IFS Progress Logistics

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Development program for assessing logistics services in relation to product safety and quality

VERSION 2

JUNE 2026

ENGLISH

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Acknowledgements

IFS would like to thank all participants who have helped with their input to develop the IFS Progress Logistics. IFS is grateful to the members of the IFS Progress Logistics Working Group, IFS International Technical Committee and the associated IFS National Working Groups in France, Germany, Italy, Spain, and Poland.

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As part of the review process of the program, test assessments have been performed for IFS Progress Logistics version 2. IFS would like to thank the involved companies, stakeholders and certification bodies/assessment service providers for their support and commitment.

In case of any queries regarding the interpretation of IFS Standards and Programs, please contact standardmanagement@ifs-certification.com

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0 Introduction

0.1 History of International Featured Standards

In 2003, the German retail federation – Handelsverband Deutschland (HDE) – and its French counterpart – Fédération des Entreprises du Commerce et de la Distribution (FCD), drew up a common product 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, designated 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 and Programs are applicable to a variety of operations and activities in the food and non-food sector. All IFS Standards and Programs 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 main emphasis of IFS Standard and Programs is to create confidence in the products and processes, meaning that safety, quality, legality, authenticity, and compliance with specified customer requirements are ensured via an on-site evaluation and documentation review and inspection.

IFS started with the publication of IFS Food and then developed further standards, such as IFS Logistics, IFS Broker, IFS Wholesale/Cash & Carry, IFS PACsecure, IFS Household and Personal Care Products (HPC) and the development programs IFS Progress Food, IFS Progress Logistics, IFS Progress HPC and IFS Progress PACSecure.

The IFS Progress Logistics is a program belonging to the umbrella brand IFS (International Featured Standards).

It will be possible to perform IFS Progress Logistics 2 Assessments from 1st December 2026 on. From 1st March 2027, IFS Progress Logistics 2 will be mandatory.

0.2 The IFS Progress Logistics Program

It is known that the size of the business, the access to and application of technical expertise, difficulties concerning economic and financial resources, the nature of the work and other market factors may result in challenges when implementing a robust and/or certifiable product safety and quality management system and when allowing market access within formal supply chains, where entry requirements are usually high.

Following the needs of developing businesses and the market to set a baseline development program, IFS decided to draw up a standardised, voluntary and non-accredited step-by-step approach called IFS Progress that focusses on capability building, implementation, and assessment.

The IFS Progress Logistics Program addresses small or different sized logistic services with the potential to achieve IFS Certification, to start and/or gradually progress to product safety and quality management, optimised with the introduction of a risk-based, product and process and continuous improvement approach.

In addition to assisting the referred developing companies in the supply of safe and quality products, IFS Progress Logistics also supports and simplifies the steps towards the IFS Logistics Standard, for businesses willing to achieve IFS Certification.

Structured in different levels, the IFS Progress Logistics Program addresses product safety, quality, legal, authenticity and customer-related requirements and in addition, the current second version has been aligned with the structure of the IFS Logistics Standard.

0.3 Benefits of the IFS Progress Logistics Program

The IFS Progress Logistics Program combines the checklist with the IFS Assessment Protocol, basic requirements for certification bodies/assessment service providers and assessors, as well as with a standardised assessment report. In addition, the IFS Software and the IFS Database guarantees that every assessment report is structured in the same way and uploaded to the IFS Database where any retailer, manufacturer and food service that supports the IFS Progress Program can follow the development of each logistic service.

The main advantages of the IFS Progress Logistics Program are:

- To address small or different sized logistics services with the potential to achieve IFS Certification to develop their product safety and quality management using a stepwise development program.
- To assist respective companies with a reference framework for capability building and implementation which further encompasses a standardised IFS Progress Assessment Protocol.
- To allow flexible application of the stepwise approach regarding time, starting point and achievement of the final level.
- To gradually introduce the risk-based and product and process approach as a starting point on the way to a comprehensive, robust and/or certifiable product safety and quality management system.
- To offer a systematic and comparable approach to facilitate and assist businesses aiming to achieve IFS Logistics Standard Certification over a defined period of time.
- To establish a uniform, consistent and differentiated evaluation system.
- To provide an approach for continuous improvement process alongside the IFS Progress Scoring System.
- To work with qualified certification bodies/assessment service providers and assessors.
- To ensure comparability and transparency throughout the entire supply chain.
- To facilitate market access locally and create mutual acceptance along the supply chain.

0.4 Review of the IFS Progress Logistics Program

The IFS Technical Team and its working groups need to demonstrate control of the content and quality of the IFS Progress Logistics Program. This includes regular basis reviews to ensure compliance with all relevant requirements. The working members represent all stakeholders involved in the assessment process: retailers, logistic services, food service as well as certification bodies/assessment service providers. Besides the regular basis review, the main objective of the working group is to share practical experiences, review changes, address needs for clarification or alignments of the IFS Progress Logistics Program, and to discuss the requirements of the assessment report and decide on training needs.

PART 1

PART 1
IFS Progress Logistics Assessment Protocol

0 Purpose and content

This assessment protocol describes the specific requirements for the organisations involved in IFS Progress Logistics Program Assessments. It also provides guidance for assessment of the basic and intermediate level requirements, also assisting with the process for companies aiming to achieve full certification to IFS Logistics.

The purpose of the protocol is to define the criteria to be followed by a certification body/assessment service provider performing assessments according to the IFS Progress Logistics Program Requirements as a product and process assessment. It also details the procedures to be observed by the companies being assessed and clarifies the rationale of assessing them.

The IFS Requirements for certification body/assessment service provider and assessors are described in Part 3 of this document.

1 Steps within the IFS Progress Logistics Program

IFS Progress Logistics is applicable to service providers and used for companies with logistics activities.

The protocol shall be used as user guidance in relation to the following key phases of the IFS Progress Logistics Program (the possible options to apply the checklists are stated in Annex 1):

(0) **Self- or pre-assessment**
A voluntary self- or pre-assessment according to the basic or intermediate level checklist is carried out to assess and define the logistics site's status and entry level to the program and to prepare the logistics site for their initial IFS Progress Logistics Assessment. Subject to the outcome of the self- or pre-assessment (and/or business partner agreements, when applicable), the logistics site should start from either basic level assessment or intermediate level assessment.

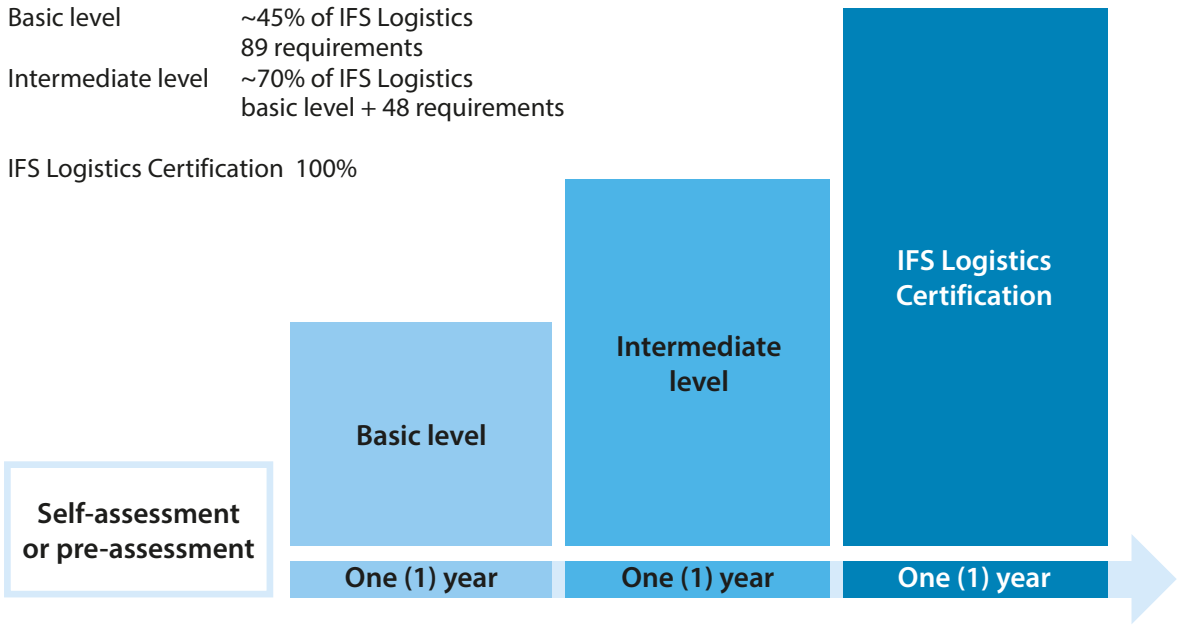
(1) **Assessment with certification body/assessment service provider – basic level**
A non-accredited assessment of the logistics site is carried out according to the requirements specified in the basic level checklist. The respective requirements at this level encompass approximately 45% of the key elements of the IFS Logistics Standard. An overview of which requirements have been included in basic level can be found in Annex 2.

(2) **Assessment with certification body/assessment service provider – intermediate level**
A non-accredited assessment of the logistics site is carried out to the intermediate level checklist, which includes all basic level requirements. The respective requirements (basic + intermediate checklist requirements) at this level encompasses approximately 70% of the key elements of the IFS Logistics Standard. An overview of which requirements have been included at intermediate level can be found in Annex 2.

(3) **Certification to the IFS Logistics Standard by a certification body**
An official accredited certification is carried out to the IFS Logistics Standard.

As the IFS Progress Programs are oriented on continuous improvement, the duration of each level should not exceed one (1) year as outlined in chart 1, unless a different individual agreement/ requirement with business partners or different development goals exist. The assessed companies should be driven to achieve the requirements of the IFS Logistics Standard within a maximum of three (3) years. Logistics site performance and the risks related to the products and process should be considered when exceptions are to be granted.

Chart 1: IFS Progress Logistics stepwise process and expected timeframe



Note: In case the defined or agreed timeframe is shorter than a year for each level, certification body/assessment service providers shall assist companies regarding the assessment expectation and preparation.

Any logistics site starting with new operations or moving to a new IFS Progress Logistics level shall ensure that all IFS Requirements can be assessed at the time that the initial/renewal assessment is performed. Prior to being assessed, it is recommended that IFS Progress companies have a minimum history of three (3) months operation and comprehensive recorded documentation at the implemented respective level.

Regardless of the defined timeframe, a new IFS Progress Logistics Assessment (new initial, renewal and follow-up) shall be performed no earlier than six (6) weeks after the last assessment date.

2 IFS Progress Logistics Program Assessment Process

The IFS Progress Logistics Program is aimed to develop and assess logistics services, applicable to companies with logistics activities for food and non-food products. An overview of the IFS Progress Logistics Assessment Process is outlined in Annex 3.

2.1 Introduction to the product and process-based approach (PPA)

The aim of the IFS Assessment is to evaluate whether the logistics activities of a logistics service enable the supply of compliant products. Therefore, in addition to an introductory risk-based approach, the IFS Progress Logistics Assessment is a product and process assessment, where the assessor challenges the assessed logistics sites on the checklist (Part 2), through product sampling and the assessment trail, in order to determine the level of compliance of the logistics activities.

The product and process approach (PPA) implies the assessment of compliance with customer related specifications as well as the legal compliance of the products, depending on the local and destination countries.

To ensure the PPA, IFS Progress Logistics Assessments 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 Progress Logistics Assessment.

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

2.2 Before the IFS Progress Logistics Assessment

Companies are required to prepare well in advance for an IFS Progress Logistics Assessment. Before starting the assessment process, the logistics site shall read the current version of the IFS Progress Logistics Program, which can be downloaded free of charge from the IFS Website.

In order to assess and define the logistics site's status and entry level to the program and to prepare the logistics site for their initial IFS Progress Logistics Assessment, a voluntary self- or pre-assessment may be performed. The intention is to allow the site to carry out a gap analysis process and create a corresponding development or action plan.

In order to undergo an IFS Progress Logistics Assessment at basic or intermediate level, the company shall appoint a certification body or assessment service provider with the corresponding assessors that meet the criteria of Part 3 of this program. A list of registered certification bodies/assessment service provider that have a valid contract with IFS Management GmbH is available by country on the IFS Website (www.ifs-certification.com).

Therefore, the company shall ensure that the following items are addressed:

2.2.1 Certification body/assessment service provider contractual arrangements

An individual assessment agreement shall exist between the assessed company and the certification body/assessment service provider detailing at a minimum the scope and level of the assessment, the assessment date, duration details and report (including its review) and letter of confirmation details. In general, the agreement shall additionally be in place to:

- Authorise the certification body/assessment service provider to assess and inspect products, processes, documents, management elements, systems, facilities, manufacturing sites and practices of the assessed party.

- Authorise the certification body/assessment service provider to upload the assessment report in the IFS Database.
- Make clear reference to IFS Progress Logistics Program quality assurance information (see Part 1, chapter 5).
- Mention that information about the logistics site and its employees is stored in the IFS Database in line with the General Data Protection Regulation (see Part 4, chapter 3).

The assessment scope shall be agreed on by both parties before the assessment takes place. It is the responsibility of the assessed logistics site to have proper communication and provide the certification body/assessment service provider with information concerning the detailed full activities of the logistics site (e.g. main logistics services and product scopes covered by the scope of the IFS Progress Logistics Assessment, logistics processing services, decentralised structures, outsourced logistics processing services, etc.), any request for exclusions under exceptional circumstances, relevant assessment history in case of certification body/assessment service provider change, etc.

2.2.2 Notifications to the certification body/assessment service provider

During the assessment cycle, the logistics site shall ensure that the certification body/assessment service provider is informed in due time about any changes that may affect the ability of the logistics site to conform to the assessment requirements (e.g. any product recall where the root cause was identified at the logistics company and/or when the logistics company is the owner of the product, any visit from authorities which results in mandatory action because the product presents a product safety hazard which is related to the IFS Progress Logistics Program, changes in organisation and management, to the logistics service(s), changes of contact address and logistics sites, new address of the logistics site). The details shall be defined and agreed between both parties. As required in the IFS Progress Logistics Checklist (Part 2), requirement 1.1.2, some specific situations require notification to the certification body/assessment service provider within three (3) working days.

After receiving such information from the sites (limited to the three (3) specific situations requiring a logistics site notification within three (3) working days), it's the certification body/assessment service provider's responsibility to investigate each situation and decide on any action affecting the IFS Progress Assessment status.

Evidence of the investigation outcome shall be available upon request.

2.2.3 Language of the IFS Progress Logistics Assessment

The assessment shall preferably be carried out in the working language of the logistics site. The language of the assessment report shall be agreed on with the business partner, when applicable.

2.3 Scope and realization of the IFS Progress Logistics Assessment

2.3.1 Coverage of the IFS Progress Logistics Assessment

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

In addition, the program 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.

The assessment is always site-specific (one legal entity, one address, one letter of confirmation), in relation to the actual logistics activities of the site. The assessment scope shall be agreed on between both parties before the assessment takes place.

Chart 2 depicts the scope determination between IFS Progress Logistics and other IFS Product scopes. More information can be found in Annex 4.

Chart 2: Logistics services (combined with IFS Product Scope results in IFS Progress 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 4)**
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 4)**

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

Note: for other non-food products different from the usual IFS Product Groups (e.g. feed), please see Annex 4.

IFS Progress Logistics shall not apply to the following activities:

- Processing of food or non-food products (except for the logistics processing services allowed in the IFS Progress Logistics Scope as seen in Part 1, chart 2).
- Importing and trading of goods (e.g. typical broker companies with purchasing activities).
- Transport of living animals.

2.3.2 Requirements regarding scope and realisation of the IFS Progress Logistics Assessment

The following scope requirements shall be considered regarding the realisation of the IFS Progress Logistics Assessment:

a) The assessment scope shall be defined based on the logistics services and product groups as referred above. It shall:
   - Include the full activities of the company resulting from all type of logistics services of the site (e.g. transport, including 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).
   - Be described in detail in the company profile of the assessment report.
   - Be indicated clearly and unambiguously in the IFS Progress Logistics Assessment Report and Letter of Confirmation.

   Note: A brief explanation about the assessment scope shall be given on the IFS Progress Logistics Letter of Confirmation. More details (e.g. on the kind of food/non-food products) can be provided on the IFS Progress Logistics Letter of Confirmation, based on the products scopes in Annex 4.

b) The defined planned level of the assessment shall be clearly and unanimously stated in the contract between the certification body/assessment service provider and the assessed company. The attained level shall be declared in the assessment report and on the letter of confirmation.

c) The assessment scope notified by the certification body/assessment service provider shall be further reviewed and confirmed by the assessor during the opening meeting of the assessment. In case the assessor identifies divergent scopes during the opening meeting, the certification body/assessment service provider shall be informed accordingly.

d) The schedule and activities undertaken during the assessment shall be reviewed and agreed at the beginning of the assessment. Furthermore, these activities can be modified following a risk assessment by the certification body/assessment service provider (for instance, if a further activity interferes with the one covered by the assessment scope).

e) The assessment shall take place at a time when all logistics services/logistics activities and related product scopes, as mentioned in the report and on the letter of confirmation, can be effectively assessed.

f) If some logistics services/logistics activities are not operating during IFS Progress Logistics Assessment, and if the HACCP plan (especially the CCPs)/risk analysis and/or services and/or activities are different to the ones evaluated during the main assessment, two (2) options are possible:

- The activities can be later reinstated during the assessment and are included in the scope of the "main" assessment.
- The logistics activities cannot be later reinstated during the assessment, and an extension assessment shall be performed. More information on extension assessments can be found in chapter 2.5.6, Part 1.

g) 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 assessment 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 Progress Logistics Assessment.

Only in exceptional situations may an IFS Progress Logistics assessed company exclude logistics services or product scopes (referred in Annex 4) from the assessment scope. The following principles apply:

- Exclusions are only permitted if they relate to logistics services or product scopes that are not part of the assessed activities or products.
- If a company performs multiple logistics activities for the same product (e.g. storage and labelling), none of these activities can be excluded individually.
- A logistics service may only be excluded if it is not an integral part of another included service and is not performed for products within the assessment scope.

Examples:

- It is not allowed to exclude the transport of vegetables if the storage of vegetables is included in the assessment scope.
- It is not allowed to exclude the storage of fruits if a logistics processing service (e.g. sorting of fruits) for the same products is included in the assessment scope.
- A company performing storage and transport of meat products, may exclude storage of hygiene products if this is not an integral part of the scope being assessed, the product scopes are clearly differentiable and there is no risk of cross-contamination.

When defined and validated by the certification body/assessment service provider, exclusions shall always be justified in the company profile of the assessment report and shall be clearly detailed in the assessment scope of the assessment report and letter of confirmation.

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

h) The IFS Progress Logistics Assessment is always site-specific, in relation to the actual logistics activities of the site. Decentralised structures belonging to the same site shall be included in the assessment scope in order to gain a complete overview of the processes and evaluate how the main site controls such structures.

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 assessment of the logistics site is insufficient for gaining a full overview of the company's activities, then all other relevant facilities shall also be assessed and included in the assessment scope.

In particular, for cross-docking stations, the certification body/assessment service provider can decide whether the evaluation of such decentralised structures should be conducted on-site at the physical location or as a document-based assessment at the main site. This decision shall take into account the level of risk and the complexity of the structure (e.g. multiple cross-docking structures geographically dispersed). Where a document-based assessment is carried out, the following elements are to be considered as a minimum (where applicable and according to the assessment level) evaluated at the main site:

- safety and quality management
- traceability
- control of safety hazards, HACCP plan
- product handling
- essential environment parameters control (e.g. temperature/humidity)
- pest management
- product fraud and product defence
- recall/withdrawals and complaint handing

Scope and full details (including how the decentralised structurers were assessed) shall be documented in the assessment overview of the assessment report.

2.3.3 Outsourced processes and IFS Progress Logistics Assessment Scope

A partly outsourced logistics processing service is defined in the IFS Progress Logistics Program as a part of a logistics processing service that is carried out at the location of the assessed site, and also being partially carried out off-site by a third-party on behalf of the IFS Progress Logistics assessed site. This also includes logistics processing services which are partly outsourced by a sister company within the same company group. When the assessed 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 requirements apply when a company has partly outsourced logistics processing services:

- Certification body/assessment service provider shall be made fully aware of such arrangements.
- The assessor shall check if all partly outsourced processes are identified and are controlled by the company. Verification of the respective documentation shall apply.
- Requirements 4.2.4.1 (Basic level) and 4.2.4.2 (Intermediate level) of the IFS Progress Logistics Assessment Checklist (Part 2) apply and shall be evaluated, to assess if the assessed logistics site ensures control over such processes. If the requirements for partly outsourced logistics processing services are not fulfilled, this may lead to a deviation or a non-conformity for the assessed logistics site.

- In the assessment report of the assessed site (assessment overview), a description of the partly outsourced logistics processing services shall be provided (including related assessment or certification status of the third-party, when applicable/if there is any: i.e., if the appointed third-party is assessed/certified to IFS or other GFSI recognised product safety schemes. If the appointed third-party is IFS Progress Logistics/Food assessed or IFS Logistics/Food certified, their COID can also be mentioned.
- On the letter of confirmation of the assessed logistics site, the following sentence shall be added beneath the description of services and products scope(s): **"Besides own logistics processing services, the company has partly outsourced logistics processing services"**.

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 Progress Logistics Checklist, especially requirements 4.2.2 and 4.2.3.

Fully outsourced logistics processing services refer to activities performed off-site by a third party and therefore fall outside the assessment scope. As a result, these activities cannot be excluded from, nor included in, the scope of the IFS Progress Logistics Assessment scope.

For the definition of logistics processing services, see Glossary.

2.4 Different types of logistics sites

The IFS Assessment is logistics site specific: one logistics site is subject to one assessment and one letter of confirmation.

Usually, most IFS Progress assessed companies are known as single logistics sites.

a) 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 assessment, one COID, one report and one letter of confirmation.

Nevertheless, depending on their size and nature, a few IFS Progress companies could also be considered as:

b) Multi-location logistics sites

c) Multi-legal entity logistics sites

d) Logistics sites with decentralised structure(s) – see chapter 2.3.2 Part 1.

In order to support certification bodies/assessment service providers to better orient companies and manage the different types of logistics sites in the IFS Progress Logistics Assessments, when applicable, further applicable rules can be found in the relevant IFS Progress Assessment Supporting Document.

Additionally, respective definitions can be found in the Glossary.

2.5 Types of assessments

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

An IFS Progress Logistics Assessment shall always be performed on-site (remote assessments are not permitted) and during consecutive working days, for both announced and unannounced assessment options.

2.5.1 Self-assessment

A voluntary self-assessment is conducted by the logistics site in line with the basic or intermediate level checklist to define their status, decide on an entry level to the program and prepare the companies for their initial IFS Progress Logistics Assessment.

2.5.2 Pre-assessment

A voluntary pre-assessment is conducted with the support of an independent consultant or a certification body/assessment service provider in line with the basic or intermediate level checklist to define their status, decide on an entry level to the program and to prepare the logistics site for their initial IFS Progress Logistics Assessment.

The assessor who performs the pre-assessment shall be different to the assessor who performs the initial assessment. The pre-assessment cannot be uploaded in the IFS Database.

2.5.3 Initial assessment

A non-accredited assessment of the logistics site is carried out to the basic or intermediate level checklist by a certification body/assessment service provider.

a) First initial assessment

The first initial assessment is the very first IFS Progress Logistics Assessment of a logistics site, during which all requirements of the IFS Progress Logistics Checklist shall be assessed by the assessor, according to the respective defined level. This type of assessment is only applicable when there is no previous history of an IFS Progress Logistics Assessment available.

b) New initial assessment

The "new" initial assessment of IFS Progress Logistics is performed:

- after an interruption of the assessment cycle (see chapter 4.4, Part 1).
- after a failed assessment due to one or several Major non-conformity(ies) or a total score <75%, which means no approval at any level in the respective current assessment cycle.
- after a failed follow-up assessment.
- after a failed extension assessment.

Note 1: In the case of a new initial assessment, the following applies:

The assessment report and action plan from the previous IFS Progress Logistics Assessment shall be reviewed by the assessor to check the implementation and effectiveness of corrections and corrective actions. This applies even if another certification body/assessment service provider issued the assessment report.

For example, if in the actual new initial assessment there are still deviations present from the previous assessment, or if the scorings were lowered, the assessor shall evaluate the situation in accordance with chapter 5.8 of the assessment checklist, Part 2.

Note 2: If an initial IFS Progress Logistics Assessment is failed, this assessment cannot be considered as a pre-assessment.

