(s) shall have the appropriate and specific knowledge.

4.5.2* A documented product fraud vulnerability assessment including assessment criteria, shall be documented, implemented and maintained. The scope of the assessment shall cover all goods, as well as all activities of the company and partly outsourced logistics processing services (if applicable) to determine the risks of fraudulent activity in relation to substitution, mislabelling, adulteration or counterfeiting.

4.5.3 A product fraud mitigation plan shall be documented, implemented and maintained, with reference to the vulnerability assessment. It shall also include testing and monitoring methods.

4.5.4* A product defence procedure and plan shall be documented, implemented and maintained to identify potential threats (internal and external) and define product defence measures. This shall include, at a minimum:

- legal requirements (evidence of registration or on-site inspections necessary)
- identification of critical areas and/or practices and policy of access by employees
- visitors and contractors
- how external inspections and regulatory visits are to be managed
- site security conditions
- transportation, shipping, receiving and dispatch of goods
- IT (cyberattack)
- any other appropriate measures

The criteria considered in the vulnerability assessment shall be defined.
An appropriate alert system shall be defined and periodically tested for effectiveness.

4.5.5 The product defence plan and product fraud vulnerability assessment shall be reviewed at least once within a 12-month period or whenever significant changes occur.
If necessary, the product fraud mitigation plan shall be updated accordingly.

4.6 Site exterior

4.6.1 All external areas of the site shall be clean, tidy and designed and maintained in a way to prevent contamination. Where natural drainage is inadequate, a suitable drainage system shall be installed.

4.6.2 Outdoor storage shall be kept to a minimum. Where goods are stored for a short time, this process shall be validated and it shall be ensured that there are no contamination risks or adverse effects on product safety and quality.

4.7 Storage and handling premises

4.7.1 Constructional requirements

4.7.1.1 The working environment shall not compromise product safety and product quality.
Site premises and equipment shall be designed, built and maintained to prevent pest infestation.

4.7.1.2 All working areas shall have adequate levels of light.

4.7.1.3 The loading/unloading area shall be appropriate for the intended use. It shall be constructed in a way that:

- the risks of pest intake are mitigated
- products are protected from adverse weather conditions
- accumulation of waste is avoided

- condensation and growth of mould are prevented
- cleaning and if necessary, disinfection can be easily undertaken.

4.7.1.4 The floor, walls, ceiling/overheads shall be designed, constructed and maintained to minimise the accumulation of dirt/debris and condensation and shall not pose any physical and/or microbiological contamination risks.

4.7.1.5 Windows, doors, gates and other openings shall be designed and constructed to avoid the accumulation of dirt/debris and shall also be maintained in a way to prevent contamination and shall be kept closed if not used.

4.7.2 Air conditioning/ventilation, compressed air and gases and water (including ice and steam)

4.7.2.1 Air conditioning / chilled air equipment and artificially generated airflow shall not compromise product safety and quality and shall be adequately maintained and based on risks cleaned frequently.

4.7.2.2 The quality of compressed air/gases that comes in direct contact with the foodstuff or food contact materials shall be monitored based on risks. Compressed air/gases shall not pose contamination risks.

4.7.2.3* In case of the breakdown of the air conditioning / chilled system and/or in the event of deviations from the target temperature, an alarm system shall be in place. Effective emergency corrective action procedures shall be in place ensuring product safety and quality is not compromised.

4.7.2.4 Water which is used for hand washing, cleaning and disinfection, shall be of potable quality at the point of use and supplied in sufficient quantities; this also applies to steam and ice used with direct contact with the foodstuffs or packaging dedicated for foodstuffs.
The quality of water (including recycled water), steam or ice shall be monitored following a risk-based sampling plan.

4.7.2.5 Non-potable water, or recycled water, which is used in the process, shall not pose contamination risks.
Non-potable water shall be transported in separate, properly marked piping. Such piping shall neither be connected to the potable water system nor allow the possibility of reflux, to prevent contamination of potable water sources or site environment.

4.8 Cleaning and disinfection

4.8.1* Risk-based cleaning and disinfection schedules shall be documented and implemented. These shall specify:

- objectives
- responsibilities
- the products used and their instructions for use
- the areas to be cleaned and/or disinfected
- cleaning and disinfection frequency
- documentation requirements
- hazard symbols (if necessary).

4.8.2 Risk-based hygiene requirements for all transport vehicles and equipment (relevant for bulk transportation), which could have an impact on the foodstuffs, used for loading/unloading (e.g. hoses of silo installations, pumps, filters of tankers (tank-containers, etc.) shall be implemented. Measures taken shall be recorded.

4.8.3 The intended use of cleaning and disinfection equipment and chemicals shall be clearly identified. It shall be used and stored in a way to avoid contamination.

4.8.4 For transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and powdered unpackaged food products, a minimum of the following cleaning and disinfection measures shall be implemented:

- the cleaning and disinfection measures shall be appropriate for the type of product
- the cleaning and disinfection measures of the transport container shall include all associated working equipment (e.g., hoses, valves, strainers)
- the cleaning and disinfection measures shall ensure that the transport container is clean, that unwanted substances are removed from the surfaces and the number of microorganisms are reduced to a level that is sufficiently low, depending on the intended use (cross-contamination is prevented)
- objective evidence shall be available for the control of cleaning and disinfection measures of transport containers (e.g. records, certificates).

The effectiveness of cleaning and disinfection measures shall be made known to the cleaning staff. The cleaning staff shall be trained on cleaning procedures.

4.8.5 Cleaning and disinfection of the transport unit (e.g. containers with products) shall be performed with consideration to the specific hygienic requirements and product risks.
Cleaning certificates or other objective evidence that effective cleaning has been carried out shall be available, if required by law or by the customer(s).

4.8.6 Safety Data Sheets and instructions for use shall be available on-site for cleaning and disinfection chemicals. Personnel responsible for cleaning and disinfection activities shall be able to demonstrate their knowledge of such instructions.

4.8.7 The effectiveness of the cleaning and disinfection process shall be verified. Verification shall rely on a risk-based sampling schedule and shall consider, one or several actions, for example:

- visual inspection
- rapid testing
- analytical testing methods.

Resultant actions shall be documented.

4.8.8 Where a company hires a third-party service provider for cleaning and disinfection of on-site activities and externally (e.g. cleaning of truck/containers), a contract shall be made which includes a minimum of the following:

- cleaning and disinfection frequency
- documentation requirements
- products used and their instructions for use
- areas to be cleaned and/or disinfected.

The effectiveness of the cleaning and disinfection measures shall be verified.

4.9 Waste management

4.9.1 A waste management procedure shall be implemented and maintained to prevent cross-contamination which respects all local legal requirements for waste disposal.

4.9.2 Food waste and other waste shall be removed as quickly as possible from areas where foodstuffs are handled. The accumulation of waste shall be avoided.

4.9.3 Waste shall be collected in separate containers in accordance with the intended means of disposal. Those containers shall be clearly marked, suitably designed, maintained, easy to clean, and where necessary, disinfected.
Such waste shall be disposed by authorised third-parties only. Records of waste disposal shall be kept by the company.

4.10 Pest monitoring and control

4.10.1* Risk-based pest control measures shall be documented, implemented and maintained. They shall comply with local legal requirements and shall take into account, at a minimum:

- the site environment (potential and targeted pests)
- site plan with area for application (bait map)
- constructional designs susceptible to pest activity, for example ceilings, cellars, pipes, corners
- identification of the baits on site
- responsibilities, in-house / external
- agents used and their instructions for use and safety
- frequency of inspections
- rented storage, if applicable.

4.10.2 Where a company hires a third-party service provider for pest control, all the requirements mentioned above shall be documented in the service contract.
A person at the site shall be appointed and competent to monitor pest control measures. Even if the pest control service is outsourced, responsibilities of the necessary actions (including ongoing supervision of pest control activities) shall remain within the company.

4.10.3 Pest control inspections and resulting actions shall be documented. Implementation of actions shall be monitored and recorded. Any infestation shall be documented and control measures taken. The effectiveness of the pest control measures shall be monitored including trend analysis, to allow timely actions. Records of this monitoring shall be available.

4.10.4 Incoming deliveries shall be inspected on arrival for the presence of pests. Any findings shall be recorded and control activities taken.

4.10.5 Products, equipment and transportation vehicles shall be stored in a way to minimize the risk of pest infestation. Where stored product and/or machines may attract pests, appropriate measures shall be taken to prevent risk of contamination.

4.11 Receipt, staging, storage and dispatch of goods

4.11.1 All incoming goods, including packaging materials, shall be checked for compliance with the contractual agreement (e.g. specification) and a determined risk-based monitoring plan. This inspection shall include general inspection criteria (e.g. identification of products and vehicle), rules for goods acceptance, goods rejection and qualified acceptance. Records of the inspections shall be available.

4.11.2 The loading and unloading of products shall be carried out in a manner which prevents damage.

4.11.3 A system shall be implemented and maintained to manage the handling of goods during whole logistics services. It shall consider, at a minimum:

- identification of all products at all times
- effective stock control system shall be in place and may include methods such as, First In – First Out (FIFO) or First Expired – First Out (FEFO). Storage, removal and handling of the goods shall be in accordance with customer requirements.

4.11.4 Where pallets are used, these shall be inspected to ensure they are in good condition and shall not compromise product safety.

4.12 Transport

4.12.1* The product shall be secured so that contamination and/or damage is prevented during transport. The conditions inside the vehicles shall be checked before loading, and these checks shall be documented to ensure compliance with the specified conditions related to the absence of the following, for example:

- temperature (where goods must be transported at defined conditions)
- strange smells
- high dust load
- adverse humidity
- pests
- foreign materials (e.g. wood splinters, stones, organic contaminants, etc.)
- mould.

When applicable, actions shall be taken to avoid any negative impact on products and to ensure compliance with the specified conditions.

4.12.2 The transport vehicles, transport units, and/or transport containers that are being used on different modes of transport (road, rail, air and water) shall be in good condition and shall keep the transport conditions of the goods being transported within the boundaries of the permissible tolerance (e.g. temperature).
The maintenance of these conditions during transport shall be ensured. Documented checks for compliance with the specified conditions shall be based on risk.

4.12.3 When temperature-controlled goods are being stored or transported in containers (e.g. thermal boxes), these containers shall be in good condition (clean, odour free, dry, functional and fit for purpose). The containers shall be precooled prior to the loading of the product in these transport containers.

4.12.4 During transport, the respective permissible load level (payload) of transport vehicles, transport units and/or containers shall not be exceeded, in order to maintain product safety and quality.

4.12.5 Transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and/or powdered unpackaged food products shall be labelled and used exclusively for the transportation of food.

4.13 Maintenance and repair

4.13.1 A maintenance plan shall be documented, implemented and maintained, that covers all critical equipment (including transport and storage premises) to ensure product safety and product quality. This applies to both internal maintenance activities and service providers. The plan shall include responsibilities, priorities and due dates.

4.13.2 Failures and malfunctions of premises and equipment essential for product safety and quality shall be identified, documented and reviewed to carry out prompt actions and to improve the maintenance system.

4.13.3 Repairs including temporary repairs shall be carried out in a way to avoid compromising product safety and product quality. Such work shall be identified, documented and a short-term deadline set for eliminating the issue.

4.14 Equipment

4.14.1 All equipment shall be designed for its intended use, maintained and stored not to pose any product safety or quality risk.

4.14.2 For equipment and utensils which could have an impact on the foodstuffs, evidence shall be documented to demonstrate compliance with legal requirements.
In case no specific legal requirements are in place, evidence shall be available, such as:

- certificate of conformity
- technical specifications
- manufacturer's self-declaration

to demonstrate that they are suitable for the intended use.

5 Measurements, analysis, improvements

5.1 Internal audits

5.1.1* **KO N° 5: An effective internal audit program shall be documented, implemented and maintained and shall ensure, at a minimum, that all the requirements of the IFS Standard are audited. This activity shall be planned within a 12- month period and its execution shall not exceed 15 months. The company shall have a risk assessment in place where activities, which are critical to product safety and product quality shall be audited more frequently.**
It shall also apply to off-site storage locations owned or rented by the company.

5.1.2 The auditors shall be competent and independent from the audited department.

5.1.3* Internal audits shall be documented and results communicated to the senior management and to persons responsible for the concerned activities. Compliance, deviations and non-conformities shall be documented and communicated to the relevant persons.

5.2 Site inspections

5.2.1* Site inspections shall be planned and carried out for certain topics, for example:

- constructional status of site premises
- external areas
- product control during logistics processing services (if applicable)
- foreign material hazards
- personal hygiene.

The frequency of inspections shall be based on risks and on the history of previous results.

5.3 Process validation and control

5.3.1 Requirements for environmental control (e.g. temperature, humidity) which influence product safety and product quality shall be defined and implemented.

5.3.2 Process parameters, (e.g. temperature, time, pressure, chemical properties, etc.) which are essential to ensure the product safety and product quality requirements, shall be monitored, recorded continuously and/or at appropriate intervals and secured against unauthorised access and/or change.

5.3.3 For goods handled under controlled temperature conditions one or more appropriate temperature recording systems shall be implemented in the logistics chain in order to monitor the process at appropriate intervals. Records shall be dated, timed, and available on request, at minimum.

5.3.4 Procedures shall be documented, implemented and maintained for prompt notification, recording and monitoring of equipment malfunction and process deviations.

5.4 Calibration, adjustment and checking of measuring and monitoring devices

5.4.1 Measuring and monitoring devices required to ensure compliance with product safety and product quality requirements shall be identified and recorded. Their calibration status shall be recorded. Measuring and monitoring devices shall be legally approved if required by current relevant legislation.

5.4.2 All measuring devices shall be monitored, adjusted and calibrated at defined intervals, in accordance with the recognised standard methods and within relevant limits of the process parameter values. The results shall be documented.

5.5 Quantity control monitoring (for logistics processing services such as labelling and/or simple sorting of fruits and vegetables intended for final consumer)

5.5.1* Compliance criteria to control lot quantity shall be defined. A system on frequency and methodology for quantity control shall be implemented and maintained to meet legal requirements of the destination country/ies and customer agreements (e.g. specification).

5.5.2 Quantity control monitoring shall be implemented and recorded, according to a sampling plan which ensures a proper representation of the manufacturing lot. The results from this monitoring shall be compliant with defined criteria for all products ready to be delivered.

5.6 Management of complaints from authorities and customers

5.6.1 A procedure shall be documented, implemented and maintained for the management of product complaints and of any written notification from the competent authorities—within the framework of official controls—, any ordering action or measure to be taken when non-compliance is identified.

5.6.2* All complaints shall be recorded, readily available and assessed by competent staff.
Where justified, action shall be taken immediately.

5.6.3 Complaints shall be analysed with a view to implementing actions to avoid the recurrence of the deviations and/or non-conformities.

5.6.4 The results of complaint data analysis shall be made available to the relevant responsible persons.

5.7 Management of product recall, product withdrawal and incidents

5.7.1* An effective procedure shall be documented, implemented and maintained for the management of recall, withdrawals, incidents and potential emergency situations with an impact on product safety and quality. It shall include, at a minimum:

- the assignment of responsibilities
- the training of the responsible persons
- the decision-making process

- the nomination of a person authorised by the company and permanently available, to initiate the necessary process in a timely manner
- an up-to-date alert contact list including customer information, sources of legal advice, contacts availability
- a communication plan including product owner, authorities.