2.5.4 Renewal assessment

A non-accredited assessment of the logistics site, carried out in line with the basic or intermediate level checklist by a certification body/assessment service provider, after an initial assessment within the relevant assessment cycle.

To maintain the IFS Progress Logistics approval, the logistics site shall be assessed every year.

The renewal assessment is the assessment performed to renew the existing IFS Progress Logistics Assessment. The period in which a renewal assessment shall be performed is shown on the letter of confirmation and the assessment shall be performed during this period in order to maintain the IFS Progress Logistics approval.

It is the responsibility of the logistics site to renew their assessment in due time (or as requested by the business partner, when applicable). Therefore, all IFS Progress companies receive a reminder from the IFS Database three (3) months before the expiration of the letter of confirmation.

If the assessment 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.

A renewal assessment is a full assessment of a logistics site, during which all IFS Progress Logistics Checklist Requirements shall be evaluated by the assessor, according to the respective defined level.

Note 1: The assessor shall review the report and action plan from the previous IFS Progress Assessment to check the implementation and effectiveness of corrections and corrective actions. This applies even if another certification body/assessment service provider issued the assessment report.

If the logistics site changes the certification body/assessment service provider, the logistics site shall update this information in the IFS Database and inform their new certification body/assessment service providers so that the assessor can check the action plan from the previous assessment.

If, deviations from the previous assessment are still present in the renewal assessment, or if the scorings were lowered, the assessor shall evaluate the situation in accordance with chapter 5.8 of the assessment checklist, Part 2. The link between two (2) consecutive assessments ensures a process of continuous improvement.

2.5.5 Follow-up assessment

A follow-up assessment is required in a specific situation where the result from an initial or renewal assessment did not allow for a letter of confirmation to be issued due to one (1) Major non-conformity in a basic level requirement and/or in intermediate level requirement and a total score ≥ 75% at respective level(s).

Example: when a logistics site is assessed at intermediate level and has been scored with one Major in a basic level requirement and an additional Major in an intermediate level requirement with the total scoring ≥ 75% in both levels, a follow-up assessment is possible considering both Majors, one maximum in each level – see chart 5 and chart 6, Part 1.

The follow-up assessment is focused on the implementation of corrections and corrective actions to solve the Major non-conformity at the respective level(s) and shall comply with the following rules:

Considerations about the follow-up assessments:

- Shall be performed on-site, always announced.
- If there is a valid letter of confirmation, the certification body/assessment service provider shall assess, based on the level where the Major was scored and current letter of confirmation status, if the current letter of confirmation shall be withdrawn, and if necessary, it shall be done within (2) working days.
- The logistics site shall have implemented the corrections and corrective actions mentioned in the action plan for the respective Major non-conformity, prior to requesting the follow-up assessment.
- It shall generally be performed by the same assessor who performed the main (initial or renewal) assessment. During the follow-up assessment, the assessor shall verify if corrections and corrective actions were effectively implemented to solve the Major.
- It shall be performed no earlier than six (6) weeks, and no later than six (6) months after the main assessment. If this deadline is not fulfilled or if the logistics site decides not to perform a follow-up assessment, a completely new initial assessment applies when:
  - Both basic and intermediate levels are affected.
  - Intermediate level only is affected and continued compliance at intermediate level is desired.

Possible outcomes of the follow-up assessment:

The follow-up assessment is successful:

- The Major non-conformity in the respective level requirement **has been solved** by the logistics site; therefore, the outcome is deemed positive.
- In this case, the site has been approved at the respective level of IFS Progress. Specific information shall be provided in the assessment report (see Part 4) and the updated report and letter of confirmation (in respective approved level) shall be uploaded to the IFS Database.
- The validity of the letter of confirmation remains in the assessment cycle, as described in chapter 4.4, Part 1).

The follow-up assessment is failed:

- The Major non-conformity in the respective level requirement **is not solved** by the logistics site; therefore, the result is deemed failed.

- The site is not approved at the respective level of the IFS Progress Assessment.
- A new initial assessment may be scheduled and performed no earlier than six (6) weeks after the failed follow-up assessment. This applies when the assessment is failed as the Major(s) impacts results of both basic and intermediate levels, or when the Major is solved at basic level but the company wishes to maintain intermediate level.

A detailed flow chart with all steps can be found in Annex 5.

The upload of a follow-up assessment is free of charge.

2.5.6 Extension assessment

An extension assessment is an additional assessment to extend the current assessment scope. This type of assessment shall always be announced and on-site. Furthermore, it shall be performed during the validity period of the existing letter of confirmation in the following situations:

- If some logistics services/logistics activities were not operating during the main assessment and/or HACCP (especially the CCPs)/risk analysis and/or services and/or activities are different to the ones assessed during the main assessment.
- If an on-site assessment of the decentralised structure is needed, after the main assessment (e.g. due to geographical situation as distance from main site).
- 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 assessed during operation at the time of the main assessment. During the following year, there will be one renewal assessment and one extension assessment, in order to cover all logistics services and product scopes. The main assessment 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) assessments. This applies, for example, when new logistics services or products scope(s) different to those included in the scope of the current letter of confirmation are introduced. In this case the following rules apply:
  - The certification body/assessment service provider decides, based on a risk assessment, if an extension assessment is necessary.
  - The risk assessment shall be based on hygiene and product safety risks and shall be documented.

The following shall be considered:

- The certification body/assessment service provider is responsible for determining the relevant requirements to be assessed and the respective assessment duration.
- Conditions for approval in the extension assessment are the same as for the initial or renewal assessment, but they will only be focused on specific requirements that have been assessed.
- The original assessment score shall not be changed.

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

- The extension assessment is successful and the following shall be applied:
  - The letter of confirmation shall be updated with the new scope and shall keep the same expiry date as the letter of confirmation of the main assessment.
  - The updated letter of confirmation and extension assessment report shall be uploaded to the IFS Database.

- The extension assessment is failed in the following situations:
  - In the event of one (1) or more than one Major non-conformity(ies) at respective levels.

When the extension assessment is failed, the following consequences shall be enforced:

- The full assessment (including the main assessment) is failed and
- The certification body/assessment service provider shall address the current letter of confirmation withdrawal.

The extension assessment report shall be provided as an annex to the current assessment report.

The upload of an extension assessment is free of charge.

2.6 IFS Progress Logistics Assessment options

2.6.1 Announced assessment

Usually, the IFS Progress Logistics Assessments are carried out announced in the respective defined level (basic or intermediate level). The announced assessment is conducted at a time and date agreed on between the logistics site and the selected certification body/assessment service provider and shall be performed on consecutive working days.

An announced renewal assessment shall be scheduled at earliest **eight (8) weeks before the assessment due date and at latest two (2) weeks** after the assessment due date (anniversary date of the initial assessment).

Planning the announced assessment: For an announced assessment, the first assessment day shall be entered into the IFS Database by the certification body/assessment service provider via the diary function at **least two (2) weeks (14 calendar days**) before the first day of the assessment.

2.6.2 Unannounced assessment

The unannounced assessment for IFS Progress Logistics Assessments is a voluntary option, possible for companies assessed at intermediate level only, as an opportunity to challenge the continuous improvement approach (i.e., when companies remain in more than one assessment cycle at intermediate level).

It does not apply to:

- Companies assessed at basic level only (the only possibility to indicate an unannounced assessment in the letter of confirmation for basic level is in cases where the logistics site was assessed unannounced at intermediate level and was only approved in basic level).
- First initial IFS Progress Logistics Assessments.
- Extension and follow-up assessments.

The unannounced assessment option can be carried out when a company voluntarily decides to, or when there are agreements with their business partners and the following conditions shall apply:

- The certification body/assessment service provider shall previously inform and agree on the conditions about the unannounced assessment (including name(s) of the on-site person(s) to be contacted on the logistics site, assessor access conditions and blackout periods).
- It shall be performed within a time window of [**– 16 weeks before assessment due date; + two (2) weeks after assessment due date**] and shall take place without prior notification of the date to the logistics site, to ensure the unannounced character of the assessment. The assessment shall be performed on consecutive working days.
- The assessment report and letter of confirmation shall mention accordingly that the assessment has been performed unannounced.

Planning the unannounced assessment: The certification body/assessment service provider shall be notified of the registration for this assessment by the site at **latest four (4) weeks** before the start of the assessment time window (to allow the certification body/assessment service provider to register it in the IFS Database).

For further information about unannounced assessments, please consult the respective IFS Progress Supporting Document.

2.7 Planning an IFS Progress Logistics Assessment

2.7.1 Drawing up an assessment time schedule

The certification body/assessment service provider shall provide the logistics site with the assessment time schedule, where the assessment duration and activities shall be indicated.

The assessment schedule shall:

- Include appropriate details of the assessment scopes, level and duration.
- Specify the complexity of the assessment, products or product ranges of the logistics site, its related operations (e.g. logistics processing services, decentralised structures, logistics service providers, units involved, etc.) and additional customer requirements (if existing) that are to be assessed.
- Be sufficiently flexible to respond to any unexpected events which may arise during the on-site evaluation part.
- Take the review of the assessment report and action plan from the previous assessment into consideration, regardless of the date when the previous assessment was performed.
- In case more than one assessor will carry out the assessment, their respective roles in the assessment shall also be described.

For an announced assessment, the assessment schedule shall be sent to the site before the assessment, to ensure the availability of responsible persons on the day of the assessment.

For an unannounced assessment, the assessment schedule shall be shared during the opening meeting. It might also be modified or adapted due to the availability of the participants when it comes to being assessed and the current operating times.

2.7.2 Duration of an assessment

An assessment of the complete checklist(s) should typically last four (4) to eight (8) hours according to the respective defined level, however, depending on the size, nature and complexity of the logistics site and/or needs of the business partner, additional time shall be considered.

The certification bodies/assessment service providers shall have an appropriate system for estimating the time needed for an assessment. A number of factors, which are detailed in the contract between the certification body/assessment service provider and the assessed logistics site, play a role in determining the time required for a comprehensive assessment. These may include:

- Size of the logistics site (nature and complexity of the assessed company)
- The type of services offered
- The assessment 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 assessment
- Decentralised structure (where applicable)

Additional considerations for the assessment duration:

- The minimum assessment duration is four (4) hours for basic level and six (6) hours for intermediate level. A two (2) hour reduction is possible at intermediate level when duly decided, justified and documented by certification body/assessment service provider (e.g. for small-sized companies if only one service (e.g. only transportation) and one kind of handling (e.g. only freezing) for only one product scope is performed).
- At least 50% of the total assessment duration shall be allocated to the on-site evaluation (within the working areas of the logistics site) in order to allow the assessor to comprehensively assess the logistics services and product scopes. This can be decreased to 1/3 when duly justified (e.g. if a site has simple activities such as transport organisation only; when, for example, more documentation evaluation is required at intermediate level due to complexity of services, etc.).
- In the event that not everything related to the defined assessment scope has been assessed during the planned assessment duration, additional time is necessary.
- In addition to the estimated assessment duration, preparation of assessment and writing of the assessment report should typically add a minimum of two (2) to three (3) hours.

3 IFS Progress Logistics Assessment performance

The assessment shall be performed based on the following steps:

- Opening meeting.
- Evaluation of existing product safety and quality management elements and previous action plan (if applicable).
- On-site evaluation.
- Review and inspection (cross-check) of documentation and records (based on level of documentation required at each level).
- Final conclusions drawn from the assessment.
- Closing meeting.

The assessment shall take place at a time when all logistics services/logistics activities and related product scopes in the assessment scope can be effectively checked.

All the requirements of the IFS Progress Logistics Checklist shall be assessed based on the defined assessment level, as described below.

3.1 Assessment according to the defined level

IFS Progress Logistics Assessments can be conducted according to Annex 1 Part 1, to the respective defined level:

3.1.1 Basic level assessment

The assessor will carry out a non-accredited assessment of the basic level checklist.

3.1.2 Intermediate level assessment

The assessor will carry out a non-accredited assessment in line with the intermediate level checklist (which includes all basic level requirements).

Additionally:

- The logistics site shall assist and cooperate with the assessor during the IFS Progress Logistics Assessment.
- During the assessment, the assessor shall make detailed notes regarding all evaluations according to the IFS Progress Logistics Program, which will be used as the basis for the assessment report.
- At the closing meeting, the assessor shall present and discuss the deviations and (all) non-conformity(ies) identified during the assessment with the logistics site.

Note: For additional guidance on assessor performance, refer to the IFS Good Audit Practices Guideline.

3.2 IFS Progress Scoring System

In order to determine whether compliance with an IFS Progress Logistics Requirement has been met, the assessor shall evaluate all requirements of the assessment checklist (Part 2) according to the respective defined level.

The IFS Progress 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.

In the IFS Progress Logistics Program, there are five (5) scoring possibilities and the option of non-applicability. Points are awarded for each requirement according to chart 3:

Chart 3: IFS Progress Scoring System

Result	Explanation	Points
A	**Full compliance** (Full compliance with the requirement/perfect implementation)	20 points
B (deviation)	**Almost full compliance** (Almost full compliance with the requirement, but a small deviation was found/space for small improvements)	15 points
C (deviation)	**Part of the requirement is not implemented.** (Part of the requirement has not been implemented/basic implementation, works in daily business but many topics to improve)	5 points
D (deviation)	**The requirement is not implemented.** (Implementation is not sufficient or not done at all)	0 points
Major (non-conformity)	A Major non-conformity can be issued to any requirement. Reasons for Major rating are: • **There is a substantial failure to meet the** requirements of the program, which includes but is not limited to product safety and/or the legal requirements of the local and/or destination countries. • **An activity is out of control which might have an impact on product safety.**	Major non-conformity will subtract 10% of the possible total amount; the letter of confirmation cannot be issued.
N/A Not applicable	The requirement is not applicable. N/A can apply to any requirement. The assessor shall provide an explanation in the report.	Not included in the calculation of the total score

If the assessor raises one or several Major non-conformity(ies) and if this is a renewal assessment and the Major(s) impacts the current and valid result at its respective level, the current IFS Progress Letter of Confirmation shall be withdrawn under the following rules:

- It shall be withdrawn in the IFS Database by the certification body/assessment service provider as soon as possible and at latest within two (2) working days of the last assessment day.

- In the IFS Database, the certification body/assessment service provider shall give explanations in English about the reasons for withdrawing the current letter of confirmation, including the requirement number involved in 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 logistics site 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 letter of confirmation has been withdrawn.

In the event that more than one Major non-conformities have been identified at any level (thus no follow-up assessment is possible), a new initial assessment may be scheduled and performed after a minimum of six (6) weeks after the last day of the assessment. This applies when the assessment is failed as the Major(s) impacts results of both basic and intermediate levels, or when the Major is solved at basic level but the company wishes to maintain intermediate level.

More information on failed assessments can be found in chapter 4.3.1.1, Part 1.

Related to the scoring system, the assessor shall provide explanations in the assessment report for:

- Requirements defined as compulsory fields, even if the requirements are scored with A.
- All requirements scored with B, C, D.
- Major non-conformity(ies).
- Requirements assessed as not applicable.

4 Post assessment actions

4.1 Action plan

The assessor and/or certification body/assessment service provider shall issue the action plan (with the list of findings and explanations) to the company at latest within two (2) weeks of the last assessment date (chapter, 4.3.2, Part 1).

A provisional score and report shall be available upon request.

4.1.1 Company's completion of the action plan

The action plan template shall be used by the company as a basis for drawing up corrections and corrective actions for the issued deviations and non-conformities (see Annex 7).

Based on the scorings and explanations raised by the assessor during the assessment, the company shall provide the following in the action plan:

- Proposed corrections and corrective actions for all deviations (B, C, D) and for all Major non-conformities listed by the assessor.
- Responsibilities and implementation deadlines for both corrections and corrective actions shall be clearly stated for deviations scored with C, D and Major non-conformities according to chart 4.

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

Chart 4: Timescale for corrections and corrective actions implementation

TIMESCALE	
Corrections	**Corrective actions**
Implemented within three (3) months Shall be implemented as soon as possible. From the development perspective, at least corrections shall be implemented at latest within three (3) months after the assessment as corrections are short term actions.	Implemented within twelve (12) months Relevant for a sustainable and successful implementation according to respective risks. Implemented before the renewal assessment at the latest, as some may have longer implementation timescales depending on the complexity, this needs to be justified by the company.

The company shall send the completed action plan to the certification body/assessment service provider/assessor within a maximum of two (2) weeks of having received the action plan (see chapter 4.3.2, Part 1).

4.1.2 Validation of the action plan

The assessor or a representative of the certification body/assessment service provider shall validate the action plan submitted by the assessed logistics site taking the following into consideration:

- Relevance of the corrections and corrective actions
- Relevance of implementation dates

in the allocated columns of the action plan (release and validation date columns, see Annex 7) before the issuance of the final assessment report.

If the proposed corrections and corrective actions are not valid, consistent or are inadequate and/or if the dates of implementation are not relevant, the certification body/assessment service provider shall return the action plan to the company for completion in due time. If the action plan is not completed and validated/released in due time, the letter of confirmation may not be issued.

4.2 Assessment report

Following each assessment, a written IFS Progress Report shall be completed and prepared by the assessor in the IFS Software (see Part 4 and Annexes 8 and 9).

The report gives an overview of the relevant assessment information and the compliance of the logistics site, providing transparency and confidence.

The complete report shall be reviewed and issued according to the assessment cycle (see chapter 4.3.2, Part 1).

4.2.1 Report review

A review of the assessment outcomes and the consistency of the report shall be conducted by a nominated person(s) from the certification body/assessment service (see Part 3. chapter 1.4) prior to issuing the result.

4.3 Issuing the letter of confirmation

Based on the outcomes of the assessment and report review, the certification body/assessment service provider shall decide on the final status/result of the assessment and whether to issue an IFS Progress Logistics Letter of Confirmation or not.

The assessment outcome is defined following the rules outlined in decision trees (charts 5 and 6) and explained in chapter 4.3.1 below (charts 7 and 8).

A letter of confirmation shall only be issued if the assessment status/result is deemed as approved, in the respective template (see Part 4 and Annex 10, from IFS Software), which specifies details of the assessment and the final assessment result.

Both report and the letter of confirmation shall be uploaded to the IFS Database after the assessment within the set timeframe (see chapter 4.3.2, Part 1).

Chart 5: Decision tree for the assessment results at basic level requirements

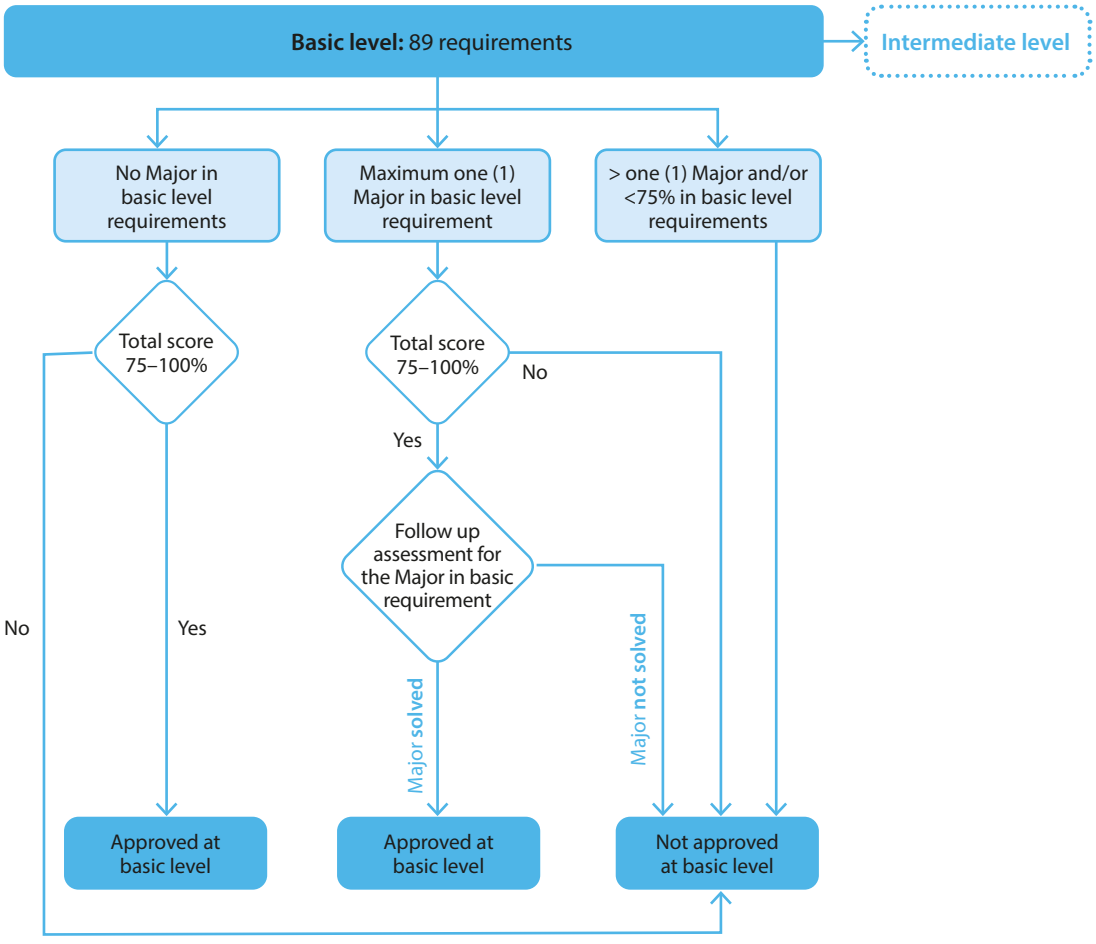
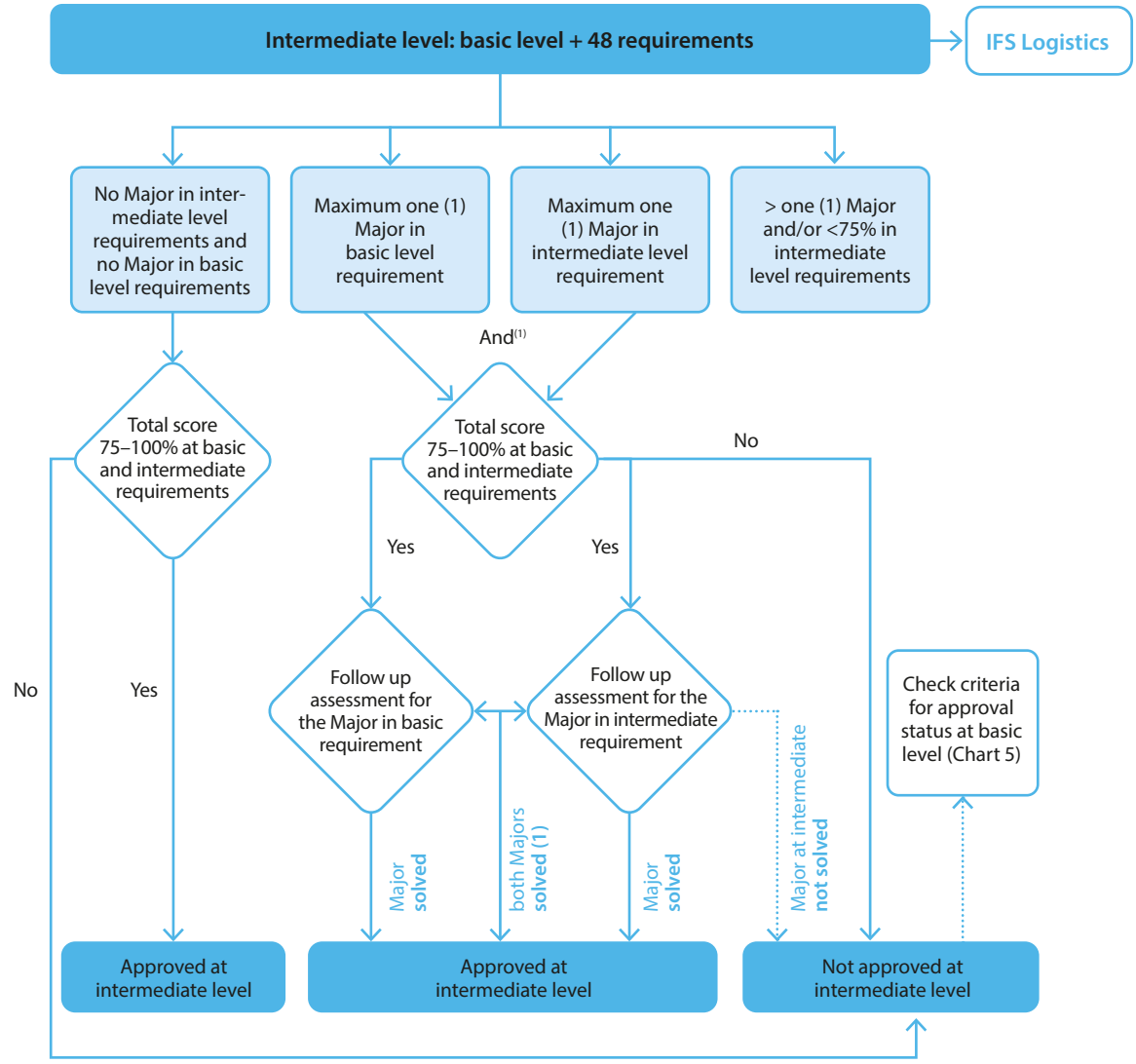


Chart 6: Decision tree for the assessment results at intermediate level requirements



(1) For companies assessed at intermediate level, where one (1) Major non-conformity has been identified in both a basic and an intermediate requirement, approval at intermediate level is only granted if all of the following conditions are met:

- A total score between 75% and 100% is achieved at basic level, and the follow-up assessment for the Major non-conformity identified at basic level is successfully passed; and
- A total score between 75% and 100% is achieved at intermediate level, and the follow-up assessment for the Major non-conformity identified at intermediate level is successfully passed.

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

a) **Basic level** - the outcome and status/result of the assessment according to basic level can be:

Chart 7: Assessment results in basic level (BL)

Assessment result	Status	Company action	Report form	Assessment frequency	Issuance of letter of confirmation
Total score ≥ 75% in BL and no Major in BL	Approved at basic level	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings For identified deviations in the validated action plan: At least corrections shall be implemented within three (3) months of the assessment. Corrective actions shall be implemented within twelve (12) months	Report including action plan provides status	Twelve (12) months to renewal assessment	Yes, letter of confirmation issued for basic level with 12-month validity. The letter of confirmation shall only be issued when the action plan is validated by CB/ASP*
Total score is ≥ 75% in BL and maximum one Major in BL	Not approved at basic level unless further actions are taken and validated after follow-up assessment	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings Follow-up assessment shall be performed within a period no earlier than six (6) weeks and no later than six (6) months after the assessment date to solve the Major. For identified deviations in the validated action plan: At least corrections shall be implemented within three (3) months of the assessment. Corrective actions shall be implemented within twelve (12) months	Report including action plan provides status	**If approved**, twelve (12) months to renewal assessment	Yes, letter of confirmation issued for basic level with 12-month validity. The letter of confirmation shall only be issued when the action plan is validated by CB/ASP* and if the Major non-conformity is effectively solved during the follow-up assessment

Assessment result	Status	Company action	Report form	Assessment frequency	Issuance of letter of confirmation
> one Major in BL and/or total score is < 75% in BL	Not approved at basic level	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings Actions and new initial assessment to be agreed upon	Report including action plan provides status	Assessment not approved. New initial assessment if desired, but no earlier than six (6) weeks after the failed assessment.	No
*CB/ASP: certification body/assessment service provider					

The assessment outcome is calculated automatically, and the assessment status is provided according to the rules above.

b) **Intermediate level** - the outcome and status/result of the assessment according to intermediate level can be:

Chart 8: Assessment results in intermediate level (IL)

Assessment result	Status	Company action	Report form	Assessment frequency	Issuance of letter of confirmation
Total score ≥ 75% in BL and no Major in BL **and** Total score ≥ 75% in IL and no Major in IL	Approved at intermediate level	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings For identified deviations in the validated action plan: At least corrections shall be implemented within three (3) months of the assessment. Corrective actions shall be implemented within twelve (12) months	Report including action plan provides status	Twelve (12) months to renewal assessment	Yes, letter of confirmation issued for intermediate level with 12-month validity. The letter of confirmation shall only be issued when the action plan is validated by CB/ ASP*

Assessment result	Status	Company action	Report form	Assessment frequency	Issuance of letter of confirmation
Total score is ≥ 75% in BL and IL and maximum one Major in BL **and/or** maximum one Major in IL	Not approved at intermediate level unless further actions taken and validated after follow-up assessment for the respective major(s).	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings Follow-up assessment shall be performed within a period no earlier than six (6) weeks and no later than six (6) months after the assessment date to solve the Major(s). For identified deviations in the validated action plan: At least corrections shall be implemented within three (3) months of the assessment. Corrective actions shall be implemented within twelve (12) months **Note:** In case the Major raised in intermediate level is not checked as solved during the follow-up assessment, the scoring and conditions for issuing an assessment report and a letter of confirmation for basic level status apply	Report including action plan provides status	**If approved**, twelve (12) months to renewal assessment	Yes, letter of confirmation issued for intermediate level with 12-month validity. The letter of confirmation shall only be issued when the action plan is validated by CB/ ASP and if the Major(s) non- conformity(ies) is/ are effectively solved during the follow-up assessment

Assessment result	Status	Company action	Report form	Assessment frequency	Issuance of letter of confirmation
Total score ≥ 75% in BL and IL and > one Major in IL (and no Major in BL)	Not approved at intermediate level	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings Actions and new assessment to be agreed upon	Report including action plan provides status	New initial assessment in intermediate level, if desired	No
	Approved at basic level	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings For identified deviations in the validated action plan: Implement at least corrections within three (3) months after assessment. Corrective actions shall be implemented within twelve (12) months	Report including action plan provides status	Twelve (12) months to renewal assessment	Yes, letter of confirmation issued for basic level with 12-month validity. The letter of confirmation shall only be issued when the action plan is validated by CB/ASP*
> one Major in BL and/or total score is < 75% in BL **and/or** > one Major in IL and/or < 75% in IL	Not approved at intermediate level	Send completed action plan within two (2) weeks of receiving the action plan template with the list of findings Actions and new assessment to be agreed upon	Report including action plan provides status	Assessment not approved. New initial assessment if desired, but no earlier than six (6) weeks after the failed assessment.	No
*CB/ASP: certification body/assessment service provider					

The assessment outcome is calculated automatically, and the assessment status is provided according to the rules above.

For both basic and intermediate level, the total score of the assessment is calculated as follows:

Total number of points = (total number of IFS Progress Logistics Requirements (points) – requirements evaluated as N/A) × twenty (20)

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

4.3.1.1 Specific management of the assessment process in case of one (1) or several Major non-conformity/ies and/or score < 75%

Specific rules shall apply, depending on the number of non-conformities issued and the total score.

If only one Major non-conformity is issued at basic level requirement and/or at intermediate level requirement, with a total score ≥75% at respective level(s), a follow-up assessment is possible. More information on follow-up assessments can be found in chapter 2.5.5, Part 1. In case the certification body/assessment service provider evaluates that the Major(s) impacts the current and valid letter of confirmation according to its respective level, it shall be withdrawn within (2) two working days.

In all the other situations where the IFS Progress Logistics Assessment is failed (due to more than one (1) Major and/or total score is <75% at respective levels) and a letter of confirmation is not issued, the following rules apply:

a) **Initial assessment:**

- The assessment shall be completed and all requirements shall be evaluated so that the company can obtain a comprehensive overview of its current situation.
- The action plan is recommended to be completed for improvement purposes.
- A full new initial assessment shall be performed no earlier than six (6) weeks after the failed assessment.
- The company will not remain visible in the IFS Database.

b) **Renewal assessment:**

- The assessment shall be completed, and all requirements shall be evaluated so that the company can obtain a comprehensive overview of its current situation.
- In case the failure impacts the current and valid letter of confirmation according to its respective level, it shall be withdrawn.
- The deadline for withdrawing the current letter of confirmation is:
  - two (2) working days if the assessment is failed due to several Major non-conformities.
  - two (2) working days after the assessment decision (final result issue), if the assessment is failed due to a total score < 75% with no non-conformity(ies) raised.
- The action plan is recommended to be completed for improvement purposes.
- A full new initial assessment shall be performed no earlier than six (6) weeks after the failed assessment.

Note 1: In case the logistics site was assessed at intermediate level and fails (including a follow-up assessment, where possible), only having basic level approval, then the letter of confirmation shall only be issued for basic level upon validation of the action plan. A new initial complete assessment at intermediate level shall be conducted for intermediate level approval, if desired.

Note 2: Any failed IFS Progress Logistics Assessment shall not be considered as a pre-assessment.

More information on failed assessments can be found in chapter 3.2 and a decision tree for the management of failed assessments is outlined in Annexes 5 and 6.

4.3.2 IFS Progress Assessment timeframe

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

- Two (2) weeks for the assessor and/or certification body/assessment service provider to send the action plan (with the list of findings and explanations).
- Two (2) weeks for the company to complete the action plan and respond to the deviations and non-conformity(ies) (draw up the action plan).
- Two (2) weeks for the assessor or a representative of the certification body/assessment service provider to validate and release the proposed action plan and for the certification body/assessment service provider to undertake the report review, decide the final status/result of the assessment and upload the assessment report, the action plan and the letter of confirmation to the IFS Database.

Total timeframe: between six (6) and eight (8) weeks from the date of the assessment to uploading all documents to the IFS Database:

- target time: six (6) weeks
- maximum time: eight (8) weeks

4.4 Assessment cycle

The assessment is valid effectively from the date of issue stated on the formal report and the letter of confirmation itself. The validity of the IFS Progress Logistics Letter of Confirmation is defined as follows:

- It starts from the date of issue of the letter of confirmation.
- It ends on the last day of the initial assessment date + eight (8) weeks – one (1) day + one (1) year.

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

The time window to schedule the renewal assessment is:

- [– eight (8) weeks; + two (2) weeks] from the assessment due date (assessment due date = the anniversary date of the last day of the initial assessment), for regular announced assessments in basic or intermediate level.
- [–16 weeks; + two (2) weeks] from the assessment due date (assessment due date = the anniversary date of the last day of the initial assessment), when a voluntary unannounced assessment at intermediate level is required.

The date for the renewal assessment is calculated from the date of the initial assessment date and not from the date of issue of the report/letter of confirmation. This allows the letter of confirmation validity to remain the same, even if the renewal assessment date changes every year and does not correspond to the anniversary/due date.

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

If the renewal assessment is not scheduled in due time, or if the steps of the assessment timeframe were not completed in time, a break in the assessment cycle will occur and a new initial assessment cycle will be initiated. Users of the IFS Database, which have the assessed logistics site in their favourites list will be informed via the IFS Database.

The previous assessment report and letter of confirmation remain visible in the IFS Database for a further three (3) months (after the end of the letter of confirmation validity). If the renewal assessment takes place later than the aforementioned time window, the assessment of the company will not be visible anymore and the COID will be automatically set to an inactive status in the IFS Database.

4.4.1 Information about the conditions of withdrawal/suspension of the letter of confirmation

An IFS Progress Logistics Assessment Letter of Confirmation shall be withdrawn by the certification body/assessment service provider in situations such as:

- When any information indicates that the logistics services/activities may no longer comply with the requirements of the IFS Progress Program, especially in case of non-conformity(ies) identified during the assessment (main, follow-up or extension), assessment fails (e.g. due to <75%), or if the logistics activities stopped and moved to a new location.
- In case of a cancellation of the assessment contract (between the certification body/assessment service provider and the company).

Note: Concerning the rules described above, it is within the discretion of the certification body/assessment service provider to withdraw letters of confirmation.

An IFS Progress Logistics Assessment Letter of Confirmation shall be suspended by the certification body/assessment service provider in situations such as:

- In case of pending investigations by the certification body/assessment service provider, following a product safety incident or other event.
- In case of non-payment of the current assessment by the assessed company.

If the suspension is lifted, the certification body/assessment service provider shall make all necessary modifications/communications.

4.5 Distribution and storage of the assessment report

Assessment reports shall remain the property of the company and shall not be released, in whole or part, to a third party without the company's prior consent (except where required by law). The consent for distribution of the IFS Progress Logistics Assessment Report must be in writing and can be granted by the company vis-à-vis the certification body/assessment service provider and/or vis-à-vis the relevant user.

The certification body/assessment service provider shall securely store a copy of the IFS Progress Logistics Assessment Report and associated documentation for a period of five (5) years. More information on the access conditions for information about assessment reports in the IFS Database can be found in Part 4.

Supplementary action
The decision on the level of supplementary actions required on the basis of the assessment report and letter of confirmation shall be made at the discretion of the individual business partner.

5 Quality assurance procedures and monitoring

5.1 Quality assurance complaint-based procedures

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 IFS Progress Quality Assurance Management. The respective information can be forwarded by e-mail to complaintmanagement@ifs-certification.com or via a complaint form on the IFS Website.

The IFS Offices collect complaints concerning IFS Progress Assessments, reports or other circumstances where the integrity of the IFS brand and program liability have been put in question. All complaints are treated with confidentiality.

The IFS Offices will gather all necessary information in order to impartially evaluate and investigate the cause of the complaint and to establish if there are deficiencies by the assessed company, certification body/assessment service provider or the assessors in meeting IFS Progress Requirements. Appropriate steps will be taken to investigate a complaint, which may include requesting a certification body/assessment service provider to carry out internal investigations or for involved parties to provide statements on the outcome of the investigations to IFS. If relevant, the complainant will be informed about the result of the analysis.

Additionally, in the event that IFS Management has good reason to believe that investigation results indicate severe impact on the integrity of the IFS brand and program liability against the IFS Progress rules, IFS Management may contact or visit the assessed company as well as the certification body/assessment service provider itself in order to conduct a check.

Based on this investigation, and if deviations are identified, an appropriate action plan shall be required from respective parties.

For certification bodies'/assessment service providers' appeal and complaints procedure, see 1.3 - Part 3.

5.2 Quality assurance monitoring for continuous improvement

In order to set a complaint and risk-based monitoring procedure with the aim to support the continuous improvement process of the quality of operation with respective parties of IFS Progress Programs, IFS Quality Assurance may contact and perform documental desk checks along with certification bodies/assessment service providers in order to verify consistency with the rules of the overall program. Depending on the outcome, an appropriate action plan shall be structured and followed up along with IFS Offices.

6 IFS Logos

The copyright of IFS Progress Logistics and the registered trademark is fully owned by IFS Management GmbH. The IFS Logos shall be downloaded via the secured section of the IFS Database. Furthermore, the terms and conditions below shall be communicated to the assessed company by the certification body/assessment service provider and checked by the assessor during the IFS Progress Logistics Assessment. The results of this check shall be described in the company profile of the assessment report as a compulsory field. If the assessor identifies that the company does not fulfil those terms and conditions, IFS Offices shall be informed accordingly.

Terms and conditions for using the IFS Logos and communication about the IFS Progress Logistics Assessment/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 program(s) they are assessed for. The respective logo can be used from the announcement of the assessment approval via letter of confirmation until the end of the assessment validity.

The general IFS Logo can only be used to express that the certification body/assessment service provider or the IFS Consultant supports IFS Progress assessed companies, or that the certification body/assessment service providers offer assessments for more than one IFS Progress Programs. All other forms of use shall be agreed on with IFS.

The IFS Progress Logistics Logo can be used in print, electronic form and in recorded films, as long as the form and format are fulfilled. The same conditions apply to the use of the logo as a stamp.

Restriction of comments and interpretations
When an IFS Progress Logistics assessed site, an IFS Progress Logistics supporting company or an IFS Progress Logistics certification body/assessment service provider publishes documents bearing the IFS Logo(s), comments and interpretations referring to IFS shall be clearly identifiable as such.

Use of the IFS Progress Logistics Logo in promotional material
The IFS Progress 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. intercompany sales packaging, public exhibitions for end consumers, product specific brochures for end consumers, etc.). The logo can only appear on a website section 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 the IFS Progress Logistics clearly refers to IFS. The IFS Logos shall not be used in presentations that have no clear connection to IFS.

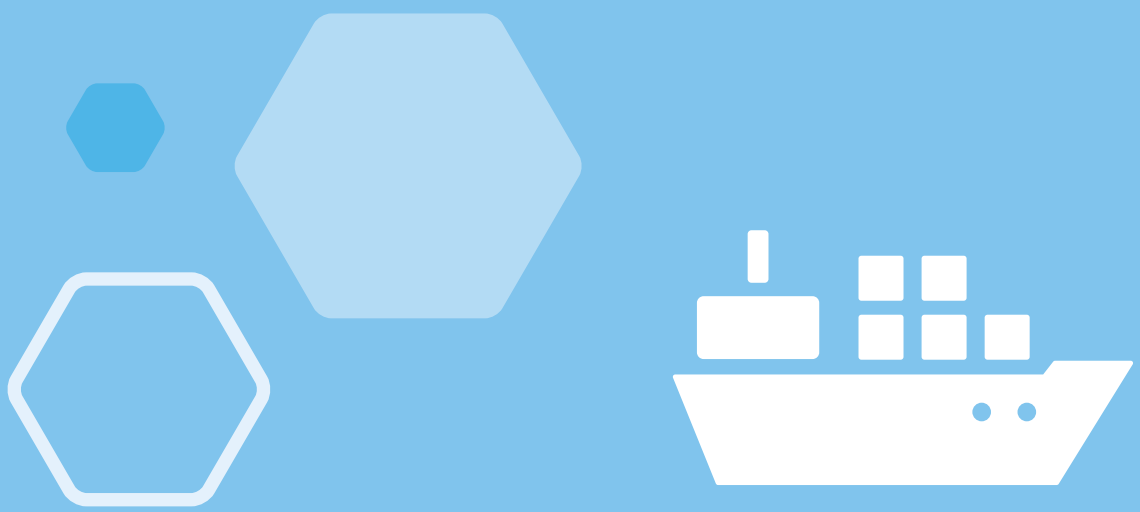
An IFS Progress Logistics assessed site, which accepts IFS Letters of Confirmation/Certificates from its suppliers or service providers (brokers, logistics service providers or wholesalers) or an IFS certification body/assessment service provider may use the general IFS Logo for promotional reasons and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

Further restriction on the use of the IFS Progress Logistics Logo
The IFS Progress Logistics Logo shall not be used in any way that may imply that IFS Management GmbH is responsible for the assessment decision. In case of suspension or withdrawal of the IFS Progress Logistics Letter of Confirmation, the assessed logistics site and company have to immediately stop including the IFS Logos on their documents and/or website. In case of exclusion regarding the assessment scope, the details about exclusions shall be available upon request. The IFS Progress Logistics Logo can be used, but the following sentence shall be written at the bottom: "some logistics services and product scope(s) are excluded from the scope of the IFS Progress Logistics Assessment" and exclusion details can be provided upon request".

Additionally, the IFS Progress Program shall not be referred to as a "certification".

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

PART 2



PART 2
List of IFS Progress Logistics Assessment Requirements

0 General clarifications

a) **About the guidance for industry and assessors**

- The purpose of the guidance is to help companies and assessors with the interpretation of the requirements, thus providing a general approach to what is expected.
- The content is focused on examples of questions and additional supportive information for each requirement as the intention is for each company to be able to reflect on the purpose/objective of the requirement and determine how to implement them according to the nature, risks, processes, services, activities and products of each site. The interpretation always depends on the situation of each individual company. Additionally, it supports the assessor to achieve a satisfactory performance of the assessment.
- Legal references are only indications and shall always be double checked. The references are only an introduction to the applicable rules and become out of date as soon as new regulations apply.
- The IFS Progress Logistics Assessment is focused on products and processes. Therefore, sampling and any objective evidence are closely linked to the evaluation of processes and whether these lead to compliant products. The product(s) that the assessor choose(s) during the assessment are important and shall be defined based on risk. The assessor shall use the guidance questions/additional supportive information to obtain comprehensive information on a representative product sample and the assessed company. If the assessed company can prove objective evidence demonstrating that the respective services and activities are compliant, this indicates a reliable assessment.
- The guidance provides examples and topics to support a comprehensive evaluation by the assessor; however, assessors are not expected to focus solely on guidance questions; they must adapt the assessment to the situation of each site on a case-by-case basis to ensure a complete overview. The assessment is not automatically considered complete because the assessor has asked every question from the list.

b) **About the requirements**

- IFS Progress Logistics version 2 requirements are based on the respective IFS Logistics Certification Standard. Nevertheless, in some cases, it has been adapted to the nature of the IFS Progress Program and aligned accordingly to a development program. Therefore, variations shall be expected in the requirement's objectives, chapter numbering and order, the level of documentation, as well as the guidance elements and evidence.
- Requirements with a "*" require compulsory information for the IFS Progress Logistics Assessment Report.
- When a requirement is marked with a hand (☞) it means that additional elements shall also be checked when this requirement is assessed at intermediate level.

c) **Additional information to assessors**

During an IFS Progress Logistics Assessment, assessors shall use relevant sampling (a representative product sample shall be chosen for the assessment trail) along with inspection techniques and a documentation review to establish compliance with IFS Progress Logistics Requirements. The assessor is encouraged to review documents and records within the logistics activities area rather than the office.

Note: For further supportive information to assist the performance of an IFS Progress Logistics Assessor, see the IFS Good Audit Practices Guideline.

Assessment checklist and guidance

Preliminary note – guidance includes:

- Additional supporting information to aid in the comprehensive interpretation, implementation, and assessment of requirements (what to check/what should be asked?).
- Examples of evidence to be checked (but not limited to) during the IFS Progress Logistics Assessment.

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
1	**Governance and commitment**		
1.1	**Corporate structure and management responsibility**		
1.1.1	The senior management shall provide sufficient and appropriate resources to meet the product and process requirements.	Basic	• How were the necessary and appropriate resources (including investments) defined? • Is there a commitment to allocate/provide the appropriate amount of resources for product and process realisation (including customer requirements) and to develop, implement and ensure compliance within product safety and quality management (e.g. in good practices, HACCP, management of incidents, deviations/non-conformities and corrective action plans, etc.)? • What are the infrastructure (buildings, machines, transport units, etc.) and/or work environment (staff facilities, environmental conditions, safety and security at work, hygienic conditions, workplace design etc.) related investments for the near future? **Note 1:** Senior management refers to the executive management within the business (highest level of management with the ability to influence the organisation and its operations). **Note 2:** Evidence through a comprehensive assessment of the IFS Progress Logistics Requirements shall demonstrate that product and process requirements are met with appropriate and sufficient resources such as: personnel, training, operational hygiene, equipment, infrastructure, working tools, process inputs/aids, services, expert advice, etc. **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of the management; engagement and availability of sufficient resources; ensuring that the appropriate training and supervision are in place for relevant personnel. **Examples of evidence:** budget plan; discussions records; key performance indicators assessment; periodic staff meetings outcomes and follow-up; on-site assessment

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
1.1.2*	The senior management (or designated authorised person) shall ensure that the certification body/assessment service provider is informed of any changes that may affect the company's ability to conform to the assessment requirements. For the following specific situations, the certification body/assessment service provider shall be informed by the company within three (3) working days about: any product recall for product safety and/or product fraud reason where: • the root cause was identified at the logistics company and/or • the logistics company is the owner of the product • any visit from authorities which results in mandatory action because the product presents a product safety hazard which is related to the IFS Progress Logistics Program.	Basic	• Are the cases clearly defined where the CB/ASP must be informed? • When were the last reported changes (for example, changes in entity name or site location) or incidents? • Which incidents related to product safety and/or fraud have taken place? (e.g. decided by authorities and/or where the root cause was identified at the logistics company or when the logistics company is the owner of the product) • Are these occurrences reportable incidents? • How is management involved in the assessment of incidents? • When did the last visit from the authorities take place? **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of the senior management and all employees; generating awareness; open and clear communication; maintaining integrity within product safety processes. **Examples of evidence:** - Reports of visit(s) from the competent authority since the last assessment - Certification body and assessment service providers notifications; - RASFF; FDA/USDA recall notification database; company webpage - Process descriptions for those specific situations

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
1.1.3	The senior management shall ensure that employees are aware of their responsibilities related to product safety and product quality.	Intermediate	• How does senior management ensure that employees know and fulfil their responsibilities related to product safety and product quality (including relevant legal requirements)? • Do employees understand how they contribute to product safety and quality management? • How does senior management take accountability for the effectiveness of product safety and quality management? • How is it ensured that employees are undertaking adequate operations regarding their responsibilities (e.g. key employees responsible for critical processes such as CCP monitoring; those with an influence on product safety and quality requirements)? **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of the senior management and all employees; generating awareness; ensuring that roles and responsibilities are clearly communicated, maintaining integrity within product safety processes and procedures; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** - Job description; responsibility matrix; qualification/ capabilities evidence - Instruction briefings, trainings, etc. - Site inspections - Complaints and follow-ups - Management review (from outcomes relevant to product safety management) - On-site interviews with key personnel

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
1.1.4	The department responsible for product safety and quality management or the responsible person shall have a reporting relationship to senior management. An organisational chart, showing the structure of the company, shall be documented and maintained.	Intermediate	• How is the organisation structured? • Is an organisational chart documented, maintained and kept up-to-date? • Who is the designated person responsible for PS/QM? • Who is(are) the person(s) responsible for reporting on product safety and quality management? • What is the relationship of the product safety and quality management department/responsible person to the senior management? • Are critical product safety and compliance issues (e.g. incidents, recalls, withdrawals, critical non-conformities, loss of control) reported directly to senior management? **Additional explanation/information:** This requirement supports product safety culture introduction and implementation as it relates to elements such as: awareness; commitment of the management and leadership to engagement and open and clear communication. Direct escalation of incidents to senior management enables fast decision-making and strengthens accountability for product safety and quality. **Examples of evidence:** - Job descriptions - Up-to-date organisational chart (including decentralised structures, if applicable)

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
1.1.5	The senior management shall maintain a process to ensure that the company 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).	Intermediate	• What sources/tools does the company use to stay informed and updated with relevant information? • Which legal requirements and/or industry codes are relevant to the company? • How is relevant information shared with affected persons? How does senior management ensure this process? • How is the business aware of product safety and product quality issues, and of factors that can influence product defence and product fraud risks? How is this ensured by senior management? • Who monitors the implementation of changes? • How does the senior management ensure that all relevant legal requirements are in place and known by the relevant persons? • How does senior management ensure that product requirements comply with all relevant legal requirements in logistics processes? **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as commitment of the senior management and all employees; generating awareness; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** - subscription on legislation; - training; - internal communications; - on-site interviews

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
1.1.6	The senior management shall support elements of product safety culture appropriate to the nature and size of the logistics operation by: • demonstrating commitment and active engagement as well as compliance with local product safety culture requirements • promoting awareness of product safety management • ensuring open and clear communication • providing sufficient resources • reviewing product safety performance at least once every 12 months.	Intermediate	• Are there local product safety culture regulations? Are they complied with? • Has the company established, maintained, and provided evidence of the implementation of an appropriate product safety culture considering a minimum of the following: a. commitment of the senior management and all employees to the safe product and process realisation. b. raising awareness among all employees about the relevant elements of product safety management (e.g. regulations, product safety hazards, hygiene). c. open and clear communication about relevant elements of product safety management, such as changes, practices, procedures, expectations, deviations, non-conformities, incidents. d. provision of sufficient resources to ensure the safe and hygienic handling of products, in line with customer requirements. • When was the product safety management last reviewed? **Note 1:** Senior management commitment usually relates to: a. ensuring that roles and responsibilities are clearly communicated b. maintaining the integrity of product safety management processes and procedures, including when changes are planned and implemented. c. verifying that product safety processes and procedures (e.g. controls) are being carried out timely and efficiently and that respective documentation is up-to-date. d. ensuring the appropriate training and supervision for relevant personnel. e. ensuring compliance with relevant legal requirements. f. promote product safety processes and procedures for the continuous improvement of the company considering developments in science, technology, best practices, customer requirements and key performance indicators. This includes product and process compliance/performance, good practices checks, HACCP verification results, complaints, incidents, non-compliances, and management of corrections and corrective action.