5.7.2 The procedure shall be subject to internal testing for recall/withdrawal, by covering the end-to-end process. This activity shall be planned within a 12- month period and its execution shall not exceed 15 months. The outcome of the test shall be reviewed for continuous improvement.

5.8 Management of non-conforming products

5.8.1 A procedure shall be documented, implemented and maintained for the management of all non-conforming products, and packaging materials. This shall include, at minimum:

- defined responsibilities
- isolation/quarantine procedures (blocking/hold)
- risk assessment
- identification including labelling
- the release procedure of goods.

5.8.2 The procedure for the management of non-conforming products shall be acknowledged and applied by all relevant employees.

5.8.3 Where non-conforming products are identified, immediate actions shall be taken to ensure that product safety and quality requirements are complied with.

5.9 Management of deviations, non-conformities, corrections and corrective actions

5.9.1 A procedure for the management of corrections and corrective actions shall be documented, implemented and maintained for the recording, analysis, and communication to the relevant persons of deviations, non-conformities and non-conforming products, with the objective to close the deviations and/or non-conformities and avoid recurrences via corrective actions. This shall include a root cause analysis, at least for deviations and non-conformities related to product safety, legality, authenticity and/or recurrence of deviations and non-conformities. Where deviations and non-conformities are identified, corrections shall be implemented

5.9.2* KO N° 6: Corrective actions shall be formulated, documented and implemented as soon as possible to avoid the further occurrence of deviations and non-conformities. The responsibilities and the timescales for corrective actions shall be defined.

5.9.3 The effectiveness of the implemented corrections and corrective actions shall be assessed, the results of the assessment shall be documented.

PART 3

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PART 3
Requirements for accreditation bodies, certification bodies and auditors
IFS Accreditation and Certification Process

0 Introduction

IFS Certification is a product and process certification. All bodies involved shall comply with the international rules and specific IFS requirements described in this document. This part of the IFS Standard mainly deals with requirements applicable to accreditation bodies, certification bodies and auditors.

1 Requirements for accreditation bodies

1.1 General requirements

The accreditation bodies shall fulfil the requirements of the ISO/IEC 17011 norm *"Conformity assessment — General requirements for accreditation bodies accrediting conformity assessment bodies"*, and shall have signed the MLA (Multilateral Agreement) for product certification of the IAF (International Accreditation Forum).

In order to ensure interactive communication, accreditation bodies shall appoint an IFS contact person within their organisation.

1.2 Training of the accreditation committee (or competent person)

In general, the relevant accreditation body personnel engaged in the concerned IFS Accreditation activities shall have sufficient knowledge of the IFS Logistics Standard, the related normative documents and the logistics industry.

Accreditation decisions can only be made following the recommendation of a competent person or an accreditation committee. The person in charge, or at least one member of the accreditation committee, shall have taken part in an IFS Logistics Course organised by IFS or shall be able to demonstrate an equivalent level of knowledge. In the case of a committee, the trained person shall provide all members of the accreditation committee with the necessary information. This information is based on the main points of the IFS Logistics Course with the main emphasis on Part 1 (IFS Logistics Certification Protocol), Part 3 (requirements for accreditation bodies, certification bodies and auditors), Part 4 (audit report, certificate) of the IFS Logistics Standard, the IFS Logistics Doctrine, Guideline for multi-site certification for IFS Logistics certified companies and the IFS Auditor Examination Process.

1.3 Competencies of the assessor(s) of the accreditation body

The assessor(s) of the accreditation bodies is/are responsible for:

- Accompanying the IFS Logistics Auditors during registered IFS Logistics Audits (accreditation witness assessment)
- Assessing the head office of the certification body (head office assessment) according to the ISO/IEC 17065:2012 norm and IFS specific requirements.

In general, the assessor(s) shall have a working knowledge of the ISO/IEC 17065:2012 norm and the IFS normative documents (IFS Logistics Standard and Doctrine and Guideline for multi-site certification for IFS Logistics certified companies). The person at the accreditation body responsible for the IFS Standards can participate in the official IFS Trainings / Certification Body Conferences / Accreditation Body Meetings to train assessors internally.

Witness assessors shall, at a minimum:

- be able to demonstrate a working knowledge of IFS (e.g. by taking part in the annual IFS Certification Body Conference, IFS Logistics Course, IFS Calibration Training, or by being trained internally by an accreditation body leader who has taken part in the IFS Training / Certification Body Conference)
- have taken part in an HACCP course
- have a minimum of two (2) years' experience in the logistics industry sector.

Head office assessors shall, at a minimum:

- have a detailed knowledge of the current versions of the IFS Normative Documents.

1.4 Frequency of the assessments of certification bodies

A head office assessment (with the review of at least one full IFS Logistics Certification Process) and at least one accreditation witness assessment shall be performed during an initial assessment.
The certification body is allowed to perform a maximum of ten (10) IFS Logistics Audits and to operate for a maximum of one year before achieving the accreditation for IFS Logistics. In this case, at least one of the IFS Logistics Audits shall be assessed by the accreditation body (accreditation witness audit) and all IFS Audits (including at least one full certification process) shall be reviewed by the accreditation body during the initial head office assessment.
For renewal assessments, a head office assessment (with review of at least one full certification process) and one accreditation witness assessment shall be performed.

During the surveillance of the accreditation cycle, the following number of assessments shall be performed:

- A minimum of one head office assessment per year
- A minimum of one accreditation witness assessment every two (2) years.

Note: A flexibility of maximum three (3) months can be permitted for the interval between two (2) assessments, according to the accreditation body rules.

During the head office assessment, a minimum of the following documentation shall be sampled and assessed:

- For certification bodies with up to 200 certificates: at least three (3) IFS Logistics Certification site files
- For certification bodies with up to 400 certificates: at least five (5) IFS Logistics Certification site files

For each additional number of certificates totalling up to 200, at least one additional IFS Logistics Certification site file.

- For certification bodies with up to 10 auditors: at least three (3) auditor files
- For certification bodies with up 20 auditors: at least five (5) auditor files.

For each additional number of auditors totalling up to 20, at least one additional auditor file.

The use of non-exclusive auditors shall be adequately addressed in the sample of auditor files. For a consecutive accreditation witness assessment, the accreditation body shall, wherever possible, select different IFS Logistics Auditors of the certification body in order to cover different scopes.

1.5 Accreditation of an internationally active certification body

The head office assessment and the accreditation witness assessment shall cover the typical activities (including international activities and critical locations) of the certification body. If the accreditation body subcontracts an assessment, the subcontracted accreditation body shall be a signatory to the IAF MLA for ISO/IEC 17065:2012 norm. The IAF MD 12:2016 Accreditation Assessment of Conformity Assessment Bodies with Activities in Multiple Countries shall apply.

1.6 Conditions for recovering accreditation after withdrawal or suspension

If the accreditation body decides to withdraw or suspend accreditation, the certification body shall stop performing IFS Audits and issuing IFS Certificates. To recover accreditation after withdrawal, the same conditions apply as for an initial assessment. In case of accreditation suspension, IFS reserves the right to conduct further activities connected to a lift of accreditation suspension for a certification body.

2 Requirements for certification bodies

Certification bodies intending to perform IFS Logistics Audits shall comply with the following rules:

2.1 Contract with IFS Management GmbH

The certification body shall have signed the IFS Framework Agreement before it is authorised to perform any IFS Audits (including the first audit(s) during the accreditation process). The certification body shall demonstrate that they are actively applying for accreditation to the ISO/IEC 17065:2012 norm for IFS Logistics. As part of the IFS Framework Agreement, the certification body is obliged to send at least one participant to the annual IFS Certification Body Conference. This person shall

either be the IFS Standard Manager, the approved IFS In-house Trainer, or one of their officially assigned deputies, and shall be fluent in English.

2.2 ISO/IEC 17065:2012 norm accreditation process for IFS

The certification body shall be accredited to the ISO/IEC 17065:2012 norm for IFS Logistics by an IAF recognised accreditation body. Certification bodies in the process of accreditation may organise a maximum of ten (10) audits including the accreditation witness assessment that leads to accreditation status being achieved. All audits (including at least one full certification process) shall be reviewed by the accreditation body during the initial head office assessment.

Note: In case of withdrawal or suspension of accreditation to ISO/IEC 17065:2012 norm for IFS, the whole certification process shall be stopped and the certification body is no longer allowed to issue any IFS Certificate. The certification body cannot issue IFS Certificates from the date of withdrawal or suspension, even for audits which have been already performed but which are still in the certification process (report review, certification decision, etc.).

2.3 Complaints and appeals procedure

The certification body shall have documented procedures for the consideration and resolution of appeals against the result of an IFS Audit. These procedures shall be independent of the individual auditor and shall be considered by the senior management of the certification body. Appeals shall be finalised within 20 working days of receiving information from the audited site.

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

For the handling of complaints received by the IFS Offices, the basis for complaint management is described in the IFS Framework Agreement with certification bodies:

- If the complaint relates to the quality of IFS Audits or the content of IFS Audit Reports, the IFS Offices require the certification body to provide a statement on the cause and the measures identified to rectify the problem within ten (10) working days.
- If the complaint relates to administrative errors, e.g. in IFS Audit Reports, IFS Certificates or in the IFS Database, the IFS Offices ask the certification body to provide a statement and rectify the problem within five (5) working days. The statement shall be issued in writing, by e-mail or post.

2.4 Certification decision

The decision concerning certification can only be made following the recommendation of a competent person or a certification committee (chart 9). Furthermore, the decision can only be made by a person different to the one who performed the audit.

Chart 9: Functions and requirements related to the certification decision process

Function	Profile/Requirements	Further requirements
Technical report review and the recommendation for a certification decision	By one nominated person from the certification body who is approved as an IFS Logistics Auditor or IFS Logistics Pure Reviewer or IFS Food Auditor with successful participation in the IFS Logistics Course (not performing IFS Logistics audits) or IFS Food Pure Reviewer with successful participation in the IFS Logistics Course.	This shall not be the person who performed the audit. The review shall be documented.
Certification decision	By the certification body (the certification body shall retain authority for its decisions relating to certification).	The certification decision is made following recommendation by a competent person. The decision shall be made by the certification body, either by a nominated person working exclusively for the certification body or a committee and there will be no involvement from the person who performed the audit.

2.5 Transfer of certification

In case one certification body decides to transfer its certification activities to another one, the new certification body shall verify all current IFS Certificates in order to decide if further actions (e.g. withdrawal of recent certificates or additional IFS Recertification Audits) will be necessary.

2.6 Certification body responsibilities for IFS Auditors, Reviewers, In-house Trainers and Witness Auditors

The certification body shall ensure compliance with the ISO/IEC 17065:2012 norm and the IFS Framework Agreement.

It is the responsibility of the certification body to ensure that processes are in place to monitor and maintain the competencies of all auditors and reviewers to the level required by the IFS Standard. Therefore, certification bodies have the following responsibilities:

- To manage witness audits/assessments (by accreditation bodies, Integrity Program, and certification body through the monitoring program and sign-off audits).
- To ensure that auditors or audit teams are qualified for the scope of the audit and are able to apply relevant laws, regulations, IFS Requirements and the certification body's own rules.
- To maintain auditor competencies (by continuous supervision from the certification body) and monitor audit performance of every auditor through an on-site witness audit at least once every two (2) years (see more details in chapter 3.1.3, Part 3). All information related to the fulfilment of requirements for maintenance of approval shall be kept up to date in the IFS Database.

- For witness auditors who are already IFS Auditors but new to the certification body, this witness audit can count as the regular monitoring audit so that the next regular monitoring audit will be performed in the second year.
- To ensure that auditors act impartially (e.g. not acting against IFS Rules, not having acted as a consultant or had involvement with or acted on behalf of the companies being audited during the previous two (2) years).
- To ensure that no auditor shall perform more than three (3) consecutive IFS Logistics Audits at the same logistics site (this only applies for full audits, irrespective of the time between them; this does not apply for follow-up audits, extension audits and audits that have been participated in as a trainee).
- To ensure that all auditors and reviewers have a valid contract with the certification body.
- To obtain a signed confirmation from the auditors for each audit, which includes a statement:
  - of compliance with all rules defined by the certification body, including confidentiality and independence from commercial and other interests.
  - of absence of conflict of interest, including a declaration in case of any association with the company being audited, currently or within the last two (2) years.

  This confirmation can be covered by a general confirmation of an auditor working as a permanent employee for the certification body.
- To ensure that at least one member of the certification body staff is responsible for the certification body in-house IFS Trainings. This approved IFS In-house Trainer shall have taken part in the IFS Food TTT course and the IFS Logistics Course organised by IFS.
- To organise an eight (8) hour in-house training for IFS Logistics Auditors and Reviewers per year, with the purpose of sharing experience, calibration and updating knowledge of relevant legal requirements, etc. The IFS In-house Trainer is responsible for the content of the training and shall lead part of the training. Topics such as legislation, audit practices and product safety updates may be the same as for other GFSI recognised certification standards. In addition, a logistics specific topic shall be addressed in the content of the training.
  The training can either take place via a face-to-face meeting or via online session(s), as long as it is dedicated to IFS. This training can be part of a yearly training for IFS Food. The signature list, agenda and material of the training shall be available upon request.
- To be fully cognisant of the examination regulations provided by IFS and available on the IFS Website.
- To ensure the audit report and associated documentation including auditor notes are stored safely and securely for a period of five (5) years.

The certification body is responsible for appointing an auditor or an audit team with the corresponding IFS Logistics scopes, language, competency/ies, etc. for each IFS Audit.

Every certification body shall have a minimum of one contracted auditor, one contracted reviewer, one approved IFS In-house Trainer and one IFS responsible person (contact person for IFS). In case of any changes, the certification body shall inform the IFS Office.

3 Requirements for IFS Logistics Auditors, Reviewers, In-house Trainers and Witness Auditors

Certification bodies shall ensure that the specific roles and functions of certification body staff comply with the following rules.

3.1 Requirements for IFS Logistics Auditors

IFS Auditors can work on an exclusive basis with only one certification body or on a non-exclusive basis for one or more certification bodies.

Exclusive auditors shall have submitted all relevant information about their competencies to the certification body and the certification body shall have assessed and confirmed their competencies before registering them as new exclusive auditors in the IFS Database.

Non-exclusive auditors are fully responsible for their own application to become an IFS Auditor and shall register themselves as new non-exclusive auditors in the IFS Database. The competencies of a new non-exclusive auditor are assessed directly by IFS Auditor Management via their online CV.

3.1.1 Auditor approval process

In general, the auditor shall meet the requirements of chapters 7.2.2 and 7.2.3 of ISO/IEC 19011.

All auditors shall have agreed to the "General terms and licensing conditions of IFS Management GmbH for IFS Auditors" and the "Integrity Program rules for Auditors ".

The IFS Logistics auditor qualification relies on the auditor approval for IFS Food, except if the auditor applies directly for IFS Pure Logistics approval. (see point 3.1.1.2)

Chart 10: Required auditor qualification

Scope	Required auditor qualification	
Storage & Transport	Food Non-Food	IFS Food approval (for any product scopes but, as a minimum, for technology scope D + IFS Logistics Course (1 day)) OR IFS Pure Logistics approval

3.1.1.1 Requirements for IFS Logistics Auditors who are already approved IFS Food Auditors

In order to perform audits according to the IFS Logistics Standard, the auditor shall be approved for IFS Food (for any product scopes but, as a minimum, for technology scope D) and additionally participate in an IFS Logistics Course organised by IFS (1 day).