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
			Note 2: As part of the IFS Progress Logistics Assessment, evidence of a properly implemented product safety culture shall be collected comprehensively by cross-checking it with other related assessment requirements (e.g. corporate structure and management responsibility requirements, training requirements in resource management). **Additional explanation/information:** A gap analysis is recommended as a supporting tool to identify opportunities for improvement and to help prepare for the assessment. Supporting Reference: Commission Regulation (EU) 2021/382 of 3rd March 2021. **Examples of evidence:** trainings; resources; key performance indicator assessment; outcomes relevant to product safety management (management review); budget plan; documented discussions/outcomes; periodic staff meetings follow-up; posters; distribution of meeting minutes; internal communication; e-mails; local product safety regulations; on-site interviews

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
2	**Product safety and quality management**		
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.	Intermediate	• What rules exist regarding document control? • What types of documents have been defined (e.g. policies, processes, procedural instructions, work instructions, forms)? • Does the documented procedure address the control of documents and their revisions? • Do the documents have an identification code? How is it structured? • Who is responsible for changes? • Who checks the technical content of the documents? Who is allowed to release documents? • Are changes/amendments and modifications traceable and recorded? How can a revision be identified? • How are document changes communicated to relevant employees? Are there any distribution lists for documents? • How is it possible to recognise that documents are valid and up-to-date? How is it ensured that only valid documents are in circulation? **Note 1:** The control of documents involves: distribution, access, retrieval, usage, storage, preservation, control of changes, retention, disposition, and management of obsolete documents to prevent misuse. **Note 2:** "Documented" refers to written evidence such as records, documents, instructions and procedures, depending on the level and objective of the requirement. The basic level of IFS Progress Logistics entails process implementation, usually supported by simpler documentation such as records, written activities (e.g. cleaning methods), essential documents (e.g. specification), documented evidence (e.g. flow chart). At intermediate level, more detailed and comprehensive documentation is expected including documented procedures (where specifically required), risk-assessments (risk-based implementation evidence), and HACCP documentation.

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
			Additional explanation/information: This requirement supports the introduction and implementation of the product safety culture as it relates to elements such as integrity within product safety processes and procedures; verifying documentation is up-to-date; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** - Overview of documents and associated attachments; lists - Procedures for documents and their control - Distribution lists - Review of evidence related to examples above
2.1.1.2	All documents shall be legible, unambiguous and comprehensive. They shall be available to the relevant personnel at all times and kept in a secure location. This applies to both physical and/ or digital documents.	Intermediate	• Are documents in place and effectively implemented for all relevant processes and operations that affect product safety, quality, authenticity, legality and customer requirements? • Are documents legible and unambiguous (written in a clear way so that they can be easily understood by staff)? • Are the documents in a language understood by staff? • How does the organisation ensure that all relevant personnel can access required documents when needed, including outside normal working hours where applicable? • Where are physical and digital documents stored, and how is secure storage ensured to prevent unauthorised access, loss, or damage? • How can employees access documents relevant to their work (also without a PC/computer)? • How are changes to the documents communicated to the affected employees? **Examples of evidence:** documents; document list; distribution lists, checking documents and their versions in use by the employees on-site. **Additional explanation/information:** All documents, procedures and records for product safety and quality shall be clearly written, actively followed, regularly updated, and stored securely, whether in physical or digital form. Documentation shall be easily accessible to all necessary employees to perform their duties ensuring correct application of product safety and quality requirements.

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
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 process shall be maintained to ensure that only authorised personnel have access to create or amend those records (e.g. password protection).	Basic	• What records/information exists? • Are records available to demonstrate the compliance of the business with processes and products along with the product safety and quality management, including all applicable legal, customer, product safety, quality, and authenticity requirements? • Are records/information complete, available, plausible and legible? • What kind of assurance is given that records/information cannot be subsequently manipulated? • Are the records/information reviewed by a supervisor or related designated person? • How are corrections (authorized amendments) to records/information carried out when necessary? • Who is authorised to make such corrections? How are such corrections authorised? • What are the requirements for the storage of electronic data? • Are records received via email? How is this data organised? • Has any data loss occurred? If so, what processes are established to address and manage data loss? **Additional explanation/information:** Records are documents completed during an event to capture information such as facts, quantities, decisions, participants etc. (e.g. training records, agenda, signatures). Documented information consists of written evidence such as plans, tables, checklists, written decisions that are used to structure processes and standardise practices. This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as integrity within product safety processes and procedures verifying that documentation is up-to-date; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** - Requirements for archiving and control - Access and edit rights to data - Records

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
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 to the authorised personnel.	Basic	• Where are records/information stored? Who stores records/information? • How long are records/information kept for? • Are customer and/or legal requirements defined in relation to the duration of record keeping? • On what basis were records/information storage times defined? • How is data-backup carried out? • For products with no specified shelf life, was the record/information storage time justified (e.g. solid company experience/history)? • Are records and documented information clear and in a language understood by staff? **Additional explanation/information:** The core of this requirement is compliance with legal and customer requirements. If these are not defined, the minimum record keeping period shall be determined according to the type of product. Records for non-food products with a defined shelf life shall be kept for a minimum of one year after production. Companies shall also consider extending the retention period beyond the product's shelf life where appropriate. "Easily accessible" means that authorised personnel can quickly and securely find and use the documents. **Examples of evidence:** - Record keeping process - Customer and legal requirements - Recorded/documented justification - Overview of access rights - Review of evidence related to examples above

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
2.2	**Product safety management**		
2.2.1	**Hazard analysis and risk assessment management**		
2.2.1.1	The basis of the company's product safety management shall rely on a fully implemented, systematic, comprehensive and documented hazards analysis and risk assessment. It shall be based on items such as 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 plan shall be based on the principles of the Codex Alimentarius.** Product safety management shall be specific and implemeneted at the site.	Intermediate	• On what principles are the company's product safety/risk management based (in case of non-food products)? • Are the legal requirements of the destination country known, especially the labelling regulations? • Does every site/location have a separate risk management? When was is last reviewed? • What changes have been recently made to the product safety management? Are there any new products, sites, processes? • How are new processes introduced (have hazards been analysed and assessed)? • Have there been any technical changes? • Are there any new products, sites, processes? **For Food Scopes:** • What principles are the company's HACCP plan based on? • Is the HACCP plan for food products based on Codex Alimentarius principles? • Does every site have a separate HACCP plan? • Which specific regulations are taken care of in the HACCP plan? • When was the HACCP last reviewed? **Note 1:** Decentralised structures shall be considered in this requirement and addressed during the assessment of the main site. **Additional explanation/information:** Legal requirements of destination countries refer to laws that affect the transport operation itself, such as mandatory temperature limits during transport, vehicle construction requirements, legally required cleaning and disinfection standards for food transport equipment, segregation of incompatible loads (e.g. allergens, halal/non-halal), and legally required transport documentation such as temperature records or cleaning certificates. These requirements go beyond general Codex principles and must be integrated into the company's risk-based transport management.

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			Additional supporting reference: Commission Notice on the implementation of food safety management systems covering prerequisite programs (PRPs) and procedures based on the HACCP principles, including the facilitation/flexibility of the implementation in certain food businesses C/2022/C 355/01). This requirement supports introduction and implementation of a product safety culture as it relates to elements such as integrity within product safety processes and procedures. **Examples of evidence:** - Product safety management - Risk assessment - For Food Scopes: HACCP plan - HACCP/risk management review.
2.2.1.2	The hazard analysis and risk assessment shall cover all product groups, packaging materials in contact with food (if applicable), all process steps of logistics services at the assessed site including decentralised structures, if applicable.	Intermediate	• Does the risk management/HACCP plan cover all product groups, food contact packaging materials, if applicable, and processes? • Which processes are defined, and do they align with actual and operational practices? • Are all logistics processing services comprehensively mapped, including all relevant steps and, where applicable, decentralised • How are outsourced processes considered in the HACCP/ risk assessment plan? **Additional explanation/information:** "Packaging materials in direct contact with food" refers to any packaging that physically touches the food itself, such as bags, trays, or wrapping films. The company shall assess such packaging when food is re-packed, for example during simple sorting activities. Secondary packaging of already sealed products that are only handled without being opened does not need to be assessed. **Examples of evidence:** - Overview of product groups - Location structure, including cross docking facilities, distribution hubs, etc. - Available flow chart(s) with all relevant process steps

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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 knowledge and expertise of activities across the whole facility.	Basic	• Who is a product safety team member? • Which departments/functions are included in the product safety team? • How were the necessary departments or functions selected for the team? • How was qualification for product safety team membership verified? • What hazards are connected to the product or process, which means: is the knowledge available in the team? • Does a contract/service agreement exist with an external expert (in the case of business contracts with external expertise services)? **Note 1:** Facilities include all buildings directly under the management of the logistics site being assessed, including decentralised structures. **Note 2:** Introductory requirement to comprehensive hazard analysis / Risk management development / HACCP development. **Note 3:** When a company is assessed at the intermediate level, the product safety team refers to HACCP/risk management team. **Examples of evidence:** - Job descriptions/team matrix - Service contract - Evidence of education/qualification - On-site interviews

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2.2.2.2	Those responsible for the development and maintenance of the product safety management 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.	Intermediate	• Does the team have sufficient competence/knowledge to manage and ensure product safety? • What is the content of the risk assessment/HACCP training course? • When was the last risk assessment/HACCP training course held? • Who participated in the risk assessment/HACCP training course? • Does the company use an external expert? If yes: does a contract exist with an external expert? **Examples of evidence:** - Service or consulting contracts - Process descriptions - HACCP/risk management documents - Professional education - (Advanced) training documents, training proofs - Proof of competences - HACCP/risk management team chart
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, including relevant product safety information such as handling, storage, transport, delivery methods and respective conditions.	Basic	• Is a full description of services (including logistics processing services, if applicable) available for all product scopes handled on-site? • Are open products handled on-site? • Are products grouped according to their storage conditions (e.g. frozen foods with a defined list of included products)? • Are all relevant product safety aspects covered (e.g. product information required for logistics services such as temperature, packaging, humidity)? **Note 1:** Introductory requirement for comprehensive Hazard analysis / Risk management development / HACCP development. **Examples of evidence:** - Description of service(s), including customer requirements - Descriptions for logistics processing services carried out on-site

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2.2.3.2 (B)	**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. It shall be dated and updated in the event of any changes.	Basic	• Are flow charts available for all processes? • Are logistics processing services covered by a flow diagram? Are partly outsourced logistics processing services covered as well (if any)? • Are product flows between different locations visualised (e.g. cross docking facilities)? • Are the flow charts dated? • Have any changes been made, are they traceable? **Note 1:** Introductory requirement for a comprehensive Hazard analysis / Risk management development / HACCP development. **Examples of evidence:** - Flow charts for all processes
2.2.3.2 (I) ☞	The documented flow diagram shall define each step and, where applicable, identify each CCP.	Intermediate	• Are all steps and, if applicable, CCPs identified in the flow chart? • Are all steps and CCPs numbered? • Are all documented flow charts with defined steps and CCPs dated and up-to-date? **Examples of evidence:** - Flow charts for all products; defined CCPs, if applicable - HACCP/risk management documents
2.2.3.3 (B)	Based on logistics services (including partly outsourced logistics processing services and decentralised structures) and product characteristics, safety hazards shall be identified, documented and controlled through effective practices and measures. **For Food scopes: Where HACCP is a legal requirement for food scopes, the Codex Alimentarius approach shall be applied in accordance with its principles and steps.**	Basic	• Have all relevant biological, chemical (including allergens, where applicable), and physical hazards been identified for the products and across all process steps? • How are hazards controlled to avoid product safety risks (e.g. through good practices, good hygiene practices, specific measures, etc.)? • How and where are hazards and respective controls listed/documented? • Is HACCP a legal requirement? If so, are Codex Alimentarius principles and steps implemented? **Note 1:** This requirement serves as an introduction to developing a comprehensive hazard analysis and risk management procedure. Where such procedures (e.g. HACCP plan) are required by law, it shall be fully implemented. **Note 2:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** Product safety hazards; good practices, good hygiene practices; control measures.

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2.2.3.3 (I) ☞	**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.	Intermediate	• Does a hazard analysis exist for all product groups and each process step? • Is every significant hazard included and reasonably considered? • Which significant biological, physical and chemical hazards can be expected? Is the possibility of allergen-cross contamination considered? • How was the hazard analysis performed? • Is the likely occurrence and severity of adverse health effects analysed for each hazard within the processes? • Are risk classes defined? If so, which ones and how? • Compare information from the site tour with the hazard analysis: Are all observed significant hazards addressed? Are the assigned risk levels appropriate? **Note 1:** A minimum of the following shall be addressed: the potential biological, chemical (including allergens and radiological) and physical hazards associated with the work environment and hazards of each process step. **Note 2:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** hazard analysis; risk assessment; product group overview; flow chart; on-site observation

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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 within product safety management shall be facilitated by the application of a decision tree or other tool(s), which demonstrate a logical reasoned approach.	Intermediate	• Which good practices/good hygiene practices are implemented regarding the identified significant hazards? • If the hazard analysis indicates significant hazards that are not minimised or eliminated by good practices/good hygiene practices, which are present or likely to be introduced in the logistics process, are control measures determined Critical Control Points (CCPs) or through other control measures (former control points)? If a decision tree is not used, what tool(s) are applied to determine critical control points? • Which CCPs were defined? How many CCPs exist? • Can the process for the defined CCPs be influenced in order to prevent, eliminate or reduce a product safety hazard? • Which other control measures have been determined? • Which good practices are documented? • How are the control measures documented (the ones identified and applied as CCPs and other control measures)? **Note 1:** other control measures are formerly known as control points (CP). **Examples of evidence:** hazard analysis; flow chart; HACCP plan; decision tree/other tools; good practices.
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.	Intermediate	• Is a validated critical limit defined for each CCP? • What critical limits are defined? • How were the critical limits determined and validated? • On which basis were these critical limits established (e.g. science based, worst-case scenarios such as lowest permissible temperatures)? • Are these critical limits sufficient and effective? **Additional explanation/information:** If no CCP is defined, this has to be clearly documented in the assessment. The evidence (validation) for each CCP must be demonstrated. Worst-case scenarios (e.g. lowest permissible temperatures) are the focus of the evidence **Examples of evidence:** HACCP plan/risk management plan; overview of CCPs with limits; critical limits, validation records

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2.2.3.6*	**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 in the company and maintained for a relevant period.	Intermediate	• How are CCPs monitored? Are the CCPs under control? • Is the person responsible for monitoring aware of the procedure to follow if the limits are not under control? • Is the frequency of monitoring activities adequate to ensure that the CCPs remain under control (e.g. in the event that monitoring is not continuous)? • How is the monitoring of each CCP documented? • Who is responsible for documentation? • Are date, time, responsible employee, and result/reading documented? • How long will records be stored for? Where are records stored? • Is the accuracy of monitoring equipment and methods adequate and defined? Are functionality tests of such equipment and methods carried out? How frequent? And how is it defined? • Are corrections/corrective actions undertaken in case of identification failures and malfunction (e.g. in regard to products and processes)? **Examples of evidence:** CCP records; monitoring procedure documentation, HACCP concept
2.2.3.7	Control measures other than those defined as CCPs shall be monitored, recorded and controlled by measurable or observable criteria.	Intermediate	• How are control measures (other than those defined for CCPs) monitored? • How is the monitoring of each control measure documented? • Who is responsible for monitoring the records of those control measures? Is date, time/frequence, responsible employee and results documented? • Is the accuracy of monitoring equipment and methods adequate and defined? Are functionality checks of such equipment and methods carried out? What is the frequency? How is it defined? Are corrections/corrective actions undertaken in case of identification failures and malfunction (e.g. in regard to products and processes)? **Note 1:** Other control measures are formerly known as control points (CP). **Examples of evidence:** Review of records for monitoring of control measures (other than those defined for CCP`s); HACCP concept

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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.	Intermediate	• What corrective actions exist for each CCP or other control measure? • When were corrective actions taken ? • Was the root cause identified? • Where are corrective actions documented? • Who documents the corrective actions taken? • Are non-conforming products also considered? • How is the effectiveness of the corrective actions evaluated? **Additional explanation/information:** Actions taken for non-conforming products (e.g. disposal of affected products) usually apply to products produced after the last acceptable monitoring result **Examples of evidence:** CCP/other control measure records; corrective actions
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.	Intermediate	• How is the comprehensive validation of the HACCP plan conducted? When? • Are control measures for CCPs and other relevant hazards validated? When was the validation performed? • Are re-validation procedures carried out after any modifications that can impact food safety? **Additional explanation/information:** HACCP validation: • Validation is carried out before the HACCP plan is fully implemented, at the time the HACCP plan is designed, or when changes indicate the need for re-validation. • The HACCP plan validation ensures that its key elements—such as hazard identification, defined control measures, critical limits, monitoring, corrective actions, verification, and record-keeping—are capable of controlling the identified significant hazards. This is demonstrated through the collection and evaluation of scientific, technical, and observational information. • The validation of control measures and critical limits (for CCPs) is part of the HACCP plan validation and is performed during the development of the HACCP plan. • The HACCP plan validation methodology varies from company to company. **Examples of evidence:** validation or re-validation reports; HACCP plan documentation.

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2.2.3.10	**Establish verification procedures** Procedures of verification shall be documented, implemented and maintained to confirm that the product safety management is working correctly. Verification activities of the product safety management 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.	Intermediate	• Are verification procedures in place to ensure that the risk management/HACCP plan is working effectively? • How often is the risk management/HACCP plan verified (at least once within a 12-month period or whenever significant changes occur. e.g. process modification)? • What was the date of the last verification? • What was the result of the last verification? • Does the risk management/HACCP plan reflect the results of the verification? • What was the last date when the risk management/ HACCP plan was changed? **Additional explanation:** This requirement supports the culture introduction and implementation product safety as it relates to elements such as: verification that product safety processes and procedures (e.g. controls) are being performed timely, maintaining integrity within food safety processes. **Examples of evidence:** - data, audit reports or other reports for verification - corrective action plan results - evaluation of complaints

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3	**Resource management**		
3.1	**Human resources**		
3.1.1	Competences and responsibilities, including delegation of responsibilities shall be clearly defined.	Intermediate	• How is it assured that new employees and current employees have the right competences for the job? • For which positions do written job descriptions exist? • What is regulated in the job descriptions? • Who, for example, substitutes the QA manager during their absence? • What is the content of the job descriptions? • Do temporary or external workers have the same competence (e.g. for short-term assignments or on a CCP)? Are temporary workers aware of the control measures and their limits? **Additional explanation/information:** This requirement supports the introduction and implementation of product safety culture as it relates to elements such as: commitment of the senior management and all employees; generating awareness; ensuring that roles and responsibilities are clearly communicated; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** description of the responsibilities of important key staff; on-site interviews; process descriptions

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3.2	**Personal hygiene**		
3.2.1 (B)	Requirements relating to personal hygiene shall be documented, implemented and maintained and shall consider a minimum of 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. Personal hygiene rules shall be compliant with legal requirements.	Basic	• Do the personal hygiene rules comply with legal regulations, where applicable? • What are the rules regarding personal hygiene? • Do the personnel hygiene rules include hand washing, use and laundering of protective clothing, eating ang drinking, smoking and, if applicable handling of injuries, fingernails and jewellery, hair, and beards? • Where is smoking permitted? • How should skin abrasions be treated/covered? • Are additional areas identified and taken into consideration (e.g. higher hygiene requirements related to open products or logistics processing services, such as fingernails, glove use, etc.)? • What are the rules for taking medication to the workplace? • Are personal belongings allowed in logistics service areas? • What are the rules regarding notification of infectious diseases and the respective actions to be followed? • How shall personnel, contractors and visitors behave in case of a confirmed or suspected infectious disease? • Who is responsible for assessing each situation and deciding/addressing proper actions? • What actions are taken when these issues are notified by the personnel, contractors and/or visitor (isolation, medical examination, access restriction, etc.)? • Are personal hygiene requirements defined for external parties (pest controllers, visitors, contractors and other service providers, etc.)? **Note 1:** personal hygiene requirements shall take into account the nature of the company, products and processes (e.g. food, non-food, unpacked products). **Note 2:** restrictions and medical screening procedures shall consider and follow legal requirements in the country of operation. **Additional explanation/information:** - jewellery includes watches, earrings, necklaces, piercings, wedding bands, etc. - personal belongings include medicines, keys, mobile phone, etc. - smoking includes electronic cigarettes. - service providers shall also understand and apply these requirements. **Examples of evidence:** documented personal hygiene rules; visitors/contractors hygiene rules; on-site observation

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3.2.1 (I) ☞	Requirements relating to personal hygiene shall be risk-based defined.	Intermediate	• Are the personal hygiene rules risk-based defined? • Which criteria were considered in the risk assessment? **Additional explanation/information:** Examples of resulting personal hygiene rules defined based on risks, but not limited to: • Specific personal hygiene requirements may need to be followed in high risk areas • Rules for the use of gloves depends on the product, process, work areas/activities and respective risks (e.g. open product areas). • Visible jewellery (including piercing) and watches should not be worn. Any exceptions shall have been assessed according to respective risks and shall be effectively controlled. • Rules for cuts and skin abrasions such as covering with a plaster/bandage (which shall not pose risks, for example in open product areas, and could be waterproof and coloured differently to the product). **Examples of evidence:** documented personal hygiene rules; risk assessment; on-site observation;
3.2.2	The requirements for personal hygiene shall be understood and applied by all relevant personnel, contractors and visitors.	Basic	• How and when are the hygiene policies and rules communicated? • Who is responsible for verifying records of formal acceptance of hygiene rules (e.g. visitors), where applicable? • Are personnel hygiene rules also followed by staff from external service providers and visitors? • Do personnel, contractors and visitors maintain an appropriate degree of personal hygiene? What actions are taken in case they do not comply with rules? • How is it assured that external persons know the relevant hygiene rules? **Examples of evidence:** documented personal hygiene rules; visitors/contractors hygiene rules; on-site observation; on-site interviews

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3.2.3	Protective clothing for employees and visitors shall be appropriate, depending on the logistics services.	Basic	• Are protective clothing/uniforms adequate? • Is sufficient, clean protective clothing/uniforms provided in adequate quantity? • Is adequate protective clothing or are uniforms provided in sufficient quantity, and is it suitable to prevent product safety risks (e.g. physical contamination)? • What rules apply to the use of protective clothing (including restrictions for areas such as the canteen, changing rooms, smoking areas, toilets, outside areas, high risk or higher hygiene areas and areas with open product? • When must protective clothing and/or working clothes/ uniforms be changed? • Are specific requirements in place for open product handling? • Is protective clothing worn only on-site? • Are contractors and visitors also provided with protective clothing? **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of the management; engagement and availability of sufficient resources; maintaining the integrity within product safety processes; ensuring compliance with relevant regulatory requirements. **Examples of protective clothing:** suits, overalls, smocks, jackets, aprons, sleeves. It also includes disposable garments (e.g. shoe covers, coveralls) and personal protective elements (e.g. hard hats, earplugs, face masks with filters, reusable gloves). **Examples of evidence:** personal hygiene rules; visitors/contractors hygiene rules; on-site observation;

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3.2.4	Where applicable, protective clothing shall be properly and regularly laundered.	Basic	• What are the existing rules regarding the laundering of protective clothing/uniforms? • When must protective clothing/uniforms be changed? • Do the clothes require different cleaning methods? • Do employees clean their clothes at home? • When does protective clothing need to be washed? Is this done according to the hygiene level required by the operation? • How is the frequency of laundering defined? • Who is responsible for laundering (e.g. company, employees, etc)? **Examples of evidence:** instructions, hygiene rules, service contracts, site inspection records
3.2.5	Compliance with the personal hygiene requirements shall be checked/monitored and the respective frequency defined based on risks.	Intermediate	• Is compliance with personal hygiene rules monitored? • What is the frequency? Was it defined based on risks and the nature of the operation? • Are on-site personal hygiene compliance checks carried out through monitoring or inspections? • How is compliance with the requirements monitored during operations, work, visits, services, etc.? • What actions are taken in case the outcome of the checks are not favourable? **Examples of evidence:** documented personal hygiene rules; on-site observation; risk assessment, on-site interviews; minutes of hygiene rules monitoring, list of identified failures and actions; etc.

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3.3	**Training and instruction**		
3.3.1 (B)	Training and/or instruction shall be implemented, with respect to the training needs of the employees based on their position. It shall be applied to all personnel, including seasonal and temporary workers employed in the respective work area. Upon employment, and before commencing work, they shall be trained/ instructed.	Basic	• Do trainings or instruction activities properly address (but not limited to): product safety, product quality, legality, authenticity, processes, practices, services and other elements relevant to product and services realisation? Do they reflect the needs of the business and employee (e.g. in respect to their tasks)? • How often are training sessions or instruction activities (e.g. on-the-job trainings / workplace trainings) held? Are the responsibilities of the employee considered? • Have all personnel received proper training/instruction? • Have all new people been effectively trained? Which employees are trained/instructed upon employment? • Who is responsible for training? • Who participates in the training sessions or instruction activities? • Which foreign, seasonal and/or temporary employees are trained/instructed upon employment? What is the content of this training or instructions? • Is there any evidence of trainings carried out in-house and externally? • Which training courses have been undertaken? What was the content of the last training session? • How often are hygiene training sessions held? What was the content of the last hygiene training session? • How are the instruction necessities for each employee determined? • Have all relevant people received a refresher training? **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of senior management and all employees; generating awareness; ensuring compliance with relevant regulatory requirements and maintaining the integrity within product safety processes; ensuring that the appropriate training and supervision are in place for the respective relevant personnel. Training frequencies should not exceed 2 years and shall be based on existing legal and customer requirements, relevancy of the topic for product safety and compliance, etc. **Examples of evidence:** proof of training; job descriptions; key roles; on-site interviews

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3.3.1 (I) ☞	Documented training and/or instruction programs shall be implemented and shall include: • training contents • training frequency • employee's task • languages • qualified trainer/tutor • evaluation of the effectiveness of the training. A training and/or instruction program shall rely on a training plan, with training frequencies clearly defined and properly justified	Intermediate	• Is the training or instruction program documented? How are training needs defined (e.g. based on risk and according to respective jobs)? Is the training content described? • Who is responsible for training? What evidence is there of the trainer's qualification? • Are all employees trained in respect to their tasks? • Is the language defined? How is training/instruction carried out for employees speaking another language? • How is the effectiveness of the training and/or instruction programs checked (e.g. tests, quizzes, performance monitoring, etc.)? • When training and/or instruction programs are not effective, what kind of actions are taken? • How is the contents of the training reviewed? Who is responsible for it? **Additional explanation/information:** This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of senior management and all employees; generating awareness; ensuring compliance with relevant regulatory requirements; ensuring that the appropriate training and supervision are in place for the respective relevant personnel. **Examples of evidence:** documented training/instructions program; training schedule; effectiveness checks, results, actions.

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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 manner to prevent contamination.	Basic	• How many employees (e.g. part time workers, shift workers, temporary staff, administrative staff) are there in the company? • Are staff facilities appropriate? Are they sufficient in number and size, and are they maintained in a manner to prevent contamination? • Do employees have access to a cafeteria or any other kind of staff room/area? • Are there locker-rooms? • Where are the restrooms? • Are there sanitary facilities? • Do these facilities function well and are they in a clean and proper condition? • Are they designed and controlled so to minimise product safety issues? • Where applicable, are there separate lunchroom facilities away from logistics services areas? Is food from those facilities allowed to be brought in these areas? • Are legal requirements respected? **Note 1:** Requirements for staff facilities shall take the nature of the company, product and process into consideration. **Additional explanation/information:** Examples of staff facilities: changing room, toilets, smoking area, dining room, hand hygiene facilities. This requirement supports the introduction and implementation of a product safety culture; engagement and availability of sufficient resources; maintaining integrity within product safety processes; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** site's lay-out; on-site observation; cleaning plans and records

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3.4.2	Hand hygiene facilities shall provide: • running potable water (or water that poses no risk of contamination according to applicable legal requirements) at an adequate temperature • adequate cleaning equipment • adequate means for hand drying. **For food scopes: Where handling activities require a higher level of hygiene control, a hand hygiene station shall be located near the point of entry to handling areas.**	Basic	• Are all hand washing facilities provided with adequate equipment for hand drying (e.g. with single use towels), liquid soap and disinfectant and in sufficient quantity? • Do all handwashing facilities have access to running potable-quality water, or water that complies with legal requirements and presents no contamination risk, at an adequate temperature? • Is the equipment for hand hygiene appropriate? • How is hand drying organised? • If applicable, are hand hygiene stations located near the entry point to handling areas? • Where applicable, are there signs/pictograms advising personnel to wash hands in each relevant area? **Examples of evidence:** on-site observation; layout plan; on-site observation, (safety) data sheets of used cleaning agents
3.4.3	Where handling activities require a higher hygiene control, the hand equipment shall in addition provide: • hand contact-free fittings, • hand disinfection, • waste container with hands-free opening.	Basic	• Are all areas where higher hygiene control is required (e.g. high-risk products and highly perishable food products handling, sorting of fruits and/or vegetables, open food products etc.) provided with hand contact-free fittings, hand disinfection devices and signs or pictograms? Are all areas where higher hygiene control is required provided with hand contact-free fittings, hand disinfection devices, and signs or pictograms? • Is the equipment adequate and up-to-standard in these areas? **Additional explanation/information:** Higher hygiene areas include, for example, areas handling high-risk or highly perishable food products, sorting of fruits and/or vegetables, and areas with open food products. **Examples of evidence:** rules for company and or personnel hygiene, signs/ pictograms; on-site observation

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4	**Realisation of the logistics services**		
4.1	**Customer focus and contract agreement**		
4.1.1	Contract/customer agreements shall exist between the contract partners. The requirements defined in the agreements shall be implemented, reviewed with regard to their acceptability and agreed upon before a supply agreement is concluded. All clauses relating to quality and product safety shall be communicated to and implemented by each relevant department or responsible staff.	Basic	• Do written supply agreements (contract/customer agreements) with customers exist? Do specific customer requirements exist? • Who conducts the review of the requirements? • Which other agreements exist (specifications, transport orders)? • How are requirements related to product safety and quality communicated to relevant departments or responsible staff? • How is alignment between customer requirements and internal specifications ensured?Who is responsible for ensuring that the appropriate materials required for logistics processing services are provided or approved by the customer in time for logistics operations? • Are changes to existing contractual agreements recorded and communicated between the contract partners? • How is it ensured that customers are informed about product and process changes? • How is it ensured that changes are implemented in all relevant areas by the responsible staff? **Additional explanation/information:** Some examples of customer requirements that could be included in agreements are: • procedures for hold/quarantine of product in stock • specific requirements about crisis and incident management • specific requirements about logistics processes and services, technological requirements, packaging and/or labelling, validation, outsourced processes • specific product and process parameters to be controlled **Examples of evidence:** customer contracts, agreements; agreed specifications; delivery terms, service contracts, transport orders; communications e.g. e-mails; communication process evidence

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4.1.2*	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.	Basic	• What customer agreements are in place? Which bullet point does the customer agreement(s) relate(s) to? • How is it ensured that customer-specified processes, product selection, technological requirements, logistics parameters, and, where applicable, packaging and labelling requirements are adhered to?Are any logistics processing services carried out for the customer? Does the customer plan to partly outsource such services? • How is compliance with customer agreements checked? • If applicable, how are customer agreements and the protection of this information managed (e.g. technological requirements, etc.)? **Note 1:** If no specific customer agreements are in place, the requirement shall be rated with N/A. **Examples of evidence:** descriptions of logistics processes/services/technological parameters; working instructions; if applicable: customer labelling and packaging requirements; customer agreements and requirements; proof of compliance to agreements, e.g. records of technological parameters;
4.1.3 (B)	A process to control the creation, approval and amendment of a contractual agreement shall be implemented and maintained. The process 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.	Basic	• Are contractual agreements set up by the logistics company itself? If so, who is able/responsible for creating contractual agreements? • Who is able/responsible for approving customer contracts/agreements? • In cases where changes in customer specifications/ agreements occur, are modifications promptly implemented? Are there examples? • How is it ensured that customers are promptly informed about changes or non-compliance of agreed services? • Are relevant modifications promptly communicated to the customer and internally (e.g. changes in logistics process parameters etc.)? • How is it ensured that customers are informed promptly when compliance to the agreed service is not possible? By whom is the customer informed? • Are clear processes and timeframes in place? **Examples of evidence:** - notes of changes in delivery terms, additions on contracts - implemented process; communication process; customer agreements/contracts - customer communication; evidence of communication; - list of emergency numbers - minutes; training documents

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4.1.3 (I) ☞	A procedure to control the creation, approval and amendment of a contractual agreement shall be documented.	Intermediate	• How is the procedure structured? Who is responsible for its creation, approval, amendment and review? • How are changes managed? **Examples of evidence:** documented procedure, process description, work instructions, flow chart, records, etc.
4.2	**Performance of suppliers and service providers**		
4.2.1	**Approval and monitoring (supplier management)**		
4.2.1.1*	The company shall set written contractual or service agreements and control suppliers which are critical for the logistics service (internal and external) including service providers. It shall be ensured that services with an impact on product safety and product quality, will conform to defined and agreed requirements.	Basic	• Are there written and defined contractual or service agreements for suppliers and service providers (e.g. from third party services providers for cleaning and disinfection, maintenance, etc.)? • Are specifications/requirements/service levels defined, agreed upon and reviewed concerning their acceptability before a supply/service agreement is concluded? • Are changes to existing contractual/service agreements/ requirements documented and communicated between the contract partners? • How is it ensured that purchased services which have an impact on product safety and quality, conform to defined requirements, specifications, service level and contractual/service agreements (e.g. service checks, controls, etc.)? **Additional explanation/information:** Suppliers can be pest control, laundry services, etc. Service providers are transport and storage service providers. Logistics processing services are not considered service providers but partly outsourced processes. See requirements 4.2.4. **Examples of evidence:** suppliers list; contractual agreements, service agreements, specifications, written communication (e.g. on specifications, service and processes requirements, quality, product safety and customer requirements, service level confirmation), written agreements, e-mails, instructions, controls, checks, etc.

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4.2.1.2	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. The procedure shall be defined based on risks and supplier evaluation considered criteria shall be justified.	Intermediate	• Does an approval procedure exist for new suppliers/ service providers? Which criteria are defined for suppliers or service providers approval? • How was the risk assessment for supplier approval and monitoring performed? How are suppliers monitored? • Which risks have been defined? • How does the company inform the suppliers about the approval and monitoring requirements? • How is supplier qualification guaranteed? (E.g. service checks, supplier audits/assessments, questionnaires, etc.) • Are suppliers graded? • Have suppliers been barred/blocked/withdrawn? How are they identified? • How does the company handle non-approved suppliers and ensure that no services are procured from them? • How often are external audits/assessments made? Are they based on the risk assessment? • Which criteria are considered for supplier assessment? • Are records kept of supplier approval and effective monitoring? • What kind of required standards are checked? **Additional explanation/information:** Elements of suppliers' evaluations: - required performance standards; - 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 **Examples of evidence:** risk assessment; supplier procedures; supplier list; suppliers certificates; required performance standards; external audit/assessment plan; supplier questionnaire; supplier audits/assessments; supplier grading; supplier defined controls.

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4.2.2	**Storage service providers**		
4.2.2.1	Where a company hires a third-party storage service provider, the contract/ agreement shall define and ensure compliance with: • requirements equivalent to the company's own storage practices; or • where such practices are not established, based on this applicable checklist and customer requirements.	Basic	• Is the storage area rented from a storage service provider? • How many storage service providers does the company work with? • Does a related contract exist? • What exactly is specified in this contract? Are customer relevant specifics covered in these contracts (if applicable)? • What hygiene rules are in force for service providers? • How is it ensured that employees of the service provider know the hygiene guidelines? How is compliance ensured? • How is compliance ensured for third-party storage providers with agreed requirements, including the company's storage practices, applicable checklist of this program and customer requirements? • How are the requirements ensured through evidence? **Additional Information:** The employees of the third-party service provider shall understand and apply the personnel hygiene requirements of the company. **Examples of evidence:** - implemented processes - service provider contracts - product requirements referred to customer demands - evidence to ensure service provider complies with defined requirements (supplier documents, instructions, assessments, checks, etc.)

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4.2.3	**Transport service providers**		
4.2.3.1	Where a company hires a third-party transport service provider, the contract/ agreement shall define and ensure compliance with either: • requirements equivalent to the company's own storage practices; or • where such practices are not established, the relevant requirements of this checklist and applicable customer requirements.	Basic	• Are third-party service providers used for transportation? How many transport service providers is the company working with? • Does a contract exist with transport services providers? Are customer relevant specifics covered in these contracts (if applicable)? • What content is included in this contract? • How is it ensured that employees of the logistics service provider know and follow the hygiene requirements of the company? • How are the hygiene requirements conveyed? • How does the site ensure compliance with requirements equivalent to its own company's storage practices, the relevant requirements of this checklist, and any applicable customer requirements, particularly where such practices are not established? • How are the requirements ensured through provided evidence? **Examples of evidence include:** - implemented processes - service provider contracts - product requirements aligned with customer demands - list of service providers - transportation orders - evidence demonstrating that services providers comply with defined requirements (supplier documents, instructions, assessments, checks, etc.)

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4.2.3.2	It shall be ensured that the integrity and safety of the product is not compromised during the whole journey and that product conditions are respected. Measure(s) shall be implemented based on a "worst-case scenario".	Basic	• How is it ensured that the integrity and/or safety is not compromised during transport and storage? What preventive measures (e.g. packaging, cooling agents) are established and used to avoid non-conformities? • What hygiene rules are in force for logistics service providers? • How is it ensured that employees of the service provider know the hygiene guidelines? How is compliance ensured? • What kind of products are transported? • Are there any specific customer requirements and how is compliance ensured? What control measures are implemented? • Are products sent to customers via parcels? If so, which ones? • Are temperature-controlled products sent via parcel service to the customer? • If so, is it ensured that there are no restrictions made by the parcel service provider in that regard? • Have there been complaints received in regard to products sent via logistics service providers? What was the follow up on it? • Are measures implemented according to the "worst case scenario" (e.g. longest distance, most critical product, most critical transport scenarios, etc.)? **Examples of evidence:** - hygiene requirements - contracts of service providers - evidence of training or instruction - product list of products distributed by logistics service providers - work instructions for distribution via service providers - complaint files

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4.2.4	**Partly outsourced logistics processing services**		
4.2.4.1	The company shall have written contractual or service agreements and control partly outsourced processing services. It shall be ensured that partly outsourced logistics processing services with an impact on legality, product safety, authenticity and product quality, will conform to defined and agreed requirements.	Basic	• Are the logistics processing services performed by the company further outsourced to another service provider? • Are written contractual or service agreements in place for companies providing partly outsourced logistics processing services? • Are requirements/service levels defined, agreed upon and reviewed for suitability before a service agreement is concluded? • Are there changes to existing contractual/service agreements/requirements documented and communicated between the contract partners? • How is it ensured that partly outsourced logistics processing services which have an impact on product safety, legality, quality and authenticity, conform to defined requirements, service level and contractual/service agreements? **Additional explanation/information:** Partly outsourced logistics processing services are services performed by the logistics site and additionally partly outsourced. Logistics processing services are activities performed in addition to the storage service: a. freezing/thawing processes b. ripening of fruit and vegetables c. simple sorting of fruit and vegetables based on qualitative aspects d. packing of prepacked products e. labelling with regards to the application of existing labels on packed products intended for the final consumer. "Product authenticity" means that the product remains true to its original nature — its quality, production method, and origin are preserved and respected. Definition of partly outsources logistics processing services: A part of a logistics processing service that is carried out at the location of the assessed site and which is also partially being carried out off-site by a third-party on behalf of the IFS Progress Logistics assessed site. This also includes logistics processing services which are partly outsourced by a sister company within the same company group. **Examples of evidence:** list of contracted service partners; partly outsourced logistics processing services contracts; contractual agreements, service agreements, written communication (e.g. on service and requirements, quality, product safety and customer requirements, service level confirmation), written agreements, e-mails, instructions, controls, checks.

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4.2.4.2	In the case that part of the logistics processing service is outsourced, this shall be documented in the product safety and quality management procedures, 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.	Intermediate	• Which customers are affected by party outsourced logistics processing services, if applicable, is it ensured that all affected customers allow the outsourcing of such activities? • What control mechanisms are in place to ensure product safety, product quality, legality and authenticity (refer to elements from 4.2.1.2 Approval and monitoring - supplier management)? **Examples of evidence:** - Product safety and quality management processes/ documents - HACCP study/controls - Customer agreements/contracts

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4.3	**Specific requirements for product handling**		
4.3.1* (B)	Processes 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.	Basic	• What kind of contaminations are relevant for the products, considering the respective operations (transport, storage, loading, unloading, logistics processing services, etc.)? • Are there measures in place to prevent and/or control and/or detect any contamination, also cross-contamination? How are they monitored? • How is foreign material contamination avoided, if applicable? • Is the use of wood/glass and/or brittle materials excluded in product handling areas? In case its use cannot be avoided, how is contamination from glass/ brittle materials avoided? • How is it ensured that hoses, pumps, and filters of tankers (e.g. tank containers) that come into contact with food (liquid, granular, or powder) are technically sound, hygienically in good condition and protected from contamination during transport? How are the technical components protected during transportation? Are the protection devices in good condition and functional? What objective evidence is available to demonstrate the technical and hygienic conditions of the components (e.g. hoses, pumps, filter, filter-neck)? • What allergens are present in the company? • Is an allergen plan established on-site? • Have all relevant categories of products been considered? • Where are different product groups stored? • How is cross-contamination avoided? • What are the general preventive strategies? How are they implemented and maintained? • How are contaminated products handled? How are potentially contaminated products handled? • How are isolated products identified/checked?

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			Note 1: Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Additional information:** Special attention shall be paid in areas with open products. 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. **Examples of evidence:** - process descriptions, implemented processes - measures, good practices - product flow chart - principles for storage and transportation - instructional documents, records - on-site assessment
4.3.1 (I) ☞	Procedure(s) to prevent contamination shall be risk-based defined and documented.	Intermediate	• Is/are there a documented procedure/s to prevent contamination? • Are the implemented measures risk-based? **Examples of evidence:** documentation of the procedure(s), risk-assessment
4.3.2	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).	Basic	• Do customers demand that certain substances are not included in the products (e.g. traces of GMO or allergens in tanks, meat in transport boxes, etc.)? • If yes, how is it managed? What processes/measures are implemented? • Do customer requirements exist for the inclusion of non-specific ingredients? Which actions are taken in such cases? **Examples of evidence:** - customer requirements, customer agreements - implemented processes, e.g. cleaning evidence, good practices - certificates (e.g. without GMO) - training and monitoring records - measures - instructional materials -on-site assessment

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4.3.3	Processes 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.	Basic	• Is the use of wood/glass and/or brittle materials excluded in product handling areas? In case its use cannot be avoided, what measures are in place to avoid product safety issues? • How is contamination from glass/brittle materials avoided? How is glass/brittle material protected from breakage? • How is it ensured that pallets do not pose a product safety risk? • What shall be considered when glass fixtures are replaced? • Is all lighting equipment securely installed in areas where open products are handled? • How are contaminated products handled? • How are potentially contaminated products handled? • Who may handle/access isolated products? • How are isolated products identified/checked? What actions are taken regarding the product? • What should be taken into account in the event of glass breakage/brittle materials? • Who cleans the logistics activities environment? • Who assesses potential product contamination? • Who permits operation continuation? • Is every glass breakage documented/recorded? Where? • Are there exceptions to documentation? Are exceptions justified? **Examples of evidence:** implemented processes, process descriptions, process documentation, measures, on-site inspection documents, records, evidence of shatter protection of light bulbs/tubes/pipes

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4.3.4	Where needed and applicable, specific handling 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 defined and met.	Basic	• Does the company handle non-food products? • Are there specific requirements needed for certain non-food products regarding safety and/or protection of the environment (e.g. spills, scape, fire or explosion risk, electrical shock/harming, etc)? • Do customer requirements exist regarding non-food product safety? • Do customer requirements exist regarding protection of the environment? • How is it ensured that these requirements are met? What measures are in place? **Examples of evidence:** - customer specification/agreement or service contracts - process descriptions, implemented measures - instructing materials - records - on-site assessment
4.3.5*	Where labelling is part of the logistics processing services, the company shall ensure that the coding, packaging and labelling used correspond to the product being packed and complies with the customer agreement. This shall be regularly checked and documented.	Basic	• What kind of labelling activities are carried out? • How is the labelling process structured? • For which customers and products are labelling activities carried out for? • How are specific customer requirements considered within the labelling process? • How does the company verify that the product corresponds to the coded packaging and the relevant label? How is the frequency defined? Is it adequate? • What happens in case of surplus labels or coded packing materials? **Additional information:** Advice for assessors: The labelling service is only allowed as long as the customer is fully responsible for the content. The specifications shall be established and agreed in the customer contract. **Examples of evidence:** - implemented process - customer agreement - process and monitoring records

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4.4	**Traceability**		
4.4.1* (B)	A traceability process shall be 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 process shall enable clear identification of every person and/or logistics company the goods are received from as well as which customer the goods are delivered to. Traceability shall be ensured and recorded until delivery to the customer.	Basic	• How is traceability ensured? • Does the company ensure traceability through different logistics stages (e.g. external storage, cross docking facilities, service providers etc.) until delivery to the customer? • Is the current location of each product including the defined amount traceable at all times? • Is it possible at all times to assign the product/client/ location, including decentralised structures? • Is it retraceable, which product was delivered by which supplier and to which client (incl. quantity) at what time? • How is it ensured that all stored goods are linked to the customers and that each item could be clearly identified? • Is a current list of customers available? • Is it possible to get a complete list of products and the amounts which are currently stored? • Does this list show the amount, link to customer and the stock area where the products are stored? • Is it possible to determine what truck delivered the goods? • Is it possible to determine the addresses? Is it possible to determine how and when the goods were delivered to the addresses? • Is traceability properly recorded or comprehensibly verified (by e.g. receipt and delivery notes)? • Is the frequency of traceability record keeping appropriate? • Are regulatory and customer requirements considered? • Are partly outsourced logistics processing services considered, if applicable? • Were there any complaints due to misdirected deliveries? • Do traceability processes enable a quick response to product quarantine or a recall/withdrawal? **Note 1:** Traceability is in general defined as the ability to trace by means of implementing liable processes based on legal and customer requirements, which makes it possible to: · track the movement and allow identification of products throughout the specified logistics stage(s) · the capacity to retrieve logistics history data in suitable timeframes (quantities, status, identification in the supply chain, downstream and upstream information, etc.).