Please find the requirements for IFS Food Auditor approval in the IFS Food Standard available for download free of charge on the IFS homepage (www.ifs-certification.com).

Note: IFS Food Auditors who are not approved for technology scope D need to pass the technology scope exam before performing any IFS Logistics Audits.

3.1.1.2 Specific requirements for IFS Pure Logistics Auditors (not already approved IFS Food Auditors)

For an exclusive auditor, the contract, which includes the requirements described under section 2.6, shall be signed with the certification body (see ISO/IEC 17065:2012 norm) before applying for IFS Logistics Examinations.

For a non-exclusive auditor, the contract with one (or more) certification bodies can be made after the IFS Logistics Examinations.

3.1.1.2.1 General requirements for auditors when applying for IFS Logistics Examinations

Candidates applying to qualify as an IFS Logistics Auditor shall meet the following minimum requirements and provide evidence with the application documents. The CV shall be submitted via the IFS Database.

a) Education

A logistics, food-related or bioscience degree (minimum a bachelor's degree or equivalent) or at least a successfully completed logistics or food-related professional higher education.

Note 1: If an auditor has no food related background (education or work experience), they shall attend at least 3 IFS Food Audits related to IFS Food Product Scopes 1, 2 and/or 4 as a trainee instead.

Note 2: Experience from consultancy in relation to logistics activities may be recognised as a maximum of one year towards the work experience if it can be proven by customer contracts, invoices, orders, or client confirmations.

b) Work experience

A minimum of three (3) years full-time professional experience related to the logistics sector including the functions related to logistics activities in the logistics industry or in retail; product safety auditing and/or product safety inspection or enforcement.

c) Qualifications

The candidate shall have:

- taken part in a recognised "Lead auditor course" (e.g. IFS, IRCA) or recognised training in audit techniques based on quality management systems (QMS) or food safety management systems (FSMS) with a duration of at least 40 hours.
- taken part in a Food hygiene and HACCP course, with a duration of at least two (2) days / 16 hours.

d) General audit experience

- **If a candidate has audit experience:** A minimum of seven (7) full logistics or food safety audits (GFSI recognised food safety certification audits and/or ISO 9001:2015 and/or recognised second party audits) and/or IFS Progress Assessments (intermediate level or at least eight (8) hours assessment duration) shall have been performed by the auditor in the logistics sector or food industry during the previous five (5) years.

- **If a candidate has no audit experience:** In case the candidate has no own audit experience, the candidate shall participate in seven (7) IFS Logistics or Food audits or any full audits (GFSI recognised food safety certification standard and/or recognised second party audits) and/or IFS Progress Assessments (intermediate level at least eight (8) hours assessment duration). The candidate shall inactively participate in the first two (2) audits as a shadow observer. During audits three (3) to seven (7) the candidate shall actively participate in the audit under the supervision and responsibility of an experienced lead auditor. The trainee and lead auditor shall never separate during the audits. The audit schedules for audit three (3) to seven (7) shall reflect the parts the trainee is auditing. These schedules shall be made available to the IFS Office on request.
- **Combination of audit experience and no audit experience:** A combination of own audit experience and trainee audits is possible as long as the requirements mentioned above for the type of audits and supervision during trainee audits are complied with.
- **For all candidates:** Audit numbers eight (8) and nine (9) shall be full IFS Logistics Audits where active participation as a trainee under the supervision and responsibility of an approved IFS Auditor is required. The audit schedules for these audits shall reflect the parts the trainee is auditing. These schedules shall be made available to the IFS Offices on request.

The audits shall have been carried out at different sites, a maximum of three (3) audits at the same site are accepted.

The candidate shall have performed or observed a minimum of two (2) audits when applying for the exam. Audit 8 and 9 shall only be performed after the candidate has passed the general written and oral exams. The general audit experience shall be completed before the sign-off audit is performed.

The full approval process from passing the oral exam until being activated in the IFS Database shall take no longer than two (2) years.

Chart 11: General audit experience plus sign-off audit

N° of audit/ Assessment	Tasks/Role	Possible audit/ Assessment types
1–2 **Exam can be taken after audit 1 and 2**	Performed audits as lead or co-auditor or participation as a trainee (no active participation)	Full logistics or Food audits (GFSI recognised food safety certification audits and/or recognised second party audits) and/or IFS Progress Assessments (intermediate level or at least eight (8) hours duration) shall have been performed by the auditor in the logistics or food industry or full IFS Logistics or Food Audit (only possible as a trainee)

N° of audit/ Assessment	Tasks/Role	Possible audit/ Assessment types
3–7	Audits performed as lead or co-auditor or active participation as a trainee in the audits/assessments under the supervision and responsibility of an experienced lead auditor	Full logistics or Food audits (GFSI recognised food safety certification audits and/or recognised second party audits) and/or IFS Progress Assessments (intermediate level or at least eight (8) hours duration) shall have been performed by the auditor in the logistics or food industry or full IFS Logistics or Food Audit (only possible as a trainee)
General written and oral exams need to be passed before audit 8 and 9		
8–9	Active participation as a trainee in the IFS Audits under the supervision and responsibility of an approved IFS Auditor	IFS Logistics Audit
10	**Auditor under observation in the sign-off audit** (see glossary)	IFS Logistics Audit

e) Language

If auditors wish to perform audits in language(s) different to their mother tongue, they shall be able to provide evidence of fluency in this/these other language(s) and provide the following evidence to the IFS Office:

- Acceptance of language certificates comparable to the CEFR (Common European Framework of Reference for Languages) level B2 and higher

Or

- Two (2) years' work experience in the food or logistics sector in the respective country

Or

- At least ten (10) audits performed in the respective language of the country (trainee audits are not accepted) which includes writing reports in this language without an interpreter

Or

- For initial approval only: successful completion of the oral or general written exam in the respective language without interpreter.

f) Courses provided by IFS

- E-learning provided by IFS (modular approach) "IFS Training on Product and Process Approach"
- IFS Logistics Course provided by IFS (2 days).

Note: If there are no 2-day courses available, under certain circumstances it can be agreed with IFS that the candidate takes part in the first day of the IFS Logistics Course (general part) internally with the Certification body's In-house Trainer and takes part in day 1 of the IFS Logistic Course for already approved IFS Food Auditors.

If the auditor's CV does not meet the above-mentioned requirements, IFS may reject the auditor's examination application.

Note: IFS Offices have the possibility to withdraw an IFS Auditor approval or not to accept them for the examination if the information provided in the CV is false.

All requirements for auditor approval shall be assessed by the certification body, according to ISO/IEC 17065:2012 norm.

3.1.1.2.2 IFS Logistics Examination Process

Auditors who comply with the requirements mentioned in chapters 3.1.1.2.1, Part 3 can then take part in the written IFS Examination, and if successful, in the oral IFS Examination.

Note: Detailed regulations for the IFS Examination ("IFS Examination Regulation" document) and the international IFS Examination schedules are provided by IFS and are available on the IFS Website.

Upon successful completion of written and oral IFS Examinations and fulfilment of the required general audit experience (see chapter 3.1.1.2.1 d), the auditors shall be signed off during their first IFS Logistics Audit acting as lead auditor under supervision of a fully qualified IFS Witness Auditor (see also glossary for sign-off audit definition).

This sign-off audit, which is performed during an IFS Logistics Audit, shall be witnessed by an IFS Witness Auditor who is approved for the IFS Logistics Standard.

The outcome of the sign-off audit shall be documented in the witness audit report template provided by IFS.

Once the IFS Witness Audit Report of the successfully performed sign-off audit has been approved by IFS, the auditor will be activated as an IFS Logistics Auditor in the IFS Database and a personal IFS Auditor Certificate will be issued for the auditor. The IFS Auditor Certificate mentions the validity, the IFS Logistics Scope and the auditor's language(s).

Starting from the day of approval, the auditors are allowed to perform IFS Logistics Audits. The certificate validity starts from the date of activation in the IFS Database and is based on the date the oral IFS Examination is passed. The validity stops at the end of the second calendar year, irrespective of the date of activation as an IFS Logistics Auditor.

Example: If an auditor passes the oral IFS Examination on 20.10.2022, the auditor certificate will be valid until 31.12.2024.

3.1.2 Conversion option for auditors approved for other GFSI recognised food safety post-farm processing certification standards, accredited to ISO/IEC 17065:2012 norm, to become approved for the IFS Logistics Standard

The candidate shall:

- Be approved for the referenced GFSI recognised food safety post-farm processing certification standard accredited to ISO/IEC 17065:2012 norm for at least two (2) years
- Take part in the IFS Logistics Course (1 day).
- Take part in the IFS e-learning provided by IFS ("IFS Training on product and Process approach")
- Pass the oral IFS Examination
- Perform a sign-off witness audit.

3.1.3 Maintenance of auditor's approval

The auditor's approval shall be reassessed before the end of validity of their auditor's certificate.

All results of the monitoring process of approved IFS Auditors, as well as internal and external trainings, shall be assessed by the certification body, according to ISO/IEC 17065:2012 norm.

Evidence of the requirements mentioned below shall be uploaded to the IFS Database before the end of the validity of the auditor's certificate as required by IFS.

Note: In case of an extraordinary situation (e.g. emerging market), where the regular rules cannot be complied with, it is mandatory to contact IFS Auditor Management for a case by case decision.

IFS manages the auditor re-approval every two (2) years as follows:

- If all requirements are fulfilled, IFS re-issues a new auditor certificate which is valid for two (2) more years.
- All requirements must be fulfilled for the auditor's certificate to be maintained. IFS Pure Logistics Auditors shall successfully participate in the initial oral IFS Examination and sign-off audit to be approved as an IFS Logistics Auditor again. Approved IFS Food Auditors shall take part in the IFS Logistics Course again.

Example:

- Date of passed oral IFS Logistics Examination: 25th May 2024
- Date of end of validity for IFS Auditor Certificate (initial approval): 31st December 2026
- The auditor shall participate in an IFS Calibration Training between the 1st January and 31st December 2026.
- The auditor is authorised to perform IFS Logistics Audits from the day of activation in the IFS Database until 31st December 2026.
- In 2024, if the auditor has:
  - taken part in the IFS Calibration Training (e.g. on 8th September 2026) and
  - fulfilled all other rules mentioned in 3.1.3.2
- The new end of validity date of the IFS Auditor Certificate (re-approval) is: 31st December 2028.

To maintain their approval the exclusive auditors shall fulfil the requirements mentioned below.

3.1.3.1 For auditors who are already approved IFS Food Auditors

In this case the IFS Logistics Auditor Approval relies on the auditor approval for IFS Food.

To maintain the IFS Logistics qualification, the auditor shall also fulfil the following requirements:

- Every year: to have taken part in an 8 (eight) hour in-house training by the certification body (see specifications on this training in point 2.6). This training can be part of the yearly training for IFS Food.
- Every year: to have performed a minimum of one (1) IFS Logistics Audit as a lead or co-auditor. This is applicable from the first full year following approval as an IFS Logistics Auditor.
- Every two (2) years: to be assessed by the certification body during a full IFS Logistics or Food Audit (on-site monitoring witness audit) in order to evaluate their competencies. This audit can be performed at any time during the second calendar year following the year when the last

witness audit took place. This can be replaced every second time (every four (4) years), with a full on-site witness audit performed during another GFSI recognised food safety post-farm processing certification standard in the scope of logistics or a food safety audit accredited to ISO/IEC 17065:2012 norm. The witness auditor shall not be part of the audit (as a team member). For the on-site witness audit performed during an IFS Audit, the witness auditor shall be an approved IFS Logistics Auditor and shall fulfil the requirements to act as an IFS Witness Auditor, as defined in chapter 3.4. The certification body shall specify the name of the witness auditor in the IFS Audit Report. A comprehensive witness audit report using the IFS Witness Report template shall be available to demonstrate the outcome of the witness audit.

3.1.3.2 For IFS Pure Logistics Auditors

To maintain the IFS Pure Logistics qualification, the auditor shall fulfil the following requirements:

- Every year: to have taken part in an 8 (eight) hour in-house training by the certification body (see specifications on this training in point 2.6).
  This is applicable from the year the oral examination is passed.
- Every year: to have performed a minimum of five (5) IFS Logistics audits as a lead or co-auditor.
  This is applicable from the first full year following approval as an IFS Logistics Auditor.

Every two (2) years: to be assessed by the certification body during a full IFS Logistics Audit (on-site monitoring witness audit), in order to evaluate their competencies. This audit can be performed at any time during the second calendar year following the year when the last witness audit took place. This can be replaced every second time (every four (4) years) with a full on-site witness audit performed during another GFSI recognised food safety post-farm processing certification standard audit accredited to the ISO/IEC 17065:2012 norm. The witness auditor shall not be part of the audit (as a team member). For the on-site witness audit performed during an IFS Logistics Audit, the witness auditor shall be an approved IFS Logistics Auditor and shall fulfil the requirements to act as an IFS Witness Auditor, as defined in chapter 3.4. The certification body shall specify the name of the witness auditor in the IFS Audit Report. A comprehensive witness report using the IFS Witness Report template shall be available to demonstrate the outcome of the witness audit.

Note 1: If the witness audit is performed during another GFSI recognised food safety certification standard, the witness auditor shall witness the auditor during the full audit duration. In addition, the rules for witness auditors and the reporting format for the respective standard apply.

Note 2: Successfully completed witness audits from accreditation bodies or witness audits from the IFS Integrity Program during IFS Logistics Audits can replace the witness audits from the certification body.

Note 3: For an audit team, the lead auditor can only be witnessed if the audit team do not split during the audit.

- Every two (2) calendar years: to have attended and successfully completed an IFS Logistics Calibration training (1 day), organised by IFS. After passing the initial IFS Examinations, the first mandatory IFS Calibration Training shall be completed in the second calendar year following the date when the oral IFS Examination was passed.

3.1.3.3 For Non-exclusive auditors

Non-exclusive auditors are responsible for maintaining their own IFS Approval.

To maintain their approval, the non-exclusive auditors shall fulfil the same requirements as exclusive auditors, with the following variants (in bold):

- Every year: to have taken part in an eight (8) hour in-house training with **each certification body** the non-exclusive auditor is linked to in the IFS Database. This training can be part of the yearly in-house training for IFS Food.
- Every year:
  - For a IFS Pure Logistics Auditor: to have performed a minimum of five (5) IFS Logistics Audits as a lead or co-auditor.
  - IFS Logistics Auditors who are already approved IFS Food Auditors: to have performed a minimum of one (1) IFS Logistics Audit as a lead or co-auditor.
    This is applicable from the first full year following approval as an IFS Logistics Auditor.
- Every two (2) years: to be assessed by **each certification body** during a full IFS Logistics or Food Audit (on-site monitoring witness audit).

3.1.4 Specific situation of a temporarily inactive IFS Pure Logistics Auditor

If an auditor needs to take timeout (i.e. a break from their activity as an IFS Auditor for at least six (6) months and no longer than three (3) years), due to e.g. maternity/paternity leave or illness, the auditor's certification body shall inform IFS Auditor Management of both the start and end date of the timeout period as soon as possible. Non-exclusive auditors shall provide IFS Auditor Management with the information requested above.