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			Note 2: During an IFS Progress Logistics Assessment, the assessor is required to challenge how the traceability processes are implemented, operated, and registered, considering regulatory and customer requirements, by means of checking that upstream and downstream traceability is effectively implemented, how it connects to relevant processes and products (aligned to IFS Assessments product and process approach, product sampling and assessment trail) and the companies' capacity to retrieve traceability data. This exercise shall always be based on the samples chosen by the assessor. **Note 3:** Traceability processes are different to stock management/controlling inventory. These are usually conveyed as additional support for the effectiveness of traceability processes. **Note 4:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Additional explanation/information:** When products are stored (whether in the main warehouse or in decentralised storage facilities), they must be clearly allocated to a specific customer. All goods stored in the facility must be clearly identified and traceable to the customer who owns them, ensuring proper allocation, accountability, and avoidance of mix-ups. **Examples of evidence:** implemented traceability process; goods receiving documents; overview about products/amounts and stock yard; records; customer agreements; on-site observation; list of customers, complaint records; regulations; assessment of sampled products and trail; documents concerning transport, storage, goods and quantity; warehouse IT system (where available); stock control; stock taking data; inventory; disposal records; RFID data.

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4.4.1 (I) ☞	The traceability system shall be documented.	Intermediate	• Are the systematic interrelated traceability procedures documented (e.g. documented procedures, process descriptions, work instructions, flowchart, etc.)? **Note 1:** A traceability system may be supported by technological systems such as computer programs, systems, and specific tools, however this is not mandatory as a traceability system refers to systematic interrelated and documented traceability processes. **Examples of evidence:** documented procedures; process description; flowcharts; records; work instructions, etc.

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4.4.2*	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.	Intermediate	• How is the effectiveness of the traceability process proven (e.g. comprehensible evidence and records of the process, traceable controls, product identification, mass balance/quantity)? • Which traceability tests have been performed by the company? • When was the last traceability test carried out in both directions? • How are sampled products chosen for the test? Do they verify the complexity of the system versus the company's product range? • What was the result from the review of the traceability test? • What percentage of the total amount was traceable? • Are records from those tests available? • Are there legal and customer requirements defined for the timeframe? If not, are the defined timeframes suitable to ensure the system is effective and operational, including the ability to respond to incidents, product recalls, and withdrawals? • Have timeframes been respected during own traceability exercises? • Have actions been taken according to the test results? Does the company consider the results and are the processes being challenged for improvement (including timeframe objectives)? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site **Additional explanation/information:** Supporting reference: At certification level, the IFS Logistics Standard requires traceability from the finished product to raw materials and customers to be completed within a maximum of four (4) hours. **Examples of evidence:** procedure description; records, records of traceability exercises, tests, mass balance; timeframe records; documented results and actions; customer agreements; regulation;

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4.5	**Product fraud and product defence**		
4.5.1	Essential product fraud and product defence measures shall be and implemented.	Basic	• Are the principles and importance of product fraud prevention and product defence understood within the company? • Which essential measures concerning product fraud and product defence have been defined and implemented (e.g. access control, access control to critical areas, transport lockers, measures avoiding tampering with opened products or loose products, tampering attempts during logistics processing services (e.g. labelling)? • Are the measures adequate to the nature and complexity of the logistics operations? • Were these measure communicated to the members of the company? How? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** on-site observation; interviews of employees; measures/ controls.
4.5.2	The responsible person(s) for product fraud and product defence assessments and measures shall have appropriate knowledge.	Intermediate	• Who is responsible for the product fraud vulnerability assessment and measures? • Who is responsible for the product defence threat assessment and measures? • What are the competences and qualifications for the person(s) responsible? • Where is/are the responsibility(ies) defined? • Was this communicated to the members of the company? How? **Additional explanation/information:** Further information specific to product fraud can be found in the IFS Guideline for Product Fraud Prevention. Further information specific to product defence can be found in the IFS Product and Food Defence Guideline. **Examples of evidence:** - procedure descriptions - qualification evidence - evidence of training and/or work experience

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4.5.3	The company shall assess and determine the risks of fraudulent activity in relation to substitution, mislabelling, adulteration or counterfeiting, covering: - all goods, - all activities of the company, - partly outsourced logistics processing services, if applicable. Mitigation measures shall be documented, implemented and maintained.	Intermediate	• Are all products and processes, especially the logistics processing services, part of the vulnerability assessment? • Were risks in relation to substitution, mislabelling, adulteration, or counterfeiting considered within the assessment? • Are partly outsourced logistics processing services and decentralised structures considered in this assessment? • Are specific customer requirements in place in regard to product fraud? • Which products/processes have the highest risk in the vulnerability assessment? • Which product groups were identified as risky in the vulnerability assessment? • What conclusions are drawn from the vulnerability assessment and which measures/controls are implemented? • How often are vulnerability assessments undertaken to review existing measures and to adapt them, if necessary? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site **Examples of evidence:** - Vulnerability assessment evidence - List of products and processes - Applied mitigation measures, controls, records - Customer agreements/specifications

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4.5.4	The company shall assess and determine potential threats (internal and external) to product defence. Product defence measures shall be documented, implemented and maintained.	Intermediate	• What potential threads have been identified and how are they assessed or scored as a product defence risk? • What areas (internal and external) are identified as critical to security? • Are these areas included in internal audits or on-site inspections? • Is a registration necessary for this location? • Which measures are implemented? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** - procedure descriptions - evidence of assessment for product defence threats - applied measures, controls, records - registration and/or inspection documents - legal requirements about registration and/or inspection obligation - on-site observation
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.	Basic	• Are site exteriors clean, tidy and well maintained (e.g. grounds and surrounding areas of the facility maintained and kept free of waste, pest niches, and accumulated debris)? • Is natural drainage sufficient? If not, is a drainage system installed? • Are there requirements for cleaning of the site exterior? • Is the site exterior part of the cleaning plan? • Are site exteriors checked through on-site inspections? • Are pallets stored outdoors stacked/stored properly so they do not pose a risk of pest infestation? • What measures have been established if potentially damaging materials/substances are nearby? **Examples of evidence:** - cleaning plans - on-site observation - on-site inspection results

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4.6.2	Outdoor storage shall be kept to a minimum. Where goods are stored for a short time, it shall be ensured that there are no contamination risks or adverse effects on product safety and quality.	Basic	• Are products stored outside? If so, which ones, under which conditions, justification (e.g. high volumes, peak season, etc.) and for how long? • What risks or adverse effects have been identified for the specific products (e.g. sun exposure, accumulation of dust, weather extreme conditions, pest incidence, etc.)? • What preventive and/or monitoring actions are in place? • Are corrective actions already in place for outside storage? • Are pallets stored outdoors stacked/stored properly so they do not pose a risk of pest infestation ? **Examples of evidence:** - on-site observation - implemented process - rules and measures, good practices - hygiene and safety rules - documents for pest control - product defence measures - list of products which are stored outside - preventive and/or corrective actions
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.	Basic	• Which parts of the company are considered as the working environment? • How often are these parts assessed? • What is the frequence of the on-site inspections? • Are specific areas secured? **Examples of evidence:** - on-site observation - implemented processes, good practices - technical and legal requirements - site layout **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site
4.7.1.2	All working areas shall have adequate levels of light	Basic	• How is it ensured that all working areas are adequately illuminated? **Examples of evidence:** on-site observation

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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.	Basic	• How are the loading areas designed (e.g. fully "open" or designed with overhead roofs, sidewalls, PVC strip curtains)? • Is there condensed water, leaky spots or mould? • Are the exterior areas of the loading area in a proper condition? • Is the cleaning of the loading area possible? • Is the loading area part of the cleaning plan? • How often is cleaning of the loading area carried out? • Is the loading area weatherproof (i.e. wind, rain, snow or ice)? • How is the loading process organised? **Examples of evidence:** - on-site observation - cleaning plans and documentation - on-site inspections results - implemented processes, good practices
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.	Basic	• Are floor, walls and ceilings in a proper condition? • Are floors, walls and ceilings part of a cleaning planning and kept in good condition? • How often are site inspections carried out? • When was the last maintenance activity carried out on floors, walls, ceilings/overheads? • Is there a possibility of vermin/pest access? • Are walls and/or ceilings mouldy? **Examples of evidence:** - implemented processes, good practices - cleaning plans and records - records of on-site inspections - minutes of regular pest inspections - on-site inspections results - on-site observation

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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.	Basic	• What entrances does the building have? • Are windows, doors and gates able to close completely? • Can windows, doors and gates fulfil their functions? • Can dirt accumulate on window sills • Are windows, doors and gates part of the cleaning plan? • Are windows, doors and gates damaged in a way that they are out of function (i.e. damaged)? • Are windows, doors and gates part of on-site inspections? • Are windows, doors and gates closed while not in use? • Are emergency exits functional and accessible? **Examples of evidence:** - on-site observation - implemented processes, good practices - cleaning schedules and cleaning evidence - on-site inspection minutes - product defence assessment - notes for working assignments or instructions
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 cleaned.	Basic	• What types of air conditioning and/or artificially generated airflow is used (for storage and transport)? • How is it ensured that the use of air conditioning/air flow does not pose product safety and quality issues? • How is this equipment maintained and cleaned? • How often is cleaning carried out? Have there been occasions where the cleaning frequency has been altered? • Is this equipment included in the maintenance activities? • Is there evidence of maintenance? Does it rely on the instruction of the equipment manufacturer? • Is the frequency of cleaning sufficient to prevent condensation, mould, and appearance of frost? **Examples of evidence:** - on-site observation - flow chart(s) - equipment documentation (e.g. supplier documents, instructions, etc.) - maintenance activities and records - maintenance documentation - cleaning protocols/records

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4.7.2.2	Compressed air/gases shall be adequate to the intended use and not pose a risk of contamination.	Basic	• Is compressed air used in logistical processes? If so, for which products/processes? • When and how often is compressed air used in the process? Is its use adequate (material, equipment, etc)? • Is a contamination excluded by using compressed air? Are contamination risks controlled? **Examples of evidence:** - measures and controls - rules for using materials - technical expertise (e.g. from suppliers) - schedules and records of maintenance activities and - maintenance documentation - cleaning protocols/records
4.7.2.3 (B)	In case of the breakdown of the air conditioning/chilled system and/or in the event of deviations from the target temperature, processes for effective emergency corrective actions shall be in place ensuring product safety or quality is not compromised.	Basic	• What happens in case of an incident? • Are there processes for incidents, including corrective actions? • What happens in case of a breakdown of the air conditioning unit? • What happens in case of a deviation of the target temperature? • When was the last incident and which measures have been taken? • Is the process for emergencies checked for efficiency? **Examples of evidence:** - implemented processes - measures - parameters for emergency situations - instruction evidence - on-site inspection minutes - temperature records - defined corrective actions - legal requirements (e.g. Regulation (EC) N° 852/2004) - technical descriptions - communication (e.g. emails)
4.7.2.3 (I) ☞	In case of a 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.	Intermediate	• Is there an alarm system and/or an alarm list in place? • When was the last incident, if applicable, and which measures have been taken? Example of evidence: - parameters for alarm and emergency situations - technical descriptions - alarm records and documented measures

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4.7.2.4 *	Water used for hand washing, cleaning and disinfection, shall be of potable/ suitable quality or pose no risk of contamination according to applicable legal requirements at the point of use, and shall be supplied in sufficient quantities; this also applies to steam and ice used in direct contact to foodstuffs or packaging intended for foodstuffs.	Basic	• Is water (including recycled water), steam or ice used? • Where does the water supply come from? (City supply, well water, tanker)? • What is water used for in the company (social facilities, cleaning, logistics processes, packaging dedicated for foodstuffs)? • Is water available at the point of use in sufficient quantities for handwashing, cleaning, and disinfection, and does it meet potable or legally defined suitable quality requirements? • Is water and/or ice used within the logistical processes? • Is steam and/or ice used with direct contact to the foodstuffs or packaging intended for foodstuffs? • Are water/steam/ice quality control processes in place and monitored by a competent person? • How is it ensured that water/steam/ice quality conforms to potable water quality or poses no risk of contamination according to applicable legal requirements, and does not compromise product safety and product requirements? • Is contamination mitigated in case of the usage/storage of ice and water? **Note 1:** In specific cases where local legal requirements also enforce criteria for water to be of a quality suitable for operational use (e.g. for cleaning water), different from potable quality standards, product requirements shall be met and quality and product safety shall not be compromised. **Additional information:** Recycled water: Water which has been obtained from a step of the food production or food processing operation to be reused in the same, prior or subsequent step of the operation, after reconditioning, when necessary. **Examples of evidence:** - implemented processes and measures - use and storage requirements - controls, potability results (where applicable), records. - on-site inspection, maintenance - water/ice/steam quality control processes; regulation

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4.7.2.5 (B)	Where required, the quality of water (including recycled water, steam or ice, where applicable) shall be monitored following a sampling plan.	Basic	• Is water, steam or ice used? Is quality monitoring implemented? Does it consider the nature of the operations (e.g food, non-food, opened products, logistics processing services, etc.)? • How does the company define monitoring (e.g. through official water control reports/results, internal sampling plan, etc.)? • Are customer or local legal requirements on hand? Does analysis frequency comply with these requirements? • Is it analysed according to legal requirements (own water supply, outside supply e.g. ice supplier, external water supply, etc.)? **Examples of evidence:** - water/ice/steam quality monitoring processes; regulation - sampling plan - analyses results
4.7.2.5 (I) ☞	The sampling plan shall be risk-based.	Intermediate	• Is the analysis and sampling plan based on risks? • Are all risks taken into consideration for defining the sampling plan? **Examples of evidence:** - risk-based sampling plan - risk assessment - analyses results
4.7.2.6	Non-potable water, or recycled water, which is used in logistics activities, 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 the site environment.	Basic	• Is the potable water system completely separated from the non-potable water/other types of water piping (e.g. water of a quality suitable for industrial use different from potable quality standards, which is regulated by legal requirements and poses no risk of contamination)? • What other systems are there (e.g. used water, cooling water, water for firefighting purposes)? • Are water systems properly marked and where are they located? • Is reflux avoidance equipment installed wherever necessary? **Examples of evidence:** - on-site observation - layout of hydraulic system

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4.8	**Cleaning and disinfection**		
4.8.1	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)	Basic	• Is a systematic/comprehensive cleaning plan in place for all relevant areas including comprehensive cleaning instructions, schedule, methods/criteria and records? • What are the methods and criteria used for cleaning and disinfection operations (including specific cleaning methods such as allergen cleaning, etc.)? • Are cleaning and disinfection operations carried out under controlled conditions to avoid product contamination? • Who is in charge of cleaning and disinfection (internal/external)? • What kind of (suitable) cleaning products and disinfectants are used? Are technical sheets available? Are there instructions for use in place? Are the chemicals in use approved/Is the purchasing of chemicals controlled? • What shall be observed when using different cleaning products and disinfectants? Is the dosage defined and controlled? • What areas are cleaned and disinfected? • How often are areas cleaned and disinfected? Timeslots? • Where are cleaning and disinfection activities documented? • Do hazard symbols exist (when necessary)? • Does a contractual/service agreement exist for external service providers (when third party services providers are responsible for cleaning and disinfection activities)? Has the company defined the requirements for the third-party service provider? Are relevant IFS Progress Logistics requirements regarding cleaning and disinfection included? Refer to 4.2.1.1 requirement (supplier management). **Examples of evidence:** - cleaning and disinfection schedules, instructions - up-to-date cleaning products and disinfectants list - instructions for use - cleaning processes documentation (such as instructions/methods/criteria/processes/SSOP's/records) - cleaning records - external services contractual/service agreement, if applicable.

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4.8.2	Cleaning and disinfection activities shall be implemented and shall result in effectively cleaned premises, facilities and equipment.	Basic	• Are cleaning and disinfection methods properly implemented? • Are premises, facilities and equipment sufficiently cleaned? Are results of cleaning and disinfection activities checked regularly? • How are cleaning and disinfection activities documented? • Is product contamination mitigation considered in cleaning and disinfection activities/methods/ instructions? • Who verifies the records of cleaning and disinfection activities? **Examples of evidence:** - on-site observation/inspection - cleaning and disinfection records
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.	Basic	• Are suitable cleaning and disinfection materials, items, utensils, instruments, and equipment used, and are they appropriately identified to indicate their intended use (e.g. colour coding, tags, labels, or physical segregation)? • Are they properly stored/segregated/controlled in a way to avoid contamination? • How are cleaning utensils and chemicals labelled? • Where are cleaning and disinfection utensils and chemicals stored? • Is there a specific declaration for such? • Is there a list including relevant cleaning and disinfection materials? **Examples of evidence:** - on-site observation - implemented processes - hazardous materials/cleaning materials list - storage list or ground plan/storage area - chemical technical sheets (e.g. from chemical suppliers).

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4.8.4	Only competent personnel shall perform cleaning and disinfection activities. The personnel shall be trained and retrained to carry out the cleaning and disinfection schedules.	Basic	• Are cleaning personnel qualified (which includes personnel from third party service providers, when applicable)? • Do personnel have sufficient knowledge in regard to proper cleaning and disinfection? • Are the personnel performing the cleaning and disinfecting activities aware of their responsibility? • How often are they trained/instructed? Who is responsible for delivering training or orientation? Are these trainings/instructions recorded/documented? **Note 1:** Expertise may also be gained through training provided by third-party cleaning, disinfection, or chemical service providers, where applicable. **Examples of evidence:** - instruction/training proof - on-site interviews - service provider contract, if applicable
4.8.5	Hygiene requirements for all transport vehicles and equipment used in loading and unloading (including bulk transport), which may affect foodstuffs, shall be implemented. This includes, for example, hoses in silo systems and pumps and filters in tankers (e.g. tank containers). All measures taken shall be recorded.	Basic	• Which hygiene requirements are implemented? • Is bulk transportation carried out? If so, what are the requirements for the cleaning of transport vehicles and their equipment? • Are all necessary and relevant equipment considered in the hygiene requirements? • How often is cleaning (and disinfection) scheduled and carried out? • Are measures recorded? **Examples of evidence:** - Equipment list for bulk transportation equipment - Cleaning schedules and instructions - Cleaning records and/or certificates, evidence of measures.

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4.8.6	For transport containers (e.g. tankers, rail tankers), which are used for the transportation of liquid, granular and powdered unpackaged food products, cleaning and disinfection measures shall be implemented and a minimum of the following shall be considered: • appropriate measures based on the type of product • include all associated working equipment (e.g. hoses, valves, strainers) • previous use of transport containertransport container is clean, unwanted substances are removed from the surfaces so cross-contamination is prevented • where applicable and/or if required by law or by the customer(s), cleaning certificates or other objective evidence that effective cleaning has been carried out shall be available.	Basic	• Does the company use transport containers for liquid, granular and powdered unpackaged products? • Is there a cleaning plan available for these kinds of transport containers? • Is the cleaning process/procedure adequate? • Are the substances used for cleaning adequate? • How are cleaning and disinfection performed? • What cleaning objectives are defined? • Are the cleaning and disinfection measures sufficient to ensure that the transport container is clean, unwanted substances have been removed from the surfaces and the number of microorganisms are reduced to a level that is sufficiently low, according to the intended use (cross-contamination is prevented)? • How is it ensured that the measures are effective? • What test methods are used, if applicable? • Are markers/seals/logos used? • Is there a contract in place? • Are legal requirements taken into consideration? **Note 1:** Usually transport containers are the ones which have direct product/food contact (e.g. milk and oil tankers, water tanks, gallon trucks, etc). **Examples of evidence:** - implemented processes - cleaning plans - cleaning evidence - certificates, if required by law or by the customer(s) - safety data sheets - safe operating procedures for hazardous materials

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4.8.7	Cleaning and disinfection of the transport unit (e.g. containers for products) shall be performed with consideration to the specific hygiene requirements and product type. Where applicable and/or if required by law or by the customer(s), cleaning certificates or other objective evidence demonstrating that effective cleaning has been carried out shall be available.	Basic	• Where are the cleaning measures documented? • Are the hygiene conditions checked before loading? • Is the check documented? • What happens if the hygiene conditions of the transport loading platform do not meet the hygiene requirements of the products? • Which corrections and corrective actions are initiated in that case? • Does evidence of cleaning granular, liquid and powdered unpackaged food products exist? • Are containers for loose goods sealed after cleaning, or rather labelled as cleaned? **Note 1:** example of transport units: containers, mobile cold containers, refrigerated transport boxes, transport coolers, etc. **Examples of evidence:** - implemented processes - checking documents - evidence of cleaning, certificates, where applicable
4.8.8	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.	Basic	• Are safety data sheets (SDS)/instructions available for all cleaning chemicals? Are they up-to-date? • Is the safe and proper handling of these chemicals clearly communicated, including the steps to take in the event of accidental exposure? • How are instructions conveyed to personnel responsible for cleaning methods (incl. personnel from third party service providers, if applicable? • Where and when can the SDS/instructions be inspected? **Examples of evidence:** - on-site interviews - data sheets and instructions
4.8.9	Cleaning and disinfection schedules and hygiene requirements shall be risk based and documented.	Intermediate	• Are cleaning and disinfection schedules based on risks? • Are hygiene requirements (related to 4.8 requirements) based on risks? • Which risks have been identified and how are these risks considered in the cleaning schedules and in the hygiene requirements? **Examples of evidence:** - risk assessment - cleaning schedules - cleaning procedures, documentation - cleaning records - documented hygiene requirements, respective procedures

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4.8.10	The effectiveness of the cleaning and disinfection process shall be verified. Verification shall rely on an appropriate sampling schedule and shall consider, one or several actions, for example: • visual inspection • rapid testing • analytical testing methods. All resulting actions shall be documented.	Intermediate	• How are cleaning and disinfection controls/verification performed? Who performs the controls/verification? • How often are cleaning and disinfection controls/ verification performed? • Where are cleaning and disinfection controls/verification documented? • When are actions executed? Who executes actions? • Who reviews the effectiveness of actions? • Where are actions documented? **Examples of evidence:** - cleaning and disinfection controls/verification results - corrective actions - records of site-inspection - rapid testing results/certificates of analyses - procedure descriptions - sampling schedule

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4.9	**Waste management**		
4.9.1 (B)	A waste management process shall be implemented and maintained to prevent cross-contamination which respects all local legal requirements for waste disposal.	Basic	• Does the waste management process comply with legal requirements and, where applicable, customer agreements? • How is the waste collected and stored (internal/external)? If applicable, how is the external waste disposal contractor approved? Is the contractor included in the supplier assessment? • Is waste material disposal done in a manner to avoid negatively influencing products? • What kind of waste exists (packaging, chemicals, discarded equipment, etc.)? • What measures and controls are defined to manage the waste and avoid cross-contamination? • Are waste collection rooms kept clean and protected from pests? • Are waste containers only used for the storage of waste? • What kind of waste disposal records exist? • Who is responsible for removing waste? Are there minimum requirements for third-party providers? • Where applicable, how does the company manage and control the disposal and/or destruction of trademark materials/products? Does the process comply with legal requirements and customer agreements? **Examples of evidence:** good practices, waste management process; waste disposal records; on-site observation/inspection; supplier assessment; contract of service providers, if applicable; local legal requirements; customer requirements.
4.9.1 (I) ☞	A waste management procedure shall be documented.	Intermediate	• Are waste management procedures documented (e.g. documented procedures, process description, flowcharts, work instructions, etc.)? **Examples of evidence:** waste management procedures; process description; flowcharts; records; work instructions
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.	Basic	• Is it ensured that waste is handled correctly so that it doesn't accumulate and become a source of contamination or shelter for pests? • How often is food waste and other waste removed from food handling areas? • Who is responsible for waste removal? **Examples of evidence:** on-site observation/inspection; instructions, implemented processes; waste disposal records/evidence

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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.	Basic	• What types of waste exists on-site and is it collected in separate containers? Does waste separation exist? • Are waste containers suitably designed and well maintained? • Are waste containers covered or kept closed (as appropriate)? • What waste is collected in separate containers? • How are waste containers marked/identified? • Can waste containers be easily cleaned and disinfected? • How often are waste containers cleaned and disinfected? • Is the service provider for waste disposal authorised? **Examples of evidence:** implemented processes; instructions, hygiene rules; cleaning protocol; cleaning records, waste disposal reports; legal requirements (for Europe e.g. Regulation (EC) 852/2004 annex 2, chapter V), contracts of service providers, if applicable

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4.10	**Pest monitoring and control**		
4.10.1 * (B)	Pest control measures shall be documented, implemented and maintained. They shall comply with local legal requirements and shall include a minimum of the following criteria: • the site environment (potential and targeted pests) • site plan with area for application (bait map) • site premises, constructional designs (including equipment) 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	Basic	• Are site premises and equipment designed, built and maintained to prevent pest infestation? • Are effective and preventive pest monitoring and control activities in place that will minimise the risk of infestation? • Is there evidence of pest activity/infestation (live or dead pests from different stages in their life cycle, droppings, pest parts, etc.)? • Is there evidence of animals on-site (e.g. birds, dogs, cats etc.)? • How is pest control organised? Are monitoring and control activities identified, planned, carried out and recorded? Which pests are controlled (potential and target pests)? • Which kinds of baits/traps/devices are used? • Are baits, traps and insect exterminators fully functioning, sufficient in number, designed for purpose, placed in appropriate positions and used in a way to avoid contamination? • What kind of chemical applications/agents are used? Are they legally approved, labelled and properly handled and controlled? Is use specified and recorded? Are instructions/Safety Data Sheets available? • Is there a map which shows all pest monitoring / control stations / devices, each of which should be numbered and regularly monitored? • In case of the identification of pest activity, what were the corrective actions? • Who is responsible for pest control? Is pest control executed by own staff members? Who is responsible for the monitoring activities? • What is the schedule for inspection/activities? Is it documented? Is frequency of inspection/activities properly defined? • What kind of training/instruction does the responsible person have (including personnel from third party service providers, if applicable)? • Is pest control executed by an external service provider?

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			• Does a written contractual/service agreement exist between the service provider and the company? Has the company defined the requirements for the third-party service provider? Are the relevant IFS Progress Logistics pest monitoring and control requirements (including own personnel capability) included and fulfilled? Does it include the provider's relevant documentation (including legal, such as licenses, etc.)? Refer to 4.2.1.1 requirement (supplier management). • What kind of training does the external service provider have? **Note 1:** Even if the pest monitoring and control is performed by service providers, the assessed company is responsible for the supervision of pest control activities. **Note 2:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Additional explanation/information:** Examples of relevant elements related to potential pest access/activity/nesting/harbourage/refuge and infestations: • constructional/infrastructure (such as external area, doors, windows, ceilings, drainage, equipment design, waste rooms and bins, storage area, transport, pallet storage, etc.). • exterior conditions of site (idle equipment or material, construction debris and any other redundant materials stored close to the site, accumulated waste). • favourable conditions (such as water and food availability due site operations/infrastructure such as unclean or poorly cleaned areas, food and water accumulation on drains, materials and waste accumulation as harbourages, etc.). • equipment design • operations: unloading and loading (e.g. opened doors/ gates), waste removal (e.g. frequency), returning goods process, external maintenance operations, incoming materials checks, cleaning activities, etc. **Examples of evidence:** Good practices, pest control documentation/measures; pest control chemicals list; Safety Data Sheets and instructions; bait map; inspection results; training evidence; external services contractual / service agreement; external service provider documentation / legal documentation; corrective actions; on-site interviews; records

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4.10.1 (I) ☞	Pest control measures shall be risk-based and documented.	Intermediate	• Are the implemented measures based on risks? • Are pest monitoring and control procedures documented (e.g. documented procedures, process description, flowcharts, work instructions)? **Examples of evidence:** documented pest control procedures; process description; flowcharts; work instructions; risk assessment; records
4.10.2	Pest control inspections and resulting actions shall be documented/recorded. Implementation of actions shall be monitored and recorded. Any infestation shall be documented and control measures shall be taken.	Basic	• Where are inspections and resulting actions documented/recorded? • Are documents signed and dated by both parties (in the case that pest monitoring and control is undertaken by external service provider)? • Are they considered in the evaluation of the respective third-party supplier? • Which actions were executed lately? • Are the personnel aware of the need to report any evidence of pests to the responsible person? • What control measures are taken in case an infestation occurs? **Examples of evidence:** inspection results; measures; actions; records
4.10.3	Incoming deliveries shall be inspected on arrival for the presence of pests. Any findings shall be recorded and control activities taken.	Basic	• Are incoming goods inspected for pest infestation? • Where is this documented? • Is the presence of pests documented? • What control measures are taken when pests are found? • Where are these control measures documented? **Examples of evidence:** - implemented processes - corrective actions - records of receiving checks - complaints documentation
4.10.4	Products, equipment and transportation vehicles shall be stored in a way to minimise the risk of pest infestation. Where stored product and/or machines may attract pests, appropriate measures shall be taken to prevent a risk of contamination.	Basic	• Are pests taken into account during storage? • Are pallets placed with enough space from walls? • Are baits laid out in areas where products, equipment and/or transport vehicles are stored? • Are sensitive products stored (e.g. seeds, grains, nuts)? • What kinds of preventative measures are in place for these goods? **Examples of evidence:** - site's (on-site) inspection records - preventive measures - pest control schedules

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4.10.5	The effectiveness of the pest control system shall be monitored, including data analysis, to allow for proper actions. Records of this monitoring shall be available.	Intermediate	• How is the effectiveness of pest control measures monitored? • Are pest monitoring and control outcomes/data analysed with the aim to allow for appropriate actions/ improvements? **Additional explanation/information:** Examples of data analysis: pest monitoring and control data analysis (reports, charts, statistics, trends, critical findings, devices consumptions/trapping etc.), pest monitoring and trend analysis from third party service providers, thresholds/limits comparison. **Examples of evidence:** pest monitoring and control data analysis; trend analysis; thresholds
4.11	**Receipt, staging, storage and dispatch of goods**		
4.11.1 (B)	All incoming goods, including packaging materials, shall be checked for compliance with the contractual agreement (e.g. specification) and a determined inspection plan.	Basic	• What are the basic requirements for the inspection of incoming goods? Are specific customer requirements in place for specific products/deliveries? • Which parameters are checked for each product during receiving? How are delivery vehicles inspected, and what aspects are assessed? • Is goods receipt clearly documented/recorded? • Who is responsible for checking incoming goods? Are these persons trained/instructed accordingly? • How is the cross-contamination of products avoided during reception? • Are clear requirements established for rejection and conditional (qualified) acceptance of goods? **Examples of evidence:** - implemented processes and work instructions - customer specifications or requirements (if applicable) - incoming goods checklist - receipt inspection/checks records - process flow chart - storage system/plan

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4.11.1 (I) ☞	The monitoring plan of incoming goods shall be risk-based.	Intermediate	• Is a monitoring plan for incoming goods in place? What risks have been identified and how are risks considered in the monitoring plan? • In the event of anomalies at goods receipt how is the supplier's risk assessed? **Examples of evidence:** - risk assessment - HACCP/risk management - receipt inspection records - process flow chart
4.11.2	The loading and unloading of products shall be carried out in a manner that prevents damage.	Basic	• Are specific requirements set for different kinds of goods (e.g. products on pallets, products in bulk, products in containers)? • Are cart loads secured in a way that damage is prevented? • Are products specified where side by side storage is prohibited due to adverse effects? • How are these rules implemented into daily practice? **Examples of evidence:** - on-site observation and interviews - implemented process - customer contracts - training and instruction documents and records

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4.11.3	A process shall be implemented and maintained to manage the handling of goods during all logistics services. It shall consider, at a minimum: • identification of all products at all times • effective stock control 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.	Basic	• How is the storage management organised (e.g. chaotic storage, zoning of product groups, etc.)? How is a mix-up avoided? • How and where are goods, working materials, packaging, chemicals, operational equipment and tools, etc. stored? Are their storage place and conditions adequate to avoid contamination? • On what principle is the stock control based (FIFO, FEFO?)? Is it documented or are there other ways in which the information is managed (such as an electronic system, etc). • Are requirements for product identification (e.g. stock labelling) clearly defined? • Are specific customer requirements in place (for certain products)? **Note 1:** storage management processes does not only refer to assuring stock management and quantity control, but also shall consider elements from product safety and quality perspective (e.g. management of expiration dates, etc). **Note 2:** a stock control may be supported by technological systems such as computer programs, systems, and specific tools, however this is not mandatory as compliance to applied processes are relevant. **Examples of evidence:** - on-site observation; interviews - implemented process - working instructions for stock-pilling processes and handling - incoming products documentation - FIFO and FEFO control spreadsheets - customer contracts/agreements - training and instruction documents/records - loading documents (e.g. TU-note) - on-site inspection documents - records of complaints - storage and handling principles - mass balance

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4.11.4	Where pallets are used, these shall be inspected to ensure they are in good condition and shall not compromise product safety.	Basic	• Are the pallets in use in good and clean condition? • Who inspects the condition of pallets, and how often? • Which rules are in place (standard for pallets)? • Do the employees know the requirements? • How is it ensured that the delivered pallets are in good condition and suitable for intended use? • Are customer requirements in place for the selection and usage of pallets? **Examples of evidence:** - on-site observation; interviews - implemented processes and evidence, records - classification of pallets
4.12	**Transport**		
4.12.1	The product shall be protected 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.	Basic	• What kind of transport vehicles, transport containers and transport units are used? Are they suitable for intended purpose? • Are multi-chamber vehicles used for transportation? • Are transport vehicles, units and containers equipped with thermostats and registered devices (e.g. temperature datalogger)? • What parameters are checked before loading? Where is the inspection documented/recorded? • Are these devices appropriate for the required transport conditions (e.g. covering the adequate product specifications, ranges, well-functioning, calibrated, maintained)? What evidence shows the appropriateness of these devices? • How is it ensured that products reach their destination under good conditions? • May food be transported alongside non-food products? • How is it ensured that the loading personnel and truck drivers are aware of relevant hygiene requirements? • What actions are taken in case of deviations/ non-conformity? **Examples of evidence:** - on-site observation and interviews - implemented processes and evidence - contract of service providers - hygiene requirements - evidence of training and/or instruction - inspection records and actions

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4.12.2	The transport vehicles, transport units, and/or transport containers that are being used for 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.	Basic	• What kind of transport modes are used by the company? • Do transported products require certain temperature and/or humidity? • Are transport vehicles suitable for the transportation (e.g. clean, free from odours and have no detectable leaks)? • Is the temperature and/or humidity of the vehicles checked and documented before loading? • How are parameters monitored during transport (e.g. by digital means, in real-time or manually)? • What processes are in place if vehicle conditions (e.g. temperature) are not in line with specifications? • Do other conditions exist which have to be checked? • Is there evidence of the compliance of transport conditions during the entire journey? • Are there requirements for parameters or adjustments? • Is the monitoring data checked and controlled? • What preventive actions exist? • What kind of products are allowed to be transported together? **Examples of evidence:** - on-site observation and interviews - implemented processes and evidence - technical evidence (e.g. ATP approval) - hygiene rules - transport orders - transfer documents and control of incoming goods - evaluations of parameter monitoring records (e.g. temperature, humidity)

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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.	Basic	• Are thermal boxes or other kinds of containers used for storing and transporting products? • Are these containers pre-packed (and probably sealed) by the customer or by the company? • How is it ensured that all transport containers are suitable for intended use, protecting product safety and quality (e.g. clean, under appropriate temperature, no odour from previous products, no pests)? • Where and when are containers cleaned? Are they considered in the cleaning schedule? • What are the processes for pre-cooling of containers? • What kind of products are handled via temperature-controlled containers? • What conditions are required for the handled products (temperature range)? • Are these conditions checked and documented before loading? What requirements exist for these checks? • Are there defined limits and tolerances for the checks? • In case of deviations/non-conformities, what kind of measures are implemented? **Note 1:** this requirement applies to any container used for temperature-controlled goods where the container itself has to be pre-conditioned before loading. **Examples of evidence:** - on-site observation and interviews - implemented processes and evidence - specifications of precooling agents (e.g. eutectic cooling plates) - transport documents - checking protocols, checking results - legal requirements (e.g. in EU Regulation (EC) N° 852/2004 annex 2 chapter IX) - cleaning records - temperature monitoring records
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.	Basic	• How is ensured that the permissible load level of transport vehicles, transport units and/or containers is not exceeded, in order to maintain proper air circulation and product safety and quality? • Are there different requirements for different transport devices? **Examples of evidence:** - implemented processes and evidence - weighing protocols

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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.	Basic	• Are there any unpacked food products handled? If so, what kind of products? • What transport containers are used for liquid, granular and powdered food products? • Are these transport containers labelled? • Are these transport containers used only for food? **Examples of evidence:** - on-site observations and interviews - implemented processes and evidence - legal requirements (in Regulation (EC) N° 852/2004 annex 2 chapter IV) - transport protocols and records
4.13	**Maintenance and repair**		
4.13.1 (B)	Maintenance and repair activities shall be planned (where applicable), implemented and maintained, covering 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.	Basic	• Are premisses and critical equipment well maintained? • How is maintenance organised? Are preventative maintenance activities (based on maintenance activities, inspections and repairs before a product safety, quality and legality failure occurs) implemented? • Which equipment is critical for compliance with product safety and quality? • Is maintenance work on premises/equipment critical for product safety and quality conducted regularly? How is the need or frequency defined? • Were new equipment promptly acknowledged in the maintenance plan? • How is idle equipment identified/stored? • Which equipment is subject to external maintenance? • Does a contractual agreement exist for external service providers (when third party services providers are responsible for maintenance activities)? Has the company defined the requirements for the third-party service provider? Are the relevant IFS Progress Logistics requirements for maintenance and repair included and fulfilled? Refer to 4.2.1.1 requirement (supplier management). • Where are maintenance activities recorded? • Are there legal demands for maintenance? **Examples of evidence:** on-site inspections and interviews; implemented process and evidence; maintenance activities, work instructions, external services contractual/service agreement; maintenance tickets and records; legal requirements, inspection findings

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4.13.1 (I) ☞	A maintenance plan shall be documented. The plan shall include responsibilities, priorities and due dates.	Intermediate	• Is a maintenance plan documented, that covers premisses and all critical equipment? Is the plan for maintenance up-to-date? • Where are maintenance procedures documented? • Who is responsible for maintenance and repair and how is the plan controlled? • How is effectiveness of maintenance ensured (e.g. compliance with due dates, no delays in repairs)? • Does a contractual agreement exist for external service providers (when third party services providers are responsible for maintenance activities)? • Has the company defined the requirements for the third-party service provider? Are the relevant IFS Progress Logistics requirements for maintenance and repair included and fulfilled? **Examples of evidence:** maintenance comprehensive plan/schedule; responsibilities; maintenance documentation (such as documented procedures).
4.13.2	All materials used for maintenance and repair shall be fit for the intended use and shall not pose any contamination risks.	Basic	• How is it ensured that materials used in maintenance or repair work are fit for intended use and do not pose a contamination risk (e.g. food grade oils and non-toxic paints, where needed, etc.)? • What kinds of grease/lubricants/oils are used? • Are the instructions for use in place? Are used chemicals approved? Is the chemical purchasing controlled? Are instructions/Safety data sheets available? **Examples of evidence:** chemicals list; Safety Data Sheets and instructions

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4.13.3	Product safety, product quality and legality shall be ensured during and after maintenance and repair work (including temporary repairs). Records and/or other evidence of maintenance and repair work shall be kept.	Basic	• How is it ensured that maintenance and repair work do not affect product safety, quality and legality? • What measures are taken when maintenance/repair work is undertaken in the logistics area (e.g. control of generated residues/particles, etc.)? • Are maintenance and repair working tools in good condition and handled and controlled properly to avoid contamination (e.g. no tools on the floor, tool sanitisation when used for repairs in the open food contact zone, etc.)? • How are lighting fixtures repaired? • In case temporary repairs are allowed, how is it planned and ensured that they are fixed as soon as possible and controlled to avoid contamination risks? • Where are maintenance and repair works documented? • What rules are in place to reactivate equipment/ equipment clearance once the maintenance/repair work is completed (e.g. equipment cleaning, disinfection, inspection, calibration, verification/testing, etc.)? • Are any actions necessary following repair work? **Examples of evidence:** good practices; implemented processes and evidence; examples for repair work and maintenance; instructions, actions; on-site observation/inspection; records
4.13.4	In case of the failure or malfunction of equipment or premises essential for product safety and quality, prompt action shall be taken.	Basic	• Are processes implemented and maintained for prompt notification and recording in cases of premisses/ equipment malfunction? When did the last malfunction occur? • What actions are taken in case of occurred failures and malfunctions on the premises and of equipment (including transport) that are essential for product safety and quality? • Are logistics-related equipment and processes that are critical for product safety and quality included in maintenance planning, including provisions for prompt action in case of failure or malfunction? **Examples of evidence:** documentation of interruptions of logistics processes; actions; records

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4.14	**Equipment**		
4.14.1	All equipment shall be maintained in a condition and positioned in a way that allows effective cleaning, disinfection, inspection, and maintenance, without compromising product safety or quality.	Basic	• What equipment exists? • Is the condition of equipment adequate to avoid compromising product safety and product quality? • Are equipment, utilities, and their components (e.g. cables, switches, etc.) designed and installed to allow easy access for disinfection, inspection, and maintenance activities?Where relevant, how do the employees know how to use, maintain and store the equipment? **Examples of evidence:** on-site observation/inspection; instructions, good practices
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 to demonstrate that they are suitable for the intended use.	Basic	• Were all relevant legal requirements identified? • Are all equipment and utensils checked for legal compliance? • Is a list or product description available which demonstrates legal compliance? • Is all evidence of equipment and utensil compliance up-to-date? • How do you proceed in the event of incorrect or missing declarations of compliance or technical specifications/ self-declarations by the manufacturers? **Note 1:** In case no specific legal requirements are in place, evidence such as the following shall be available to demonstrate that they are suitable for the intended use: • certificate of conformity • technical specifications • manufacturer's self-declaration

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5	**Measurements, analysis, improvements**		
5.1	**Site inspections**		
5.1.1	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 the history of previous results.	Intermediate	• How often are site inspections carried out and who performs them? • How is the frequency defined (e.g. by risk, history, etc.)? Was there a reason in the past to increase the frequency of site inspections? • What is reviewed during site inspections? What criteria are defined? • For which areas/processes do site inspections exist? • Are off-site storage locations or other decentralised structures considered? What is the frequence of such on-site inspections? • Where applicable, is protection of food products from contamination (physical, chemical and microbiological) checked (e.g. open products area)? • How are potential hazards from the site inspections evaluated and prioritised? • Are actions documented in case of findings (deviations, non-conformities)? • How are results evaluated? • How does the company follow-up on the findings from the site inspections? **Additional explanation:** This requirement supports the introduction and implementation of a product safety culture, particularly in relation to elements such as ensuring that product safety processes and procedures (e.g. controls) are carried out in a timely manner and that the integrity of product safety processes is maintained. **Examples of evidence:** site inspections protocol/scope; risk assessment/history; minutes of on-site inspections; records/reports/actions; procedure description

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5.2	**Process control**		
5.2.1*	Requirements for environmental control (e.g. temperature, humidity) which influences product safety and product quality shall be defined and implemented.	Basic	• Which requirements for environmental control are defined (e.g. temperature, humidity, ripening conditions, air conditioning, etc.)? • Are there specific customer requirements? • How are these requirements implemented in the respective logistics areas? • Are the responsibilities regulated? • Do the employees know the instructions and processes? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** legal requirements, contracts/agreements with customers, with agreed parameters, evidence about technical constructions, implemented processes; product requirements, on-site inspection; training/instructions, documentation of requirements for environmental control, checklists, records.
5.2.2	Process parameters, (e.g. temperature, time, pressure, chemical properties) which are essential to ensure product safety and product quality requirements, shall be monitored, recorded continuously and/or at appropriate intervals.	Basic	• How are process parameters controlled? • How are temperatures, pressure, time etc. monitored? • Where is it recorded? • Are the process parameters monitored and recorded? • Is monitoring and recording carried out continuously or at defined intervals? • Do cases exist where the control of process parameters is essential for product requirements? • How is monitoring and recording organised? Who is responsible? • Are the measurements and monitoring devices calibrated? • How is it ensured that only responsible persons are allowed to set up/change process parameters? • Are processes implemented and maintained for prompt notification, recording and monitoring of process deviations (e.g. on ripening conditions, freezing or thawing)? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** implemented processes; product requirements, printed measurement data; controls; monitoring processes and records, evidence of calibration

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5.2.3	For goods handled under controlled temperature conditions; one or more appropriate temperature recording systems/device shall be implemented in the logistics chain in order to monitor the process at appropriate intervals.	Basic	• What kind of system/device is used (fixed installation or mobile data logger)? Is this appropriate? • Is an appropriate temperature recording system installed? • How are temperatures controlled? How are temperatures monitored? • Where are temperatures recorded? • Are employees using the system well trained? • Is an appropriate monitoring interval defined and consistently followed? **Note 1:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site **Examples of evidence:** - implemented processes and documents - customer agreements/contracts - contracts/agreements from logistical providers - measures and controls - temperature recordings - checklists, evaluations - training and/or instruction documents - documents from audits - legal requirements (e.g. Regulation (EC) N° 37/2005) - print from measuring records or other documents like temperature checks of products

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5.3	**Calibration, adjustment and checking of measuring and monitoring devices**		
5.3.1	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.	Basic	• What kinds of measuring and monitoring devices exist (e.g. Thermometers, other important measuring and monitoring units)? • Are all devices documented on a list (or several lists)? Is this list up-to-date? • What monitoring device is suitable for which kind of measurement? • How are measuring and monitoring devices identified (e.g. identification stickers on monitoring devices) and recorded? • Do calibrated devices exist? • How is the calibration status of a measuring/monitoring device identified? • Are measuring and monitoring devices used to ensure product safety, quality, and regulatory compliance, reliable and compliant? • Which measuring and monitoring devices require legal approval? • What actions are taken in case measuring and monitoring devices are uncertain or the status of the device indicates a malfunction in regards to their expected functionality? Does it affect products, and if so, in which range? **Note 1:** All measuring and monitoring devices shall be used exclusively for their defined purpose. Where the results of measurements or the status of the device indicates a malfunction, the device in question shall be immediately repaired or replaced. Where a malfunction has been identified, the impact on processes and products shall be assessed to manage potential non-conforming products. **Examples of evidence:** legal requirements, measuring and monitoring devices list; identification stickers on monitoring devices; records; functionality status documents (e.g. calibration).

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5.3.2	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.	Intermediate	• When it comes to measuring devices, is there a calibration process/procedure for monitoring, adjusting and calibrating them? • Are measuring devices identified, calibrated and traceable to recognised standards? • How are measuring devices monitoring/adjustments organised? How are intervals defined? • Who is responsible for calibration? • Are measuring devices regularly calibrated? How are intervals defined? • How is calibration done? Where is it documented? • What actions are taken when a tolerance deviation (results outside of defined limits) is found? • Is calibration up-to-date? • What actions are taken when measurement results are uncertain or the status of the device indicates a malfunction? (e.g. malfunction of a CCP monitoring device). Are devices immediately repaired or replaced? • Is product and process impact assessed (e.g. product safety impact such as thermal process failure)? • According to the assessment, are necessary actions on processes and products carried out? • How are embargoed measuring/monitoring devices identified? **Examples of evidence:** calibration and monitoring processes/procedures; calibration protocol; instructions, calibration records; recorded checks, adjustments and calibration results; calibration certificate/reports; equipment supplier documents, records, actions.