If, due to the timeout, the requirements mentioned in chapter 3.1.3 for maintaining auditor approval are not fulfilled (in-house training every year, witness audit every second year and IFS Calibration Training every second year), the auditor shall fulfil them within a one-year period following the timeout and before they can resume their activity as an IFS Logistics Auditor. If not, the auditor will lose their IFS Logistics Approval and shall successfully participate in the oral IFS Examination and sign-off audit to become approved as an IFS Logistics Auditor again.

In case of a change in standard version during this temporary timeout, the auditor conversion process applies.

3.1.5 Further rules and explanations concerning the non-exclusive approach

Each auditor can switch their status between exclusive / non-exclusive (and vice versa). The certification bodies concerned will be automatically notified by IFS for every switch between the approaches.
A non-exclusive auditor will be linked to a certification body in the IFS Database by uploading the witness audit performed by the certification body.
A non-exclusive auditor shall not take over any position of responsibility regarding IFS in a certification body (e.g. they cannot be an IFS In-house Trainer, an IFS responsible person nor a contact person for IFS).
Loan agreements for individual audits and IFS Working Group Agreements are not possible for non-exclusive auditors.

3.1.6 General rules about audit teams

All members of the audit team shall be approved IFS Logistics Auditors.

In case of audit teams, the following requirements apply:

- An IFS Audit Team consists of IFS Logistics Auditors whose combined profiles comply with the scope of the audited logistics site.
- A lead auditor shall always be appointed.
- A minimum of two (2) hours shall be added to the calculated audit duration. This additional time shall be allocated to the team for common tasks (e.g. opening and closing meetings, discussion about audit findings, etc.) and not to an individual auditor.

The audit time schedule shall clearly indicate which auditor performed which part of the audit.

3.2 Requirements for IFS Logistics Reviewers

An IFS Logistics Reviewer shall either be an approved IFS Logistics Auditor or IFS Logistics Pure Reviewer or IFS Food Reviewers (auditor / pure reviewer) who took part in an IFS Logistics Course (1 day). The following section details the requirements for approval as an IFS Logistics Pure Reviewer. IFS Logistics Pure Reviewers can work on an exclusive basis with only one certification body or on a non-exclusive basis for one or more certification bodies.

3.2.1 General requirements for IFS Logistics Pure Reviewers

Candidates applying to qualify as an IFS Logistics Pure Reviewer shall meet the following minimum requirements and provide evidence with the application documents.

a) Education and work experience
Same professional education and work experience as requested for IFS Logistics Auditors.

b) Qualifications
The candidate shall have taken part in a food hygiene and HACCP course, with a duration of at least two (2) days (16 hours).

c) General audit experience
The candidate shall have attended two (2) full IFS Logistics Audits (as an observer).

d) Language
If the candidate wishes to review audit reports in language(s) different from their mother tongue, they shall be fluent in this/these language(s). The decision whether a reviewer's language skills are sufficient to carry out a technical review in a proper way in the respective language, is the responsibility of the certification body.

e) E-learning provided by IFS ("IFS Training on Product and Process Approach")

f) Course provided by IFS
The candidate shall have taken part in the IFS Logistics Course provided by IFS (2 days)

Once the reviewer has fulfilled the requirements mentioned above and this has been approved by IFS, they will be activated as an IFS Logistics Pure Reviewer in the IFS Database and a personal IFS Reviewer Certificate will be issued.
Starting from the day of activation, the reviewer is allowed to perform technical reviews of IFS Logistics Audit Reports. The certificate validity period starts from the date of activation in the IFS Database and stops at the end of the second calendar year, irrespective of the actual activation date.

3.2.2 Maintenance of IFS Logistics Pure Reviewer's Qualification

The IFS Logistics Pure Reviewer's Approval shall be reassessed before the end of validity of their reviewer's certificate.
To maintain their approval, the reviewer shall fulfil the following requirements:

- Every year: to have taken part in an eight (8) hours in-house training by the certification body (see specifications on the training in point 2.6).
- Every two (2) years: to have taken part (as an observer) in one full IFS Logistics Audit.
- Every two (2) calendar years: to have attended and successfully completed an IFS Logistics Calibration Training (1 day), organised by IFS. The first mandatory IFS Logistics Calibration Training shall be completed in the second calendar year following the date of the initial approval.

Non-exclusive IFS Logistics Pure Reviewers are responsible for maintaining their own IFS Logistics Pure Reviewer Approval.
To maintain their approval, the non-exclusive pure logistics reviewer shall fulfil the same requirements as exclusive IFS Logistics Pure Reviewers, with the following variants (in bold):

- Every year: to have taken part in an eight (8) hour in-house training with **each certification body** the non-exclusive auditor is linked to in the IFS Database.
- Every two (2) years: to have taken part (as an observer) in one IFS Logistics Audit by **each certification body** during a full IFS Logistics Audit.

3.3 Requirements for IFS In-house Trainers

3.3.1 General requirements for IFS In-house Trainers

Candidates applying to qualify as an IFS In-house Trainer shall meet the following minimum requirements and provide evidence with the application documents.
The candidate shall:

- be an approved IFS In-house Trainer for Food

And

- have taken a part in the IFS Logistics Course provided by IFS (1 day).

Or

- be an IFS Pure Logistics Auditor

And

- have taken part in the "Train the Trainer" course for food organised by IFS.
- be fluent in English and in the language(s) used when conducting their trainings.

3.3.2 Maintenance of IFS In-house Trainer's qualification

To maintain their approval, the IFS In-house Trainers shall fulfil the following requirements:

- Every year: to carry out or take part in an eight (8) hour in-house training by the certification body.
  Note: This training can be part of the yearly training for IFS Food.
- Continuously: to stay informed about any new information on the IFS Logistics Standard (provided by IFS to their certification body).
- Conversion to the IFS Logistics Standard v3: to have taken part in the new v3 IFS Logistics Course organised by IFS and to carry out an in-house training for all approved IFS Logistics Auditors and Reviewers before they perform audits and technical reviews based on the new version. The duration of this IFS In-house Training shall be eight (8) hours which is mandatory for all IFS Logistics Auditors, Reviewers and shall be performed in addition to the annual in-house training.
- When a new IFS Doctrine is published: to train all approved IFS Auditors and IFS Reviewers on all changes and new information from the IFS Doctrine before they perform any new audit or technical review (this training can be done face-to-face, online or by webinar).

3.4 Requirements for IFS Witness Auditors

A person qualifying as a witness auditor shall fulfil the following requirements:

a) To be an experienced IFS Logistics Auditor (to have already performed at least ten (10) full IFS Logistics or Food Audits as a lead auditor)

b) To have taken part in the IFS Witness Auditor e-learning course (provided by IFS).

c) To be appointed as a witness auditor in the IFS Database

d) To be approved for the language(s) in which the audit is performed.

It is the responsibility of the certification body to ensure that the witness auditor has the required skills, both on an interpersonal and professional level, to be able to witness other auditors in a constructive manner.

The witness auditor shall provide comprehensive witness audit reports, using the IFS template in case of an IFS Witness Audit, which shall be made available to IFS on request.

Additional option:
An IFS In-house Trainer who is also an approved IFS Logistics Reviewer can get approved as a witness auditor for monitoring witness audits but not for sign-off audits. To become approved to perform monitoring witness audits, they shall fulfil the requirements mentioned above from b) to d).

3.5 Overview of requirements for initial and maintenance of approval and the tasks of each IFS related role in a certification body

The following chart (chart 12) gives an overview about the requirements for initial and maintenance of approval, as well as for the tasks of the specific IFS roles in a certification body.

Chart 12: Overview of requirements for initial approval and maintenance of approval and the tasks of each IFS related role in a certification body

Function / role in certification body	Profile/requirements for initial approval	Requirements for maintenance of approval	Tasks
IFS Logistics Auditors who are already IFS Food approved Auditors (see chapter 3.1.1.1, Part 3)	IFS Food Auditor (for any product scopes but, as a minimum, for technology scope D) IFS Food Auditors who are not already approved for technology scope D : • Technology scope specific exam before performing any IFS Logistics audits. • IFS Logistics Course provided by IFS (1 day)	• Every year: in-house training by certification body • Every year: a minimum one (1) IFS Logistics audit • Every two (2) years: one IFS Logistics or Food Witness Audit (every second time, i.e. every four (4) years, it can be replaced by an on-site witness audit during another GFSI recognised food safety certification standard audit accredited to ISO/IEC 17065:2012 norm)	• Perform IFS Audits • Review IFS Audit Reports (if they did not perform the audit themselves)
IFS Pure Logistics Auditors who are not already IFS Food approved Auditors (see chapter 3.1.1.2, Part 3)	• Education • Work experience • Qualifications • Audit experience • E-learning provided by IFS (modular approach) "IFS Training on product and process approach" • IFS Logistics Course provided by IFS (2 days) • Passed IFS Examinations (written and oral) • Sign-off audit	• Every year: in-house training by certification body • Every year: five (5) IFS Food Audits • Every two (2) years: one IFS Logistics Witness Audit (every second time, i.e. every four (4) years, it can be replaced by an on-site witness audit during another GFSI recognised Food safety certification standard audit accredited against ISO/IEC 17065:2012 norm) • Every two (2) years: Logistics Calibration Training organised by IFS (1 day)	• Perform IFS Audits • Review IFS Audit Reports (if they did not perform the audit themselves)

Function / role in certification body	Profile/requirements for initial approval	Requirements for maintenance of approval	Tasks
IFS Logistics Reviewer (see chapter 3.2, Part 3)	IFS Logistics Auditor IFS Food Auditors (not performing IFS Logistics audits) or IFS Food Pure Reviewer: • IFS Logistics Course provided by IFS (1 day) IFS Logistics Pure Reviewer: • Professional education • Work experience • Qualifications • Audit experience (as observer or performed themselves) • E-learning provided by IFS ("IFS Training on Product/Process Approach") • IFS Logistics Course provided by IFS (2 days)	• Every year: in-house training by certification body • Every two (2) years: one IFS Food Audit as an observer • Every two (2) years: Logistics Calibration Training organised by IFS (1 day)	Review IFS Logistics Audit Reports (technical tasks,) To check at a minimum: • the overall consistency of the IFS Audit Reports. • if the findings are well described and matching the evaluation • if the corrections and corrective actions as well as the deadlines for implementation proposed by the audited company have been validated by the auditor (or by a representative of the certification body) and are relevant

Function / role in certification body	Profile/requirements for initial approval	Requirements for maintenance of approval	Tasks
IFS In-house Trainer (see chapter 3.3, Part 3)	IFS In- house Trainer for Food: • IFS Logistics Course provided by IFS (1 day). Or IFS Pure Logistics Auditor: • IFS Food "Train the Trainer" course for organised by IFS	• Every year: in-house training by certification body (attend or conduct) • Continuously: check and communicate the IFS updated information provided by IFS • In case of publication of a new IFS Logistics Standard version: attend IFS Course organised by IFS • In case of a new doctrine: train all approved IFS Auditors and IFS Reviewers on all changes and new information from the IFS Doctrine, before they perform any new audit or technical review	• Train auditors and reviewers • Generate content of the training program for all IFS Logistics Auditors and Pure Reviewers of the certification body • When a new IFS Doctrine is published, to train all approved IFS Logistics Auditors and Pure Reviewers before they perform any new audit or technical review (this training can be done face-to-face, online or by webinar).
IFS Witness Auditor (see chapter 3. 4, Part 3)	• Experienced IFS Logistics Auditor (at least 10 performed IFS Logistics or Food audits) or an IFS In-house Trainer who is also an IFS Logistics Pure Reviewer (for monitoring witness audits only) • Witness auditor e-learning course provided by IFS	Linked to the maintenance of approval as IFS Logistics Auditor or IFS In-house Trainer / IFS Logistics Pure Reviewer	• Perform Witness Audits according to IFS Requirements on behalf of the certification body including on-site witness audit and reporting

PART 4

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PART 4
Reporting, the IFS Software and the IFS Database

0 Introduction

After performing an IFS Logistics Audit, a detailed and well-structured audit report shall be completed. The language of the report shall be the working language of the company. In special cases defined by the certification bodies, where the native language of the retailers or purchasers is different to the working language of the company, an English version of the report could also be prepared. If the report is written in a different language to English, the company profile, the overall summary of compulsory information tables and the audit scope shall be translated in English.

Note: For any combined audits (IFS Logistics / IFS Broker or IFS Logistics / IFS Food), two (2) separate reports shall be written and two (2) separate certificates shall be issued and uploaded to the IFS Database.

The IFS Logistics Audit Report shall be prepared according to the following format:

- the audit overview (chapter 1.1, Part 4)
- the main content (chapter 1.2, Part 4).

1 Reporting

1.1 Minimum requirements for the IFS Audit Report: audit overview (ANNEX 8)

Cover page
The cover page of the IFS Audit Report shall include:

- name and/or logo and address of the certification body
- IFS Logistics Logo
- name of the audited site
- sanitary legal authorisation number, if applicable
- GS1 GLN(s) related to the site(s) covered during the audit, if applicable
- date(s) of the audit
- announced or unannounced audit status
- certification body's accreditation details.

Audit overview
The audit overview of the IFS Report shall include the following mandatory information:

- **Audit details**
  - name of the lead auditor, reviewer (person in charge of the technical report review), co-auditor, trainee and witness auditor, if applicable
  - audit date(s) (in case of a follow-up audit, the date of the follow-up audit shall additionally be specified)
  - duration of the audit (start and end time for each audit day)
  - previous audit dates (start and end time for each audit day)
  - name of the certification body and the auditor who performed the previous audit
  - name and address of the audited site
  - name and address of the company (or head office / central management)
  - COID (IFS identification code number) as defined in the IFS Database
  - details of the contact person in case of emergency (e.g. recall): name, e-mail and phone number, at a minimum
  - version of the standard.
- **Audit scope**
  - detailed description of logistics service(s) including logistics processing service, if applicable (see chapter 2.2, chart 1, Part1)
  - code(s) of logistics service(s), product scope(s) and logistics processing service(s), if applicable (see chapter 2.2, chart 1, Part 1).
- **Additional information**
  - description of exclusions, if applicable
  - description of partly outsourced logistics processing services (explanations, number of sub-contractors, description including name, address and certification status, COID(s)), if applicable
  - description of decentralised structure(s), if applicable, (name the location)
  - description of multi-location logistics sites, if applicable (see chapter 2.2.2, Part 1).
- **Final audit result**
  - final audit result with level and percentage (in case of a follow-up audit, specify that a follow-up audit has taken place and that the Major non-conformity has been solved or not)
  - timeframe in which the recertification audit shall be performed or if it will be unannounced.
- **Observations regarding non-conformities (D evaluation of KO requirement(s) and Majors)**
  In case of a follow-up audit, additional explanations shall be provided for requirements where the Major non-conformity has been solved.
- **Comments concerning follow-up of corrections and corrective actions**
  Description of corrections and corrective actions from the previous audit (both that have been sustainably and efficiently implemented or not).
- **Company profile**
  The company profile requires compulsory information on the company's structure and activities and is divided into two (2) standardised sections: company data and audit data. This allows readers to have a clear understanding of the company's structure, organisation, activities, etc. In addition to the required compulsory information, further information can be added to each section by the auditor.

1.2 Minimum requirements for the IFS Audit Report: main content (ANNEX 9)

The main content of the IFS Audit Report is structured as follows:

- General summary in a tabular format for all chapters, listing the number of audited requirements per scoring for each chapter and the result (in percentage) per chapter.
- Overall summary: table of compulsory fields for specific IFS Logistics Audit Requirements. For those specific requirements, the auditor shall provide additional justifications and/or further background information, even in case of an A scoring. This leads to a more significant and descriptive report, even if the audited site almost fulfils all IFS Logistics Requirements, as well as adding value for every user/reader. The overall summary table, which includes compulsory information, shall be translated in English.
- List of all identified deviations and non-conformities for each requirement per chapter.
- List (including explanations) of all requirements evaluated as N/A (not applicable).
- Detailed audit report (checklist).
- Annex of the audit report, including:
  - Audit participants list: list of key personnel present during the audit.
  - Reminder of IFS rules: tables on IFS Product Scopes, IFS Scoring System and conditions for issuing of certificate.

1.3 The action plan (ANNEX 6)

For each audit requirement, the IFS Auditor shall describe and explain all identified deviations and non-conformities (D evaluation of KO requirement(s), Majors) in the action plan, which has a specified format. For additional information, see also chapter 4, Part 1.

1.4 Minimum requirements for the IFS Certificate (ANNEX 10)

After successful completion of the IFS Logistics Audit Process, the certification body shall issue a certificate. For the purpose of international recognition and overall consistency, IFS Logistics Certificates issued by the certification body shall include, at a minimum:

- name and/or logo and address of the certification body
- name and/or logo of the accreditation body (used in conformity with the accreditation body's rules) and registration number
- name and address of the audited site
- COID (IFS Identification Number) as defined in the IFS Database
- sanitary legal authorisation number, if applicable
- GS1 GLN(s) related to the site(s) covered during the audit, if applicable
- in case of multi-location logistics sites: name and address of the site's head office / central management, if applicable
- description of the audit scope, which shall be translated in English (see chapter 2.2, Part 1)
- code(s) of logistics service(s): I (Storage) and/or II (Transport)
- in case of partly outsourced logistics processing service(s), the addition of the following sentence: "**Besides own logistics processing service(s), the company has partly outsourced logistics processing service(s)**"

- in case of additional broker activities: Certification status by writing the sentence: "**The company has own broker activities which are / are not IFS Broker/other GFSI recognised standard certified**". (for further information, see chapter 2.2, Part 1 and Annex 1)
- in case of a combined audit IFS Logistics/IFS Broker: name and number of product scope(s) of the additional broker services
- Type of audit: unannounced audit, if applicable
- description of exclusions, if applicable
- level achieved
- audit score in percentage
- last unannounced audit date (last day of the audit). If an unannounced IFS Logistics Audit has not yet been conducted for the respective COID, the certificate shall indicate the following: "Last audit conducted unannounced: N/A".
- star status indication in case the audit was conducted unannounced (star symbol to be added close to the IFS Logistics Logo)
- audit date(s)
- follow-up audit date, if relevant
- next audit time period (recertification audit), specify if unannounced
- certificate issue date
- expiry date of the certificate (certificate validity shall remain the same each year, as described in Part 1)
- name and signature of the responsible person at the certification body
- place and date of signature
- current IFS Logistics Logo
- QR-code with a verification link to the IFS Website.

Note: The IFS Software includes a certificate format with the minimum required content but each ISO/IEC 17065:2012 norm-accredited certification body for IFS may use its own layout, providing that it includes this mandatory information.

1.4.1 QR-code on the IFS Certificate

QR-code on the certificate via IFS Software
The QR-code is implemented automatically when creating the certificate via IFS Software. The QR-code embodies a public link to an IFS Website which verifies the authenticity of the certificate.

QR-code for creating a certificate without the use of the IFS Software
For certification bodies that do not use the IFS Software to generate certificates, there is an area in the IFS Database where a QR-code for the respective COID can be downloaded.

Position on the IFS Logistics Certificate
The QR-code shall either be in the top right corner or on the bottom of the IFS Logistics Certificate and shall be of a suitable size to be scanned.

1.5 Information to be translated into English

If the report is written in a language other than English, the following information on the report shall be translated into English:

- **Audit overview:**
  - Scope of the audit
  - Additional information, if applicable
  - Exclusions
  - Partly outsourced logistics processing service(s)
  - Multi-location and multi-site logistics sites, if applicable
  - Decentralised structure(s), if applicable
- **Company profile:**
  - Company data
  - Audit data
- **Main content:**
  - Overall summary of compulsory information (table of compulsory fields)
  - Detailed IFS Audit Report:
    - Deviations and non-conformities
- **Action plan:**
  - Corrections and corrective actions

2 The IFS Software

In order to increase the standardisation of reporting information after the IFS Audit, IFS Software has been developed and shall be used to generate the IFS Report.

Additional information about its use is provided separately in a manual.

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

Every IFS Audit shall be uploaded in the IFS Database by the certification body (uploading of the report, action plan and certificate).

There are six (6) IFS Database user groups who can have access to the IFS Database:

- Certified companies/suppliers
- Certification bodies
- Auditors
- Retailers
- Verified authorities
- Consultants (special access).

In general, only the certified companies and the respective certification body who performed the audit have access to the full report.

All other user groups can only see the certification status of certified companies and use the following functions:

- Search for certified companies
- Manage their certified companies using a "favourites" option via "Supplier management"
- See the upcoming audit date of a company
- Receive important notifications and relevant lists that can be set individually.

The full report is only available if the certified company gives permission to the respective user.

Security of the IFS Database
The security system used for the IFS Database is based on an internationally recognised and commonly used security system.

Data protection
Data protection is an important issue for IFS Management GmbH. IFS fulfils all data protection regulations that are applicable to the company. The data policy of IFS Management GmbH is available on the IFS Website www.ifs-certification.com.

The IFS Database user groups automatically receive access to the unlocked data by the certified company after the data has been unlocked. Communication to retailers and other IFS Database user groups is made via a secure web process which guarantees that only authorised retailers and other users / certified companies can view specific data of the certified companies/suppliers. For further information, see the IFS website.

Tool "Supplier management"
The tool "Supplier management" enables retailers, authorities and certified companies to select their favourites from all certified companies that are listed in the IFS Database and to store them in a separate list.
For each certified site listed as a favourite under "Supplier management", the user can pre-set e-mail notifications.

IFS Logistics

ANNEXES

ANNEX 1: Scope of application of the different IFS Standards and IFS Programs

IFS Food

Standard for auditing food product processors/manufacturers.

IFS Food shall be used when a product is processed or where there is a risk of product contamination coming from primary packing.

IFS Broker

Standard for auditing persons and/or companies who may or may not own the products but who typically do not take physical possession of the products (e.g. who do not have warehouses, packaging stations or truck fleets, but are legal entities with mailboxes, offices, etc.).

The standard applies to food, household and personal care/products as well as to packaging materials.

IFS HPC

Standard for auditing companies that manufacture household and personal care products, or companies that pack loose household and personal care products. IFS HPC can only be used when a product is "processed" or when there is a risk for product contamination during the primary packing.

IFS Logistics

Standard for auditing companies whose activities are logistics services for food and non-food products, such as transport, storage, loading/unloading, etc. It applies to all types of transport: delivery by road, rail, ship, plane, etc. and to all types of products: frozen, refrigerated, ambient stable, etc.

The IFS Product Standards already cover a production company's own logistics activities as outlined in the specific subchapter about transport and/or storage. Therefore, it is not necessary to perform a combined audit for IFS Food, IFS HPC or IFS PACsecure in combination with IFS Logistics.

IFS PACsecure

Standard for auditing food and non-food packaging material manufacturers concerning the production, processing and/or conversion of packaging components and/or packaging materials.

IFS Wholesale / Cash & Carry

Standard for auditing companies who have wholesaling activities of food, household and personal care products and/or packaging materials. Furthermore certain treatment and/or processing activities are covered by this Standard. This Standard also covers packing companies for fruit, vegetables and/or eggs.

IFS Progress

The IFS Progress Programs are assessment programs that enable suppliers to establish and develop appropriate processes to manage product safety and quality. The programs are built on standardised requirements and structured in two levels. They help suppliers progress towards IFS Certification within a defined time frame. Together with their customers, these companies can determine their path towards certification, including the pace and milestones. IFS offers Progress Programs for suppliers of food products, logistics services, packaging materials and household and personal care (HPC) products.

Scope determination between IFS Logistics and other IFS Standards

IFS Logistics and IFS Food:

Clarifications/examples of scope application between IFS Food and IFS Logistics:

- IFS Logistics only concerns logistics activities where companies have a physical contact with already primary packed products (transport, packaging of pre-packed food products, storage and/or distribution, transport and storage of pallets, bags in box). It also applies for specific unpacked goods, such as meat carcasses or bulk/tanker transport (glucose syrup, milk, grain, etc.).
- For all kinds of logistics processing services, meaning that the characteristics of the product is modified (or primary packing is carried out), IFS Logistics is not applicable, except for specific logistics processing services as: freezing/thawing processes, ripening, simple sorting of fruits and vegetables and labelling with regards to the application of existing labels on packed products intended for the final consumer, which can be conducted only in addition to the main storage services at the location of the assessed site.
- When the food processing company conducts own logistics and/or transport activities (storage and distribution), it is included in the IFS Food under the specific sub-chapters about transport or storage.

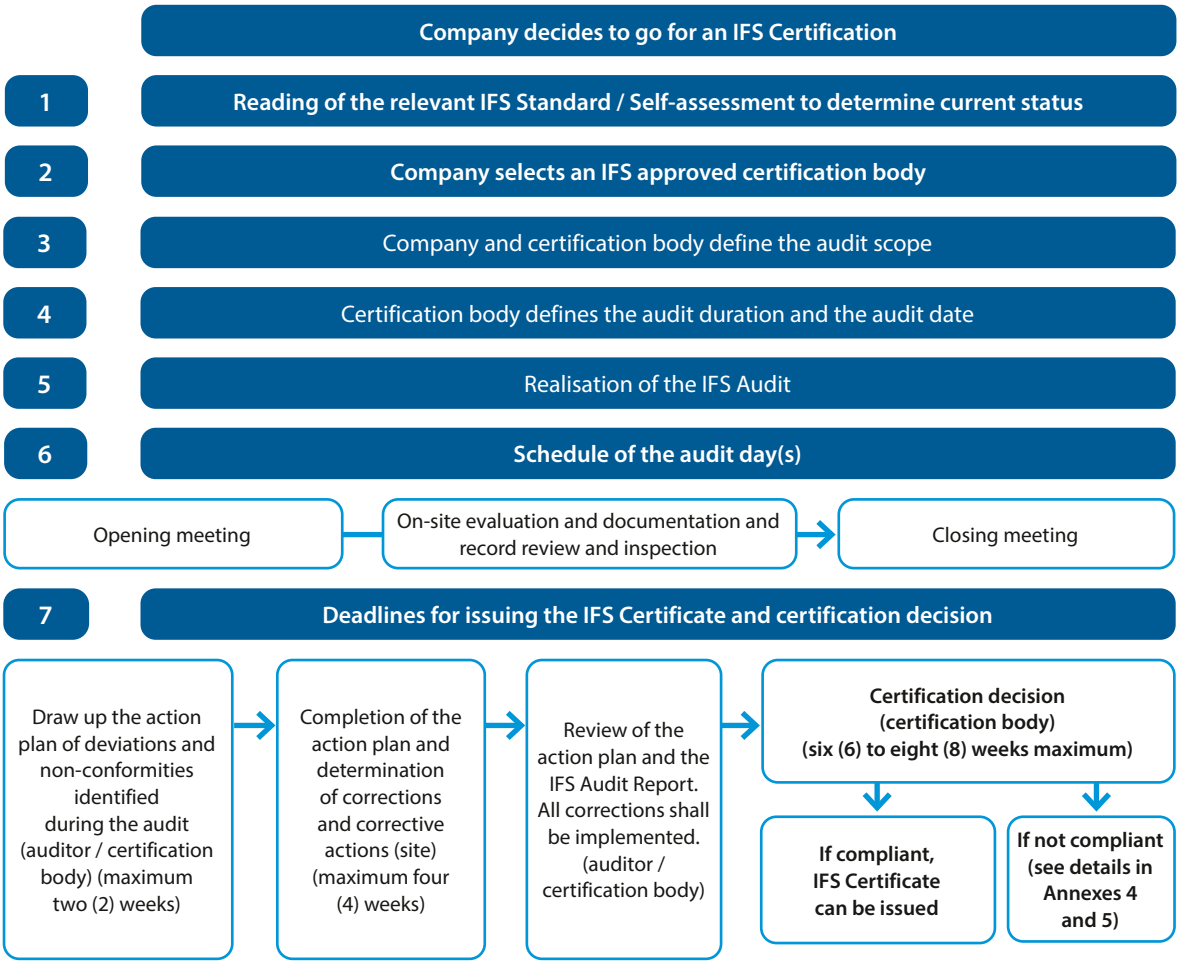
Notes:

- If the logistics activities owned by the food processing company are situated at the same location as the company and if the company or the customer wishes to have this operation certified under IFS Logistics, then an IFS Logistics Audit can be performed. In this case, the following requirements shall be fulfilled:
  - the logistics activities are only carried out for pre-packed products
  - in case of two (2) certificates (IFS Food and IFS Logistics), the respective scope of each audit and certificate shall be clearly defined
  - all the requirements of IFS Food concerning transport and storage shall be evaluated during the IFS Food Audit
  - an IFS Food Audit of the food processing company shall be performed; IFS Logistics is an additional audit (but can be combined).
- If the logistics activities owned by the food processing company are situated off-site, then the company has the following three possibilities:
  - include it under the scope of IFS Food and clearly state its decentralised structure in the company profile of the IFS Food Audit Report,
  - not to audit it but to state clearly in the company profile that this site is not IFS Logistics certified;
  - conduct an IFS Logistics Audit.

IFS Logistics and IFS Broker:

If a logistics company additionally has broker activities (e.g. importation, trading of goods) and would like to have them certified, the IFS Logistics Certification is not applicable alone and a combined certification according to IFS Logistics and IFS Broker shall be performed. The IFS Logistics Certificate shall specify: "The company also has broker services, which are IFS Broker certified".
If no combined certification is performed but broker services are present or if the logistics company does not want to include broker services in the scope of the IFS Certification, those activities shall be excluded from the certificate and the IFS Logistics Certificate shall specify: "The company also has broker services, which are not IFS Broker certified".
If requirements of both checklists are fulfilled, two separate reports shall be written and two separate certificates shall be uploaded to the database.

ANNEX 2: Certification process



ANNEX 3: Product scopes to be specified in the company profile of the audit report

IFS Logistics is applicable to the following product scopes:

IFS Food Product Scopes	
1.1	Red and white meat, poultry and meat products
1.2	Fish and fish products
1.3	Egg and egg products
1.4	Dairy products
1.5	Fruit and vegetables
1.6	Grain products, cereals, industrial bakery and pastry, confectionary, snacks
1.7	Combined products
1.8	Beverages
1.9	Oils and fats
1.10	Dry goods, other ingredients and supplements
1.11	Pet food

IFS Household and personal care products scopes	
2.1	Personal care products
2.2	Household chemical products
2.3	Daily use household products
2.4	Personal hygiene products

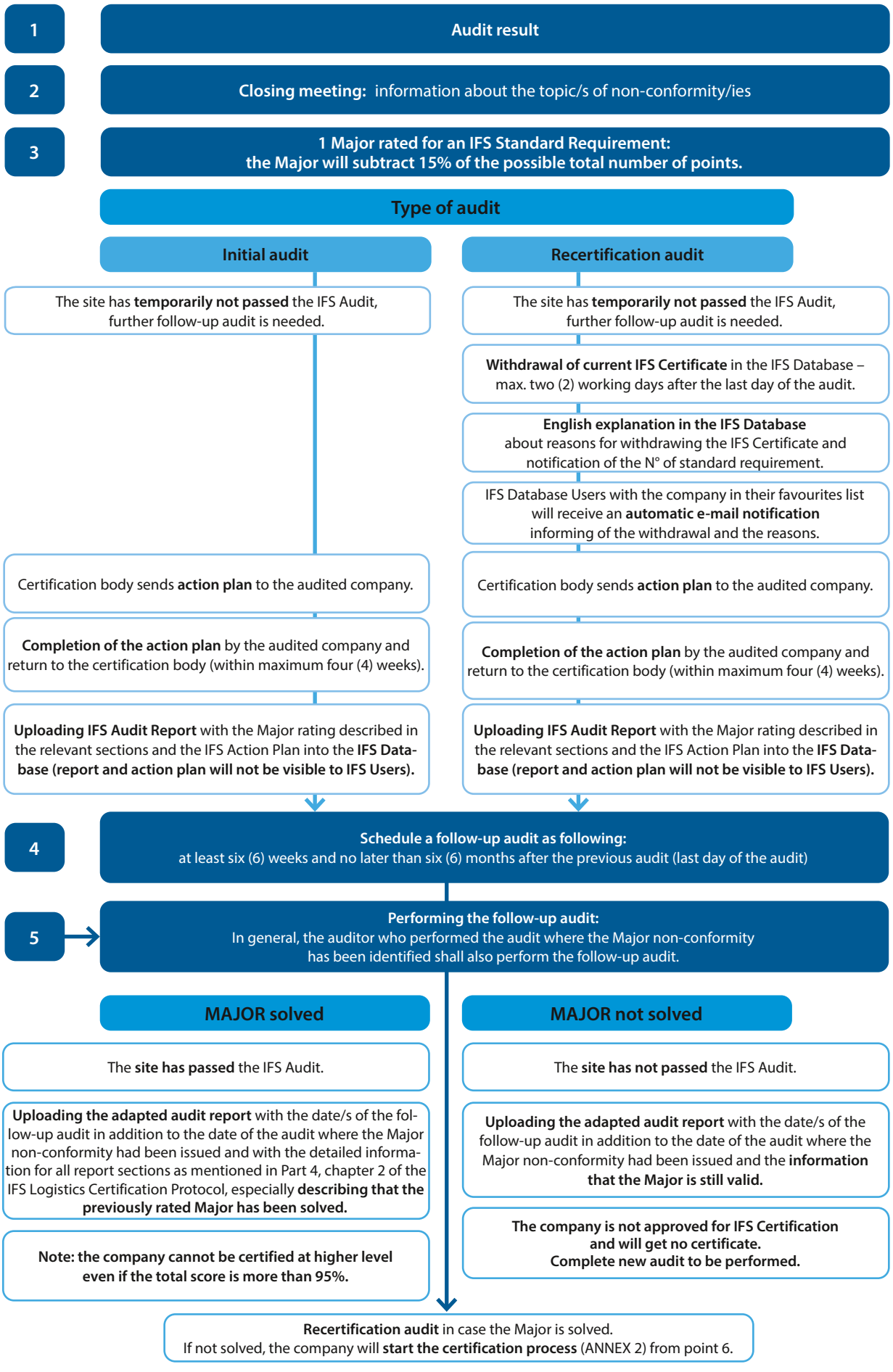
IFS PACsecure product scopes	
3.1	Flexible plastic
3.2	Rigid plastics
3.3	Paper and board
3.4	Metals and alloys
3.5	Glass and ceramic
3.6	Other natural materials
3.7	Other packaging components

Other non food products: description of the different product groups	
4.1	Electric / electronics devices: • Household equipment (e.g. kitchen equipment with goods) • Entertainment electronics (e.g. television and HIFI equipment, computer, telecommunication, cameras etc.) • Light engineering (e.g. lamps, bulbs, contractors etc.)
4.2	Housekeeping goods (which are not already included in the HPC scope, like porcelain, dishes, cutlery, pans etc.)

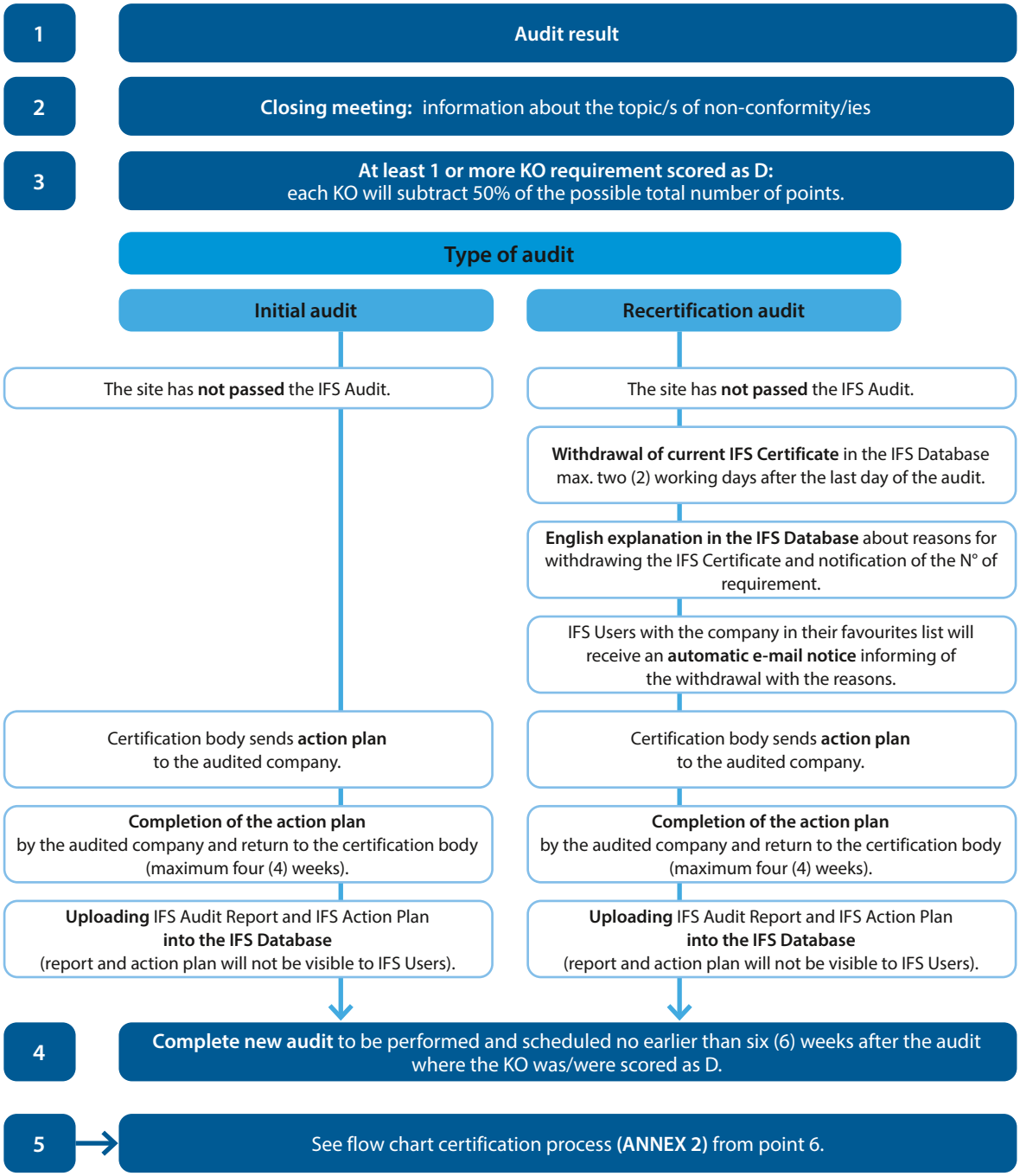
Other non food products: description of the different product groups	
4.3	Textiles (clothing, underwear, and shoes, leather, bedclothes and tablecloths etc.)
4.4	Media products (newspapers, books, CDs and other audio storage media, computer games, software etc.)
4.5	Furniture
4.6	Tools and technical equipment (DIY)
4.7	Stationary / office materials
4.8	Toys
4.9	Plants and flowers
4.10	Gardening equipment
4.11	Feed **<u>In the logistics scope:</u>** 1. Products • Milling by-products – E.g., barley meal, maize meal, milo meal, oat meal, rice, wheat meal, wheat bran • Oilseeds and derivatives – E.g., coconut cake, cotton decorticated, cotton meal extracted, groundnut cake dec., groundnut meal extracted, linseed meal extracted, palm kernel cake expeller, palm kernel meal extracted, palm kernel (whole), rapeseed meal extracted, sesame meal expeller, soyabean meal extracted, soyabeans full fat, sunflower cake expeller, sunflower meal extracted. • Legumes – field beans, peas, lentils, locust beans. • Others - Brewers grains dried, citrus pulp, maize germ meal, maize gluten feed, maize gluten meal, maize straw, tapioca, minerals, beet molasses, rice bran, skim milk powder, sugar beet pulp (molasses), lignosulphonate, coconut meal, alfalfa meal, grass dried, wheat bran pellets, sunflowers seeds, sunflower seed meal, corn grains, corn fiber, cottonseeds, cotton stalk, cereals, mineral additives, vitamin additives, calcium carbonate, calcium phosphate, salt, oyster shell meal, corn germ residue. 2. Activities: packed product or loose product handling (storage or transport) without manipulation on open product. **<u>Out of the logistics scope:</u>** 1. Product example: e.g. animal by-products - blood meal, fat, feather meal, fish meal, meat meal, meat and bone meal, poultry by-product meal for livestock is out of logistics scope as this is considerably different in product composition and is governed by different legislative requirements.
4.12	Others*

	*Products out of the logistics scope:
	• Resources – different conditions (solid, liquid and gas)
	• OTC and medicines under medical prescription
	• Explosive substances / munitions, etc.
	• Waste/litter
	• Logistics activities out of logistics scope:
	  • processing of food or non-food products (except for logistics processing services allowed in the IFS Logistics scope as seen in Part 1 Chart 1)
	  • importing and trading of goods (e.g. typical broker companies with purchasing activities)
	  • transport of living animals
	  • open product handling packaging (e.g. transfer of product from containers to maxi bags)

ANNEX 4: Flow chart for management of one Major non-conformity and total score ≥ 75%



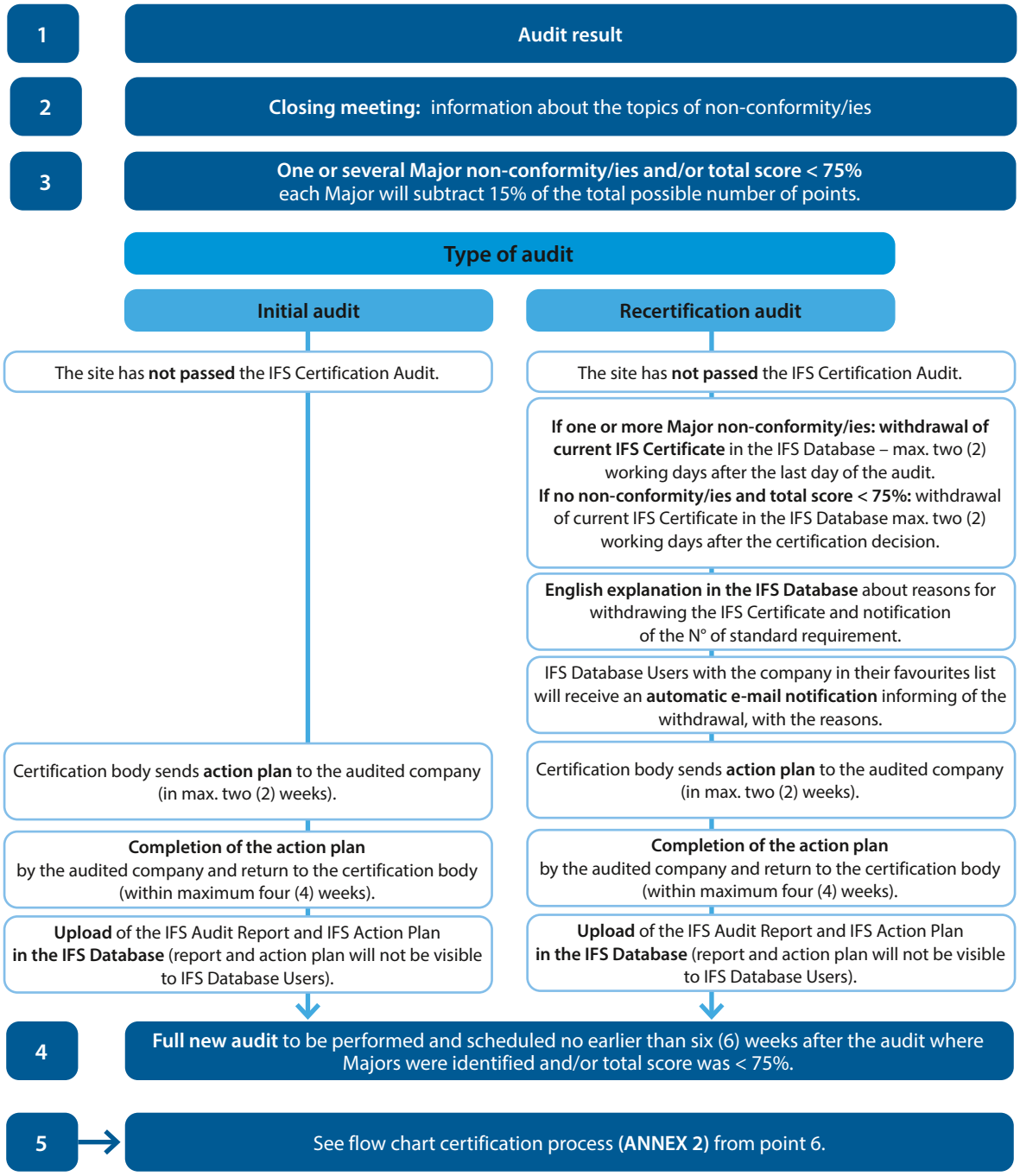
ANNEX 5: Flow chart for management of KO requirement scored with "D"



ANNEX 6: Action plan

N° of the requirement	IFS Logistics Requirement	Evaluation	Explanation (by the auditor)	Correction (by the company)	Responsibility (by the company)	Date (by the company)	Status of implementation (by the company)	Corrective action (by the company)	Responsibility (by the company)	Date (by the company)	Release (by the auditor)	Validation date (by the auditor)
1.1.1	**The senior management shall develop...**	C										
1.2.1	**KO N°1: The senior management shall ensure that employees…**	KO/B										
1.2.2	**The department responsible for product safety...**	D										
1.2.4	**The senior management shall ensure...**	Major										
2.2.1.1	**KO N°2: The basis of the company's product safety management …**	KO/D										

ANNEX 7: Flow chart for management of one or several Major non-conformity/ies and/or total score < 75%



ANNEX 8: IFS Audit Report: audit overview

Cover page

Logo of the certification body

IFS Logistics Version 3
December, 2023

Final IFS Audit Report
Announced/Unannounced

Audited company: "Logistics GmbH"
[GS1 GLN(s) and where applicable, sanitary legal authorisation number]

Date of audit: 02.11.2023

Name and address of certification body

Accreditation number of the certification body

Audit Overview
IFS Logistics Version 3, December 2023

Audit details

Lead auditor: Max Mustermann date/time: ***Co-auditor:*** date/time: ***Trainee:*** ***Witness auditor:*** ***Reviewer:*** ***Interpreter:***	***Date/time of current audit:*** 02.11.2023 (09:00 - 12:00) 02.11.2023 (13:00 - 18:00)	***Date/time of previous audit:*** 09.11.2022 (09:00–18:00) ***Certification body and auditor of previous audit:*** TEST GmbH/Frank Test

Name and address of the company (or head office): Logistics AG Example street 12345 Witzenhausen Germany		***Name and address of the audited site:*** Logistics GmbH Musterstraße 12346 Berlin Germany	
		COID:	
		Contact person in case of emergency (e.g. recall): [Name, e-mail and phone number, at a minimum]:	
Phone: 0 1 2 3 4 5 6	Fax: 01 23 45 67 89	Phone: 0 1 2 3 4 5 7	Fax: 01 23 45 67 88
Website: www.fruitsandvegetables.com	E-mail: info@fruitsandvegetables.com	Website: www.fruitsandvegetables.com	E-mail: info@fruitsandvegetables.de

Scope of the audit

Ambient stable transport and frozen storage of food products and service of freezing of fruits and vegetables.
(not mandatory further detailed description: fruit and vegetables)
(Mandatory translation into English of the audit scope)

Logistic services:

I (Storage)	II (Transport)
Product Scope(s): 1.1; 1.3; 1.4; 1.5	Product scope(s): 1.1; 1.3; 1.4; 1.5
Logistics processing service(s): a	

Additional information

Exclusions: [yes/no] and [description]
Partly outsourced processes: [yes/no] and [description]
Decentralised structure(s): [yes/no] and [description]
Multi-location sites: [yes/no] and [description]

Final result of the audit

As a result of the audit performed on 02. 11.2023, "xyz" found that the logistical activities of **Logistics GmbH** for the above mentioned scope of audit comply with the requirements set out in the IFS Logistics Standard, Version 3, at **foundation level**, with a score of XX %.	Recertification audit between XX.XX and XX.XX in case of announced audit and between XX.XX and XX.XX in case of unannounced audit.

Observations regarding non-conformities (D evaluation of KO requirements and Majors):

Description of follow-up on corrections and corrective actions from previous audit:

Company profile
Company data
The year of construction of the audited site(s):
If the site was fully reconstructed, enter the year:
Area of the logistics site:
Description about key investments made by the site related to logistics service and/or product oriented in the last 12 months (construction changes, machinery, etc.):
Full description of products scope(s) which are handled (based on Annex 3)
Does the audited site have logistics processing service(s)? If "yes", provide description:
Complete view of the company's logistics activities:
Number of gates for loading/unloading:
If the audited company has additional broker services, specify the kind of traded products:
How many employees are there, listed according to full-time and part-time workers (own employees, external companies), shift work:
The number and names of the sub-companies (sites) of the company (where are they situated, if they are IFS certified), details about names and kinds of sub-contracted part(s) of the logistical services
Does the company fulfil the requirements for the use of the IFS Logistics Logo, as defined in the IFS Logistics Certification Protocol (Part 1)?
Does the audited site have seasonal/ sporadic logistics services and/or activities? If "yes", provide description:
If "no", provide explanation:
Audit data
Language in which the IFS Logistics Audit was conducted:
Audit duration (only for IFS Logistics Audit):
In case of reduction/extension of audit duration, justify:
Which logistics services have been carried out during the on-site evaluation?
Additional information:

ANNEX 9: IFS Audit Report: main content

IFS LOGISTICS
Version 3, December 2023

IFS Audit Report

Summary table of all chapters and result (in percentage) per chapter

	Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5
	Governance & commitment	Product safety and quality management system	Resource management	Realisation of the Logistics services	Measurements, analyses, improvements
KO non-conformities	0	0	0	0	0
Major non-conformities	0	0	0	0	0
A	0	0	0	0	0
B	0	0	0	0	0
C	0	0	0	0	0
D	0	0	0	0	0
N/A	0	0	0	0	0
Result per chapter (%)					

Overall summary: Table of compulsory fields for specifically defined IFS Logistics Audit Requirements and Key Elements

Part of the IFS Audit Report	N° of IFS Logistics v3 Require-ment	Compulsory information to be added
Policy	1.1.1 (if applicable) Multi-site sampling program	Description of competences and responsibilities, including delegation of management responsibilities, internal auditors, and other members of the organisation.*
Corporate structure	**1.2.1 KO 1**	Summary*
	1.2.2	Summary*
	1.2.4	• Name of the competent authorities: [name] • Last visit of the competent authorities (even if it occurred more than 12 months ago): [date] • Have there been any mandatory actions connected to product safety, product fraud? [yes/no]
Management review	1.3.1	Summary*
Records and documented information	2.1.2.2	Summary*
Hazard analysis and risk assessment	**2.2.1.1 KO 2**	Summary*
	2.2.3.5	There are [number] CCPs in the company. The following different CCPs [listing of all CCPs] are implemented.
	2.2.3.6 KO 3	CCP [number]: • process step: [information] • control method: [information] • critical limit(s): [information] • control frequency: [information] In case of N/A evaluation, provide explanations.
	2.2.3.10	Summary*
Training and instruction	3.3.1	Summary*

Part of the IFS Audit Report	N° of IFS Logistics v3 Require-ment	Compulsory information to be added
Contract agreement	4.1.2	Summary*
	4.1.3 KO 4	Which of the following 6 types do the customer agreements relate to [tickbox]: • product selection • process • technological requirements • logistical services (when they have an impact on product safety and quality) • packaging • other specific customer requirements that have an impact on product safety and quality [description] **Note:** In case no customer agreements have been defined, N/A evaluation is possible.
Performance of suppliers and service providers	4.2.1.1	Summary*
	4.2.4.1 (if applicable)	Summary*
Specific requirements for products handling		
Contamination risk	4.3.1	Summary* **Note:** description shall include information about an allergen management plan established on site.
Labelling (logistics processing service)	4.3.7 (if applicable)	Summary*
Traceability	4.4.1	• During the evaluation, the following traceability test was conducted as initiated by the auditor. • Origin of the product sample: • Retail outlet: [yes/no] • Selected on-site by auditor: [yes/no] • Finished product: [article n° / product / batch n° / best before date] • Based on the traceability sample that was used to verify upstream • and downstream traceability the given time could be proven; including packaging and mass balance: [time] • The following contracts/specifications have been checked within the framework of the traceability test: • [material/date or version of contracts/specification] • The result of the traceability test during the evaluation has been found to be compliant.
	4.4.3	Summary*

Part of the IFS Audit Report	N° of IFS Logistics v3 Require-ment	Compulsory information to be added
Product fraud and product defence	4.5.2	• Product groups that were identified as risky in the vulnerability assessment: [list] • Criteria that were selected in the vulnerability assessment: [description] • Details of the vulnerability assessment (dates, responsibilities, points of discussion, etc.).
	4.5.4	Summary*
Air conditioning / ventilation / compressed air and gases	4.7.2.3	Summary*
Cleaning and disinfection	4.8.1	Summary*
Pest monitoring and control	4.10.1	• External service provider: [yes/no] • Pest monitoring activities are carried out internally by own employees: [yes/no] • Frequency: [daily, weekly, monthly] • Inspections include: [target organisms] • Last inspection: [date] • The inspection reports show no particular pest activities inside facilities since the last IFS Audit. [or] • The inspection reports show pest activities inside facilities since the • last IFS Audit with the following actions: [kind of action(s)]
Transport	4.12.1	Summary*
Internal audits	**5.1.1 KO 5**	Summary*
	5.1.3 (if applicable) (Multi–site sampling program)	Information on the sample checked during the IFS Logistics Audit regarding the auditor competence and the last calibration
Site inspections	5.2.1	Summary*
Quantity checking	5.5.1 (if applicable)	• Frequency and methodology of quantity checking: [description] • Company uses "℮" mark on packaging: [yes/no]

Part of the IFS Audit Report	N° of IFS Logistics v3 Require-ment	Compulsory information to be added
Complaints management	5.6.2	Product complaints (within 12 months): • Total: [number] • From consumers: [number] • From retailers/customers: [number] • From authorities: [number incl. complaint reasons] • Main reasons for complaints from consumers/retailers: [list top 3] • Foreign body complaints (within 12 months): [number] [type of foreign body] • Foreign materials with most frequent complaints: [list top 3]
Withdrawal/ recall/incidents	5.7.1	• Number of withdrawals performed since the last audit: [number] • Number of recalls performed since the last audit: [number] • Cause of withdrawals: [description] • Type of product safety issue in case of recalls: [description]
Management of deviations, non-conformities , corrections and corrective actions	**5.9.2 KO 6**	Summary*
If applicable, additional information		
Note: additional information can also be given for requirements not listed as a compulsory field or any other auditor remark		

Summary *: no free text but a summary that needs to be checked and validated by the auditor.

Summary of all deviations and non-conformities found for each chapter and requirement:

N°	Reference	IFS Requirement	Evaluation	Explanation
1.	1.1.1			
2.	1.1.2			

Summary of all requirements considered as not-applicable (N/A):

N°	Reference	IFS Requirement	Evaluation	Explanation
1.	1.1.1			
2.	1.1.2			

Detailed IFS Audit Report:

N°	Reference	IFS Requirement	Evaluation	Explanation
1.	1.1.1			
2.	1.1.2			

ANNEX to the IFS Audit Report

List of key participants:

Audit participants					
Name	Position	Opening meeting	On-site evaluation	Documen-tation review	Closing meeting
Mr. Quality	Quality Manager	X	X	X	X
Mr. Manager	General Manager	X			X
Mr. Interpreter	Interpreter	X	X	X	X

IFS Logistics Product Scopes

IFS Scoring System (based on charts 4 and 5, Part 1)

Scoring and issue of certificate (based on chart 7, Part 1)

ANNEX 10: IFS Certificate

Certificate
UNANNOUNCED AUDIT

IFS Logistics (★)
(if star status)

Herewith the certification body

Name of the certification body

being an ISO/IEC 17065 accredited certification body for IFS Certification and having signed an agreement with IFS Management GmbH, confirms that the processing activities of

Name of the audited company
Address

(GS1 GLN(s) and where applicable, sanitary legal authorisation number) COID,
(head office name and address, if applicable)
for the audit scope:
(Detailed description of logistics service(s), handled products including handling conditions, kind of transport, if applicable and logistics processing service(s), if applicable)

additional information:
If there are partly outsourced logistics processing service(s), the following sentence shall be added:
"Besides own logistics processing service(s), the company has partly outsourced logistics processing service(s)",

description of exclusions, if applicable,

if the company performs additional broker activities, provide the certification status by writing the sentence:
"The company has own broker activities which are / are not IFS Broker/other GFSI recognised standard certified".

Code(s) of logistics service(s)
meet the requirements set out in the

IFS Logistics Version 3, December 2023

at Foundation level / Higher level
and other associated normative documents
with a score of XX %
IFS Star Status due to unannounced audit, if applicable
(+ star symbol to be added close to the IFS Logistics Logo)

Certificate-Register number:
Date of the last unannounced audit (last day of the audit):
If no unannounced IFS Logistics Audit has been conducted for the respective COID yet, the certificate shall indicate the following:
"Last audit conducted unannounced: N/A"

Audit date (if relevant: plus date of the follow-up audit):

Certificate issue date:

Date of expiration of the certificate (the certificate validity shall remain the same each year as described in the IFS Logistics Certification Protocol, Part 1):

Next audit to be performed within the time period:
(Recertification audit between XX.XX and XX.XX in case of announced audit and between XX.XX and XX.XX in case of unannounced audit)

Date and place:

Name and signature of the responsible person at the certification body:

Address of the certification body:

Logo and/or name of the accreditation body and its registration number
Logo and/or name of the certification body

ANNEX 11: Glossary

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/liter expressed as SO_2. Regulation (EU) N° 1169/2011 of the European Parliament and of the Council.
Allergen (US)	There are 9 major allergens recognised in the United States according to the 2009 U.S. Food and Drug Administration (FDA) Model Food Code, Definitions section, page 12 and page 12 and the FASTER Act, 2023. (1) "Major food allergen" means: (a) Milk, egg, fish (such as bass, flounder, cod, and including crustacean shellfish such as crab, lobster, or shrimp), tree nuts (such as almonds, pecans, or walnuts), wheat, peanuts, sesame and soy beans (b) A Food ingredient that contains protein derived from a food, as specified in subparagraph (1) (a) of this definition. (2) "Major food allergen" does not include: (a) Any highly refined oil derived from a food specified in subparagraph (a) of this definition and any ingredient derived from such highly refined oil; or (b) Any ingredient that is exempt under the petition or notification process specified in the Food Allergen Labelling and Consumer Protection Act of 2004 (Public Law 108–282).
Assessor (for accreditation bodies)	Person assigned by an accreditation body to perform, alone or as part of an assessment team, an assessment of a conformity assessment body. **Note:** In IFS Standards, conformity assessment body is named certification body.
Audit	Process for obtaining relevant information about an object of conformity assessment and evaluating it objectively to determine the extent to which specified requirements are fulfilled. It includes any applicable evaluation activity, such as inspection, testing and management system audit.

Audit time window (unannounced audit)	Time period during which the unannounced audit may be performed. The date of reference for this time window is the audit due date (the date of first certification audit) in an audit cycle. Within the IFS Logistics Certification protocol (Part 1), the time window is [–16 weeks; + 2 weeks] of the audit due date.
Blackout period	Period of time that can be notified by the company to its certification body in which the unannounced audit cannot take place. This includes a maximum of ten (10) operational days when the logistics site is not available for audit (e.g. staff holidays, maintenance days, etc.) as well as non-operating periods. **Note:** The ten (10) operational days can be split into a maximum of three (3) periods. These, together with the non-operating periods, shall be notified to the certification body when registering for the unannounced audit. The certification body will decide if the unannounced character of the audit is fulfilled.
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 measures, essential to control significant hazards, are applied in a HACCP system.
Central (Controlling) Organisation	An organisation which is employed by or a subsidiary of a larger organisation and has the responsibility to plan, control and manage the organisation's product safety management system.
Central management	An identified central department (but not necessarily the headquarters of the organisation) which has the responsibility to plan, control and manage the organisation's product safety management system.
Codex Alimentarius	The Codex Alimentarius is a collection presented in a standard form of international food standards. It is based on the assumptions and decisions of the so-called Codex Alimentarius Commission, a joint committee of the Food and Agriculture Organization (FAO) and the World Health Organization (WHO) of the United Nations was first published 1963.
Company	Any establishment, comprising one or more logistics sites, in which any stage of logistics services are carried out. The company can have one or several legal entities registered and/or approved by the relevant authority on behalf of the food business operator.
Contamination	Introduction or occurrence of a contaminant in the product or the product environment. A contaminant can be any biological, chemical or physical agent, foreign material, or any other substances not intentionally added to the product that may compromise product safety or suitability. Contamination can also mean correlation of packages among themselves.
Contractor	A company or person who is contracted by the company to carry out work for the site.
Control measure	Any action or activity that can be used to prevent or eliminate a hazard or reduce it to an acceptable level.

Correction	Action to eliminate a detected deviation and/or non-conformity. For the action plan of the IFS Certification Audit, the correction shall be implemented, at latest, before the certificate is issued.
Corrective action	Action to eliminate the cause of a detected deviation and/or non- conformity. For the action plan of the IFS Certification Audit, the corrective action shall be implemented, at latest before the recertification audit.
Customer	A customer is a business company or person to whom logistics services are sold.
Customer agreement	A negotiated and usually legally enforceable understanding between a customer and the company.
Decentralised structure	Off- site facility (e.g. dependent central warehouse(s), satellite depots / satellite warehouse, cross-docking platform, distribution hub) owned by the company where part(s) of logistics processing services and logistics service(s) of the site take place. It is under the management of the "main" site. Only partial activities/services take place there.
Deviation	In the IFS Logistics Standard: Non-compliance with a requirement, without any impact on product safety related to products and processes. Deviations are requirements scored with a B, C, D and KO B requirements.
Distribution	A method of delivery and/or transporting products from one place to another.
Equipment	Tangible property (other than land or buildings) that is used in the operations of a business. Examples of equipment include devices, machines, tools, vehicles and also transport units like pallets, cooling boxes and includes equipment used or intended to be used to clean and disinfect food premises or equipment.
FEFO (first expired-first out)	Common process, in which the first expiring products — relating to the shelf life — are removed from storage first.
FIFO (first in-first out)	Common process, in which the first received products are removed from storage first.
Flow diagram	A systematic representation of the sequence of steps or operations/ activities used in the logistics of food or non-food products.
Global Location Number of GS1 (GLN)	The GLN is required to clearly identify the IFS certified site in the electronic communications in the supply chain. It is mandatory for sites located: • within the European Economic Area (EEA), • within the United Kingdom, • within countries having signed bilateral agreements with the European Union and considered as integrated into the EEA, like Switzerland. GLNs are requested in the IFS Audit Report, on the IFS Certificate and in the IFS Database for each certified site(s), if applicable
GMO	Genetically modified organism: an organism, with the exception of human beings, in which the genetic material has been modified other than through natural multiplication or natural recombination.
HACCP system	Hazard analysis and critical control points: a system which identifies, evaluates and controls hazards which are significant for food safety.

HACCP plan	Documentation or set of documents, prepared in accordance with the principles of HACCP to ensure control of significant hazards in the food business.
Hazard	A biological, chemical or physical agent in, food/product with the potential to cause an adverse health effect.
Hazard analysis	The process of collecting and evaluating information on hazards identified in products, the environment, in the logistics services, and conditions leading to their presence to decide whether or not they are significant hazards.
Head office assessment (for accreditation bodies)	Assessment of the conformity assessment body head office. **Note:** In IFS Standards, conformity assessment body is named certification body.
Incident	A situation within the supply chain where there are possible and/or confirmed risks associated with product safety, quality legality and authenticity; or any force majeure event (e.g. critical resources / services disruption, natural disasters, loss, emergency situations, crisis, etc.) with a direct impact on delivering trusted products.
Ingredient	Any substance, including food additives, used in the manufacturing or preparation of a food which remains in the finished product, even in the modified form.
Inspection	Inspection of an activity includes inspection of product characteristics, customer requirements, persons, facilities, technology and methodology. Site inspection covers specific subjects and can be carried out by any appropriate person. That means regular visits in any areas, for any purposes, to check the conformity (hygiene, pest control, product control, foreign body hazards, surrounding control etc.) with specific requirements or, on the basis of professional judgement, with general requirements.
Instruction program	A defined program designed to provide clear and concise instructions to personnel to meet product safety and quality objectives.
Integrity Program	Program implemented by IFS in order to: • Monitor, as preventive actions, performance of auditors and certification bodies as well as audited companies, • Manage, as corrective actions, any complaints addressed to IFS.
Internal audit	General audit process, for all activities in a company. Conducted by or on behalf of the company for internal purposes. An internal audit is an independent and objective assurance and consulting activity that is designed to add value and improve the operations of an organisation. It helps an organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.
Key roles	Personnel who have significant responsibilities and accountability for the development and maintenance of product safety, quality, legality and authenticity.

Legal entity	A legal entity is the registered office of the logistics business where, according to agreement, the logistics business operator has its administrative centre. It generally identifies the place where the administrative organisation of the company is located.
Location	One physical address where the logistics site(s) is/are situated.
Logistics site or site	A unit of the company. An establishment in a specific physical location where the IFS Logistics Audit is conducted in which any stage of logistics services can be carried out. It can also include facilities (for example dependent central warehouse(s), satellite depots/satellite warehouse, cross-docking platform, distribution hub) owned by the company where part(s) of the logistics services of the site take place. It is under the management of the "main" site.
Logistics processing service	The following limited logistics processing services can be conducted in addition to the main storage services at the location of the assessed site: • freezing/thawing processes under specific conditions • ripening, under specific conditions • simple sorting of fruits and vegetables based on qualitative aspects • packing of pre-packed food products • labelling with regards to the application of existing labels on packed products intended for the final consumer. **Note:** pallet labelling is not part of the labelling processing service
Mass balance	Test performed to measure the quantity of inputs and outputs during a traceability test.
Monitoring	Determining the status of a system, a process, a product, a service or an activity. For control measures defined as a CCP and other control measures: the act of conducting a planned sequence of observations or measurements of control parameters to assess whether control measures defined for a CCP and other control measures are under control.
Multi-site organisation certification option	Certification option for organisations with more than 20 sites. Besides this requirement other pre-conditions must be fulfilled which are specified in the corresponding guideline. Every site covered by this certification option is mentioned on the main certificate. The specific pre-conditions and rules are published in the "Guideline for multi-site certification for IFS Logistics certified companies". This guideline can be downloaded on www.ifs-certification.com
Non-conformity	In the IFS Standard, defined non-conformities are Major non-conformities and D evaluations of a KO requirement. Non-fulfilment of a specified requirement. Non-conformity can be given in case of: • non-respect of legislation, • product safety issues, • internal dysfunctions, and • customer issues.

Partly outsourced process	Production step(s) or part(s) of the production process carried out off-site by a third-party on behalf of the IFS certified logistics site. In the IFS Standard, primary packing and labelling are also considered as production steps: if carried out outsourced, these shall be considered as partly outsourced processes.
Partly outsourced logistics processing service	A part of a logistics processing service that is carried out at the location of the audited site and which is also partially being carried out off-site by a third-party on behalf of the IFS Logistics certified site. This also includes logistics processing services which are partly outsourced by a sister company within the same company group.
Product	Independent article, which is logistically handled.
Product authenticity	The characteristic of a product in relation to its origin, and/or process of production and/or its inherent properties (e.g. organoleptic or chemical).
Product fraud	The intentional substitution, mislabelling, adulteration or counterfeiting of products, raw materials or packaging materials placed upon the market for economic gain. This definition also applies to outsourced processes.
Product fraud mitigation plan	A process that defines the requirements for when, where and how to mitigate fraudulent activities, identified by a product fraud vulnerability assessment. The resulting plan will define the measures and checks that are required to be in place to effectively mitigate the identified risks. The control measures required to be put into place may vary according to the nature of: • the product fraud (substitution, mislabelling, adulteration or counterfeiting) • detection methodology • type of surveillance (inspection, audit, analytical, product certification) source of the raw materials and packaging materials.
Product fraud vulnerability assessment	A systematic documented form of risk assessment to identify the risks of possible product fraud activity within the supply chain (including all raw materials, products, packaging materials and outsourced processes). The method of risk assessment may vary from company to company, however the systematic methodology for product fraud vulnerability assessment shall include, at a minimum: • The identification of potential product fraud activities, using known and reliable data sources. • The evaluation of the level of risk, both product and supply source. • The evaluation of the need for additional control measures. • The development and implementation of the product fraud mitigation plan, using the results of the vulnerability assessment. • An annual review, or more often if there is increased risk identified by change to defined risk criteria. The criteria used to evaluate the level of risk should be, for example: • History of product fraud incidents • Economic factors • Ease of fraudulent activity • Supply chain complexity • Currently implemented measures • Supplier confidence.
Product defence	Procedures implemented to ensure the protection of products and their supply chain from malicious and ideologically motivated threats.

Product safety culture	Shared values, beliefs and norms that affect mindset and behaviour toward product safety in, across and throughout an organisation. Elements of product safety culture are those elements of the product safety management which the senior management of a company may use to drive the product safety culture within the company. These shall include at a minimum • Communication about product safety policies and responsibilities • Training • Employee feedback on product safety related issues • Performance measurement.
Resources	A stock or supply of money, materials, staff, and other assets that can be drawn on by the company in order to function effectively and continuously achieve objectives.
Reviewer	Person at the certification body in charge of assessing the IFS Audit Reports before a certification decision is made. An IFS Logistics Reviewer is either an: • IFS Logistics Auditor or • IFS Logistics Pure Reviewer or • IFS Food Reviewer (auditor / pure reviewer) who took part in an IFS Logistics Course (1 day). The tasks of the IFS Reviewer are, at a minimum, to check: • The overall consistency of the IFS Audit Reports. • If the IFS Audit Reports are properly completed (e.g. compulsory fields, etc.). • If the findings are well described and in agreement with the evaluation. • If the corrections and corrective actions as well as the deadlines for implementation proposed by the audited production site have been validated by the auditor (or by a representative of the certification body) and are relevant. The review shall be documented.
Risk	A function of the probability of an adverse health effect and the severity of that effect, consequential to (a) hazard(s) in food/product.
Root cause analysis	Process or procedure that helps to understand the initial causes of a problem, in order to identify the proper corrective action that will prevent a recurrence.
Safety Data Sheets (SDS)	Safety data sheets (SDS) are safety instructions for handling dangerous substances, they are principally intended for use by professional users and must enable them to take the necessary measures in regards to the protection of health, safety and the environment at the place of work. The safety data sheet may be supplied on paper or electronically, provided that the addressee has the necessary means of receiving it.
Senior management	Executive management.
Service provider	Organisation that provides services to another company, for example, transport, storage, consignment, cleaning, pest control etc.
Sign-off audit	First witness audit of an auditor after having passed the IFS Examinations for the purpose of confirmation of competencies for final approval as an IFS Logistics Auditor. The sign-off audit shall be performed during a full IFS Logistics Certification Audit. The observer shall be an IFS Logistics Auditor.

Simple sorting of fruits and vegetables	Logistic processing service consisting of the following activities: manually selecting, sorting out, order-picking and re-packing of fruit and vegetables based on qualitative aspects without manipulating (e.g. cutting, trimming) according to customer requirements (including label information) to fulfil a customer's order.
Staff facilities	Areas within a site, other than food handling areas, that are used by personnel, e.g. cloakrooms, toilets, canteens and restrooms.
Storage	Stocking of products in dedicated premises. In IFS Logistics it is considered as one of two services, which fall under the logistics scope.
Storage conditions	Product specific requirements for storage, e.g. humidity, temperature, atmosphere, exclusion of negative impacts and contamination
Supplier	A supplier provides services and/or goods to a customer. They are consulted for the fulfilment of logistics services, e.g. suppliers of technical logistical equipment, of packaging material, sub-contractors etc.
Suspension (of IFS Logistics Certificate)	Applies when the intention is to reinstate the exact same certificate (with same issue number, same validity, etc.) in case the suspension is lifted. Examples: • In case of pending investigations by the certification body, following a product safety incident or other event • For the certificates of all companies linked to a head office / central management, when a non-conformity is issued during the audit of the head office / central management • In case of non-payment of the current audit by the audited company.
System	Set of interrelated or interacting elements. A system is a planned, sustainable structured course of action. Depending on the complexity, documentation is recommended. A system includes documentation, procedure description, control/monitoring, corrective action, site plan.
Traceability	Ability to trace and follow a product through all process stages of logistics activities.
Transport	Transportation is the movement of goods from one place to another.
Turnover	Loading of goods during the logistics service (e.g. preparation, loading, unloading).
Unpacked product	Unpacked food product or loose food products, e.g. meat carcasses, loose bread, bulk goods (e.g. sugar) and goods in tank wagon/transporter (e.g. edible oil, milk).
Validation	Confirmation, through the provision of objective evidence, that the requirements for a specific intended use or application have been fulfilled. Validation of control measures defined for CCPs and other control measures in obtaining evidence that a control measure or combination of control measures, if properly implemented, is capable of controlling the hazard to a specified outcome. **Note:** For pre-existing HACCP plans, continuously conducted and documented verification procedures may act as a part of evidence of validation.

Verification	Confirmation, through the provision of objective evidence, that specified requirements have been fulfilled. The verification of control measures defined for CCPs and other control measures is the application of methods, procedures, tests and other evaluations, in addition to monitoring, to determine whether a control measure is or has been operating as intended.
Withdrawal (of IFS Logistics Certificate)	Applies when it is neither intended nor possible to reinstate the exact same certificate (with same issue number, same validity, etc.). Examples: • When any information indicates that the logistics services/activities may no longer comply with the requirements of the certification system especially in case of non-conformity(ies) identified during the audit (main or follow-up audit) or when access is denied (apart from force majeure). • In case the production stopped and moved to a new location. • In case of cancellation of certification contract (between the certification body and the company).
Witness assessment (by accreditation bodies)	Assessment of the conformity assessment body when it is carrying out conformity assessment services within its scope of accreditation. **Note:** In IFS Standard, conformity assessment body is named certification body.
Witness audit to be performed every two (2) years, for approved IFS Logistics Auditors (monitoring witness audit)	Every IFS Logistics Auditor shall be assessed during a full IFS Logistics (or IFS Food) on-site witness audit every two (2) years by the certification body, in order to evaluate her/his competencies. This audit can be performed at any time during the second calendar year after the year in which last witness audit has taken place. The witness auditor: • shall not be part of the audit (as a team member). • shall be an experienced IFS Auditor (see requirements under 3.2, Part 3). It is not mandatory that the auditor is qualified for the all product scope(s) handled by site. The certification body shall specify the name of the witness auditor in the participants list of the IFS Audit Report and shall be able to provide, on request, a witness audit report of this witness audit. Every second time (every four (4) years) it can be replaced by a full on-site witness audit during another GFSI recognised food safety post-farm processing certification standard audit accredited against ISO/IEC 17065:2012 norm. **Note 1:** In case of an audit team in which the team can split during the audit (as both auditors have the company's audit scope), it is not possible to perform a witness audit by a witness auditor, as the auditor who is witnessed doesn't perform a full IFS Audit. But if the team does not split, it is possible to perform a witness audit by an observer for the lead auditor, as it will be possible to witness the auditor during a full IFS Audit. **Note 2:** Accreditation witness assessments performed by accreditation bodies are accepted as a replacement of a witness audit performed by an observer from the certification body. **Note 3:** Witness audits performed by IFS Integrity Program during a full IFS Logistics or Food Audit can also be accepted.

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