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5.4	**Quantity control monitoring (for processing services such as labelling and/or simple sorting of fruits and vegetables intended for the final consumer)**		
5.4.1*	Compliance criteria to control lot quantity shall be defined. The 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).	Basic	• Which products are subject to quantity control? • What conformity criteria are set for quantity control? • How is it ensured that the legal requirements for quantity control are met? • Have there been any deviations in quantity control in the past? • How are the legal provisions of the countries of destination (if necessary) determined? • In which documents is this recorded? • Do specific customer requirements exist? • What is the frequency and methodology of quantity checking? • Is the company using the "℮" mark on packaging? **Additional information:** Labelling activity is only covered as a service. The legal information is fully under the responsibility of the manufacturer (e.g sticking pre-fixed customer information labels on products). Simple sorting can only be performed manually without the use of machinery. It involves activities such as manual selection, sorting, order-picking and repacking of fruit and vegetables based on qualitative criteria (e.g. defects) without further processing (e.g. cutting, trimming). These activities may be carried out in accordance with customer requirements, including label information, in order to fulfil a customer order. **Examples of evidence:** regulation; specifications; customer requirements; weight/ quantity control criteria

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5.4.2	Quantity control monitoring shall be implemented and recorded, according to a sampling plan which ensures a proper representation of the manufacturing lot. The results of this monitoring shall be compliant with defined criteria for all products ready to be delivered.	Basic	• How is the quantity control test plan structured? • How are deviations in quantity control detected? • Who checks the results of quantity controls? • What criteria are calculated for losses in quantities? • How and at which process steps is the control carried out? **Note:** the monitoring sample to be checked shall reflect an adequate representation from product lot/quantities/size/range (supplier manufacturing lot or even logistics site lot such as the resulting lots after simple sorting). **Examples of evidence:** regulation; specifications; customer requirements; weight/quantity control process and methods, monitoring plan, monitoring records.
5.5	**Management of complaints from authorities and customers**		
5.5.1 (B)	A process shall be implemented and maintained for the management of product complaints as well as any written notifications from competent authorities within the framework of official controls, including any ordering actions or measures to be taken when non-compliance is identified.	Basic	• How are complaints from customers handled? • Have there been any complaints and/or notifications from authorities in the past? • Does the process consider a minimum of receipt of complaints, communication, evaluation, recording, investigation and resolving (including corrections/corrective actions when necessary)? • How are notifications/complaints from competent authorities handled? • What is the range or indicator of complaints (classification) raised by consumers, retailers, and authorities? • Who is responsible for complaint management? • How does the process work? Does an overview exist concerning incoming complaints? **Examples of evidence:** complaint handling implemented process; data; records;
5.5.1 (I) ☞	A procedure for management of product complaints and of any written notification from the competent authorities shall be documented.	Intermediate	• Is the management of product complaints and notifications from competent authorities procedures documented? • Does the procedure consider data analysis to avoid reoccurrence? **Examples of evidence:** documented procedures; process description; flowcharts; work instructions, etc.; records

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5.5.2*	All complaints shall be recorded, readily available and assessed by competent staff. Where applicable, action shall be taken immediately.	Basic	• How many complaints have been received within the last 12 months? • Who is assessing the significance of complaints? • Who defines and communicates which actions are to be taken? • Are the competent staff aware of their responsibilities for handling the complaints and investigations? • Who is responsible for providing customers and authorities with a response, when applicable? • Does the company investigate the causes for the complaints? • Within what time frame must actions be taken? • Who reviews the complaints? • Who decides which measures shall be taken? • Who is responsible for implementing measures? • Are realistic timeframes for implementation defined? • How are complaints recorded? **Examples of evidence:** - process protocols - sample of complaint records of to compare them with the process from receipt to resolution; - action plans - overview of incoming complaints - review of implemented measures

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5.5.3	Complaints shall be analysed with a view to implementing actions to avoid the recurrence of the deviations and/or non-conformities.	Intermediate	• Is complaint data analysed to ensure that actions and improvements are addressed to avoid recurrence? • How are complaints analysed? • Has the company defined proper methods for the analysis of complaint data according to the intended aim of the analysis (e.g. by sources, causes, criticality, charts, statistics, trends, 5-why, Ishikawa)? • Who analyses complaint data? How often is complaint data compiled? • What actions are taken to avoid recurrence? **Note 1:** Complaints shall be analysed as an indicator of product safety, quality, and legal compliance issues, as well as to identify opportunities for improvement. The company shall define an appropriate method for analysing complaint data to meet these objectives. **Additional information:** Examples of complaint data analysis may include (but is not limited to): • classification charts (by sources, business partner - e.g. retailer, causes, lots, number of complaints, rate by produced volume/by product, complaint criticality, action priority based on impact – e.g. food/product safety issues, etc.) • complaints charts and tables (e.g. pie charts) • ppm complaint rate (e.g. parts per million to track quality compliance), • statistics, trend analysis • thresholds. **Examples of evidence:** complaint data; actions.

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5.6	**Management of product recall, product withdrawal and incidents**		
5.6.1*	The company shall demonstrate the ability to withdraw and recall affected products, contact relevant parties and keep records of these incidents.	Basic	• How many withdrawals have been initiated by the company over the last 12 months? What was the cause? • How many recalls have been initiated by the company over the last 12 months? What was the cause? • When was a recall and/or withdrawal required? • Is there a process defined, implemented, and maintained for product recall and withdrawal? Does it consider legal and customer aspects? • Can the company withdraw and recall affected products? Do the processes assure prompt return of delivered products and information of the product owner? • To what extent is distribution involved with recall/ withdrawal? • Is the company able to communicate and contact affected and relevant parties (e.g. internal contacts, product owner, authorities, suppliers), if applicable? • Is there an updated alert/emergency contact list (with information such as names and phone numbers of internal contacts, product owner/customer, and competent authorities)? • Is the responsible staff for product recall and withdrawal trained and prepared? • Is there a defined permanently available person in the company with the authority to initiate the recall and withdrawal process? • Are records of product recall and withdrawal maintained? **Note 1:** An implemented and effective traceability process is a key element for product recall and withdrawal, supporting the following: • any measure aimed at preventing the distribution, display and offer of an out-of-specification product and/ or of a product that may be dangerous to the consumer (withdrawal). • any measure aimed at achieving the return of a dangerous product that has already been supplied or made available to consumers by the producer or distributor (recall).

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			Note 2: Even if the decision to recall or withdrawal is made by the product manufacturer, the logistics site responsible for the operations plays a critical operational role since they: - Physically store, distribute, or transport the affected product - Hold key data on product quantities, locations, batch/lot numbers, and recipient traceability - May need to stop further dispatch, block stock, retrieve goods, send to destruction, and communicate with downstream customers. Even without ownership of the goods, the assessed logistics operator shall prove they can identify, block, communicate, and act quickly when it comes to affected products under their custody once instructed by the owner. The assessed logistics operator shall ensure their readiness and the capacity to operationally execute the recall/ withdrawal efficiently. **Key elements:** - Logistics process ownership - Complexity of the operation (e.g. what is the extent of the distribution? Is there a need to reverse logistics? Are products in temporarily storage at a cross-docking station?) - Customer agreements (e.g. what are the customer requirements in terms of operating recall and withdrawal and managing non-conforming products?). **Note 3:** Decentralised structures shall be considered in this requirement and addressed as part of the assessment of the main site. **Examples of evidence:** legal and customer requirements, recall and withdrawal implemented processes; emergency/alarm contact list; communication process; traceability process; on-site interviews

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5.6.2	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.	Intermediate	• What is an incident? What characterises an incident? E.g. logistics service disruption which impacts product safety and quality (e.g. power outage), natural disasters, loss, emergency situations, crisis, unsafe or nonconforming processes, other situations which impact product safety, quality and legality, etc. • How are incidents assessed and managed? What is the decision-making process? What are the steps to be taken to manage a crisis? • To what extent is distribution involved with recall/ withdrawal/incident management? • Has the company implemented a recall/withdrawal/ incident management procedure? • Are recall/withdrawal/incident management procedures documented (e.g. documented procedures, process descriptions, work instructions, flowchart)? • How does the company define product recall/product withdrawal needs? • Which are the actions defined in case of a recall/ withdrawal/incident? • Are the responsibilities clearly defined within the defined actions? • Who is responsible for communication with product owners, authorities, etc. in case of recall/withdrawal/ incident? Is there a nominated person who is permanently available and has the authority to initiate the necessary processes? How are potential absences covered (vacations, sick leave, etc.)? • Are involved persons trained according to procedure? • Who is informed when an incident occurs? How is internal and external communication managed? • How can incidents and emergency situations be detected by the company? What are the sources of information to be aware/alert of new potential emergencies/incidents? • What is the defined level of risk of those incidents and emergencies regarding product and process compliance and regarding operational continuity? • Who is informed when a crisis occurs? • Does the company have an internal/external communication plan? Who is responsible for communication with product owners and authorities, for example in case of a crisis?

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			• Is an emergency/alarm list of important telephone numbers available? Does it consider product owner/ customer information, sources of legal advice, contacts availability, etc.? • What plan and actions are defined to recover, resume, and restore the activities in case the emergency/ incidents described by the company occurs? • Are the responsibilities clearly defined within the defined actions? • Are records of incident management maintained? **Note 1:** A withdrawal/recall management procedure alone is not sufficient to define a comprehensive incident management procedure (is a potential consequence/action of incident management). **Examples of evidence:** evidence of team training / responsibility matrix; product recall and withdrawal procedures; incident/crisis management procedures; documented procedures; process description; flowcharts; work instructions, etc.; records; emergency plan; alarm plan; emergency/alarm contact list; communication plan; traceability process; on-site interviews
5.6.3	The effectiveness of recall/ withdrawal procedures shall be checked.	Intermediate	• How does the company evaluate that the withdrawal/ recall procedures and its relevant steps are effective (end-to-end process)? What are the criteria? • When was the last check for effectiveness? Is the check recorded/documented? • Is the update of the emergency/alarm contact list checked? • Are actions taken in case the procedures are not effective or if improvement needs are identified? **Note 1:** In case the company has faced a recall/withdrawal, it is to be checked in the current IFS Progress Logistics Assessment whether the company's recall/withdrawal procedure was comprehensive and effectively operated and documented (end-to-end). Therefore, it can be considered as positive evidence for requirement 5.6.3 assessment. **Examples of evidence:** withdrawal/recall procedures check results/records; emergency/alarm contact list; on-site interviews

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5.7	**Management of non-conforming products**		
5.7.1 (B)	A process 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) • identification including labelling • the release procedure of goods.	Basic	• What processes exist for the management of nonconforming products? • Are the process responsibilities clearly defined? • How are non-conforming products identified and controlled? Does the company ensure that any product which does not conform to requirements is clearly identified and controlled to prevent unintended use or delivery? • What rules exist for product isolation/quarantine? • Who decides on non-conforming products? • Based on which criteria is the decision made about further usage of non-conforming products? • How is the isolation/quarantine area(s) identified on-site? • What kind of actions and measures are in place to avoid misuse/mixing of non-conforming products? • What kind of actions and measures are in place to avoid delivery of non-conforming products? • What kind of actions and measures has the company implemented to prevent cross-contamination with isolation/quarantine area(s)? (e.g. between products with/without allergens? **Examples of actions:** - client communication, - release, blocking, holding procedures - post-delivery actions (e.g. destruction, supplier return, re-labelling, re-packing), etc. **Examples of evidence:** management of non-conforming products process; measures; isolation/quarantine processes; non-conforming products identification; responsibility matrix; quarantine tickets; lists of non-conformities; non-conforming products controls; on-site observation; on-site interviews; records

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
5.7.1 (I) ☞	A procedure for the management of all non-conforming products, and packaging materials shall be documented (including risk assessments, when applicable).	Intermediate	• Is the management of non-conforming products, and packaging materials procedures documented (e.g. documented procedures, process descriptions, work instructions, flowchart)? • Are all situations, where non-conforming products could exist, described in a procedure (or more procedures)? • When applicable (e.g. for decision making matters), are risk assessments documented? What conclusion did the risk assessment lead to? **Examples of evidence:** management of a procedure for non-conforming products; documented procedures; process description; flowcharts; work instructions, etc.; records; risk assessments
5.7.2	The process for the management of non-conforming products, and packaging materials shall be acknowledged and applied by all relevant employees.	Basic	• Are relevant employees aware of the process or the management of non-conforming products? • Who is responsible for putting non-conforming products into quarantine? • Who may release quarantined products? • How is it ensured that only authorised persons release quarantined products? • How is ensured that all employees apply the process correctly? **Examples of evidence:** training/instruction evidence; work instructions; quarantine tickets; job description; on-site interviews
5.7.3	Where non-conforming products, and packaging materials are identified, immediate actions shall be taken to ensure that product safety and quality requirements are complied with.	Basic	• What actions are taken when non-conforming products are identified in order to ensure that product safety and quality requirements are complied with? **Examples of evidence:** quarantine tickets; implemented processes, work instructions

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
5.8	**Management of deviations, non-conformities, corrections and corrective actions**		
5.8.1 (B)	A process for the management of corrections and corrective actions shall be documented, implemented and maintained with consideration to: • recording, analysing and communication of occurrences • performing a root cause analysis, at least for deviations and non-conformities related to product safety and legality with the objective to close the deviations and/or non-conformities and avoid recurrences.	Basic	• How are deviations, non-conformities and nonconforming products managed (e.g. failures in good practices, product safety incidents, product damages or contamination during logistics processes, process control loss e.g. for temperature-controlled goods, site inspection deviations)? • What are the implemented corrections and corrective action processes (for deviations, non-conformities and non-conforming products)? • When and where are deviations and non-conformities documented? • Who is informed in case of deviations, non-conformities and non-conforming products? • Is there a person responsible for analysing, investigating, communicating and recording deviations, nonconformities and non-conforming products/ processes to establish the process to address actions in order to close them and avoid reoccurrence? • What corrections are taken? • When are corrective actions needed and which corrective actions are taken? • How are repetitions of critical non-conformances, and non-conforming products evaluated? How are those analysed? • Is a documented root cause analysis available at least for deviations and non-conformities related to safety and legality? What methods are used for root cause analysis? • Are records related to analysis and communication of deviations, non-conformities, non-conforming products and their respective actions in place? **Note 1:** For the assessment's action plan validation, corrections and corrective actions are mandatorily required for raised deviations and non-conformities as stated in chapter 4.1, Part 1.

v2	IFS Progress Logistics	Level	IFS Progress Logistics 2 Guidance
			Additional explanation: This requirement supports the introduction and implementation of a product safety culture as it relates to elements such as: commitment of the management; engagement and availability of sufficient resources; generating awareness; open and clear communication; ensuring that roles and responsibilities are clearly communicated; maintaining the integrity within product safety processes; ensuring compliance with relevant regulatory requirements. **Examples of evidence:** implemented processes and evidence; work instructions; management of deviations, non-conformities and nonconforming products process; responsibility matrix, lists of non-conformities; corrections corrective actions; on-site interviews; records
5.8.1 (I) ☞	The procedure for the management of corrections and corrective actions shall be documented.	Intermediate	• Are procedures for the management of corrections and corrective actions documented (with consideration to recording, analysing, communication and root cause analysis performance, where applicable)? **Examples of evidence:** management of corrections and corrective actions procedure; documented procedures; process description; flowcharts; work instructions, etc; records; applicable documented root cause analysis; records of corrections and/or corrective actions
5.8.2	Where deviations and non-conformities are identified, corrections shall be implemented.	Basic	• Are corrections implemented in case of deviations and non-conformities? What evidence of its implementation is available? **Examples of evidence:** corrections; evidence; records
5.8.3	Corrective actions shall be formulated, recorded 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.	Basic	• Which corrective actions were implemented? Are responsibilities and time scales clearly defined? • Where are corrective actions documented/recorded? • Who is responsible for corrective actions? • How long may it take to implement corrective actions? Are defined timescales suitable/sustainable? • How do you differentiate corrections from corrective actions? • How are repetitions evaluated? • Are time scales suitable to solve and prevent recurrence of deviations and non-conformities? **Examples of evidence:** corrective action records; on-site interviews

PART 3

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

0 Introduction

The IFS Progress Logistics Program includes a product and process assessment. All bodies involved shall comply with the international rules and IFS specific requirements described in this document. Part 3 of the IFS Progress Logistics Program mainly deals with certification bodies, assessment service providers and assessors.

1 Requirements for certification bodies/assessment service providers

Certification bodies and assessment service providers intending to perform IFS Progress Logistics Assessments shall comply with the following rules.

1.1 Certification bodies

The certification body shall be accredited to ISO 17065 and/or ISO 17021 for the certification of product safety scheme(s) by a Global ACI accreditation body. For affiliates performing IFS Progress Assessments the respective head office could also be the owner of the accreditation as long as respective affiliate operations are performed under quality management procedures.

Certification bodies shall have signed a separate IFS Progress Agreement with IFS Management GmbH. The agreement includes the acceptance of the rules of the IFS Progress Program and enables access to the IFS Database.

Note: If the Certification body has already signed an agreement with IFS Management GmbH for IFS Certification Standards, a separate IFS Progress Agreement is still required.

1.2 Assessment service providers

The assessment service provider shall have experience in second party audits and respective operations performed under quality management procedures. It shall also provide written evidence of its involvement in, and agreement to the assessment process on behalf of the retailer or business partner.

The assessment service provider shall have signed an IFS Progress Agreement with IFS Management GmbH. The agreement includes the acceptance of the rules of the IFS Progress Programs and enables access to the IFS Database.

IFS Progress Agreement requests shall be addressed via:
certificationbodymanagement@ifs-certification.com

1.3 Certification body/assessment service provider appeal and complaints procedure

The certification body/assessment service provider shall have documented procedures for the consideration and resolution of appeals against the results of an IFS Progress Assessment. These procedures shall be independent of the individual assessor and will be considered by senior management of the certification body/assessment service provider. Appeals shall be finalised within twenty (20) working days of receiving the information from the assessed company.

The certification body/assessment service provider shall have documented procedures for handling complaints received from the companies and/or other relevant parties. 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 will be given after the completion of a full and thorough investigation into a complaint.

The basis for the handling of complaints received by the IFS Offices shall be as follows:

- If the complaint relates to the quality of IFS Assessments or the content of IFS Assessment Reports, the IFS Offices require the certification body/assessment service provider 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 the IFS Progress Assessment report, IFS Letters of Confirmation or in the IFS Database, the IFS Offices ask the certification body/assessment service provider to give a statement and rectify the problem within five (5) working days. The statement shall be issued in writing, by e-mail or post.

Handling complaints received by IFS Offices is addressed through actions carried out by IFS Quality Assurance, as defined in the IFS Progress Framework agreement with certification bodies/assessment service providers.

1.4 Approval decision and issuing the letter of confirmation

The certification body/assessment service provider is responsible for the decision on the final assessment result and whether the letter of confirmation will be issued.

The decision shall consider the outcomes of the assessment report review carried out by a nominated person(s) from the certification body/assessment service provider, other than those who have carried out the assessment, which could be:

- IFS Logistics Auditor or IFS Pure Logistics Reviewer
- IFS Progress Logistics Assessor
- Responsible person defined by CB/ASP (complying with at least same IFS Progress Logistics Assessor Requirements – see chapter 2.2, Part 3).

Evidence of the IFS Assessment Report review shall be available upon request.

1.5 Transfer of assessments

When the assessment activities are transferred from one certification body/assessment service provider to another, the new certification body/assessment service provider shall verify all current IFS Assessment Report/Letter of Confirmations, in order to decide if further actions (e.g. withdrawal of recent IFS Assessment Report/Letter of Confirmations or additional IFS Progress Logistics Renewal Assessments) will be necessary.

1.6 Certification bodies'/assessment service providers' responsibilities for IFS Progress Logistics

It is the responsibility of the certification body/assessment service provider to ensure that processes are in place to monitor and maintain the competencies of all assessors to the level required by the IFS Progress Logistics Program. Therefore, certification bodies/assessment service providers have the following responsibilities:

- To ensure that all assessors have a valid contract with them, which includes the following:

  a) Compliance with all rules defined by the certification body/assessment service provider, including confidentiality and independence from commercial and other interests.

  b) Absence of any conflict of interest with the company being assessed, including declaration of any current association or any association within the previous two (2) years.

- To ensure the assessor is familiar with the risk-based and product and process approach and qualified to the full scope of the assessment.

  Note: For the qualification check in regard to scope experience, it is recommended that the certification body/assessment service provider considers the scope background of the assessor. This may include, but is not limited to, professional experience in industry or logistics operations (including consultancy), assessments or audits (as lead or co-auditor/assessor or trainee), and relevant training.

- To ensure the assessor is able to access and apply relevant laws, regulations, IFS Requirements and those of the certification body/assessment service provider.
- To ensure the assessor has knowledge in product safety and hygiene practices.
- To ensure the assessment is conducted in an independent way by an impartial assessor.
- To ensure that no assessor (lead and co-assessor) shall perform more than three (3) consecutive IFS Progress Logistics Assessments at the same logistics site (this does not apply for assessments that have been observed as a trainee nor for follow up assessments or extension assessments).

  Note: In the case that three (3) consecutive IFS Progress Assessment have been performed, and the following assessment is undertaken to an accredited certification standard (e.g. IFS Logistics), it is recommended that the certification body arranges for the initial IFS Certification Audit to be performed by a different auditor.

- To organise a minimum of eight (8) hours of in-house training for IFS Progress Logistics Program Assessors once per year as a face-to-face meeting or remotely via online session(s). Evidence shall be available upon request.

Note: The session shall be organised with the purpose of sharing experience with the program, calibration and updating knowledge of relevant legal requirements (which may consider, but is not limited to: regulation updates, hazard trends, program requirements, assessment practices, failures in reports and findings, exercises to calibrate criteria in the IFS Progress Scoring System, customer requirements, etc.). IFS designated training materials shall be used as reference. For assessors who are also qualified for IFS Progress Food, the training can be part of the yearly training for IFS Progress Food. In the case of IFS Logistics approved auditors, they are exempt from the yearly in-house training on IFS Progress Logistics.

- To ensure the assessment report and associated documentation including the assessor's notes are securely stored for a period of five (5) years and shall be available on request.
- Evidence of the assessor's competences are maintained.

The certification body/assessment service provider is responsible for choosing an assessor with proper qualification in the corresponding scope(s), language, competence(s), etc. for each IFS Progress Logistics Assessment.

2 Requirements for IFS Progress Logistics Assessors qualification and maintenance

2.1 General requirements

IFS Progress Logistics Assessors shall meet the following requirements:

- They shall have signed a contract with the certification body/assessment service provider.
- They shall have submitted all relevant information about their qualification and competence to the certification body/assessment service provider.
- They shall clearly communicate to the certification body/assessment service provider, if the necessary impartiality might not be guaranteed.
- They shall communicate with the certification body/assessment service provider regarding assessment history to facilitate compliance with the three (3) consecutive assessments rule.

The certification body/assessment service provider shall have reviewed and confirmed the professional qualification and competence of the assessor before they are registered in the IFS Auditor portal.

In case the requirements are no longer fulfilled, it is the responsibility of the certification body/assessment service provider to inform IFS to deactivate the assessor.

2.2 Requirements for IFS Progress Logistics Assessors

2.2.1 Requirements for assessors with regards to initial application

IFS Progress Assessors begin as exclusive assessors, since certification bodies/assessment service providers are responsible for initially verifying their qualifications and competence to carry out the intended assessments under the respective scopes. Nevertheless, after initial approval as an IFS Assessor and provided that no exclusivity agreement has been signed with a respective certification body/assessment service provider, the assessor is allowed to perform IFS Progress Assessments for other certification bodies/assessment service providers. This is permitted on the condition that the additional certification body/assessment service provider verifies the assessor's qualifications and competence for the intended assessment scopes.

Candidates applying for the approval as an IFS Progress Logistics Program Assessor shall meet the following minimum requirements:

Chart 1: General candidates experience

Education	Work experience	Additional requirements
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:** If an assessor has no food related background (education or work experience), they shall attend at least (2) two IFS Progress Food Assessments or IFS Food Audits.	Two (2) years of professional full-time experience related to the logistics sector including the functions related to logistics activities in the logistics industry or in retail; product safety auditing/ assessing and/or product safety inspection or enforcement. **Note:** Experience from consultancy in relation to logistics activities may be recognised as a maximum of one year towards the work experience.	• To pass a food hygiene (including HACCP) training on the basis of the Codex General Principles for Food Hygiene. • Have knowledge of local and, if applicable, of the destination country legislation for the defined assessment scope. • Have detailed risk-based and product and process approach knowledge. • Have knowledge of the local language. If the assessor wishes to perform assessments in language(s) different from their native language, they shall be able to provide evidence for fluency in the other language(s). • Successfully completed the IFS Progress Logistics Assessor Course (see chapter 2.3 point (b), Part 3). • In case the candidate does not have assessment or audit experience, the candidate shall have participated in at least (2) two IFS Progress Logistics Assessments and/or second-party/third-party product safety assessments/audits in total, as an observer or as a trainee (preferably related to food product scopes).

Note: While the assessor will receive IFS Progress Logistics general rights, it is the responsibility of the certification body/assessment service provider to choose an assessor with proper qualification and compliancy with the rules of Part 3 for the corresponding food or non-food scope(s) in order to perform an assessment.

2.2.2 Requirements for already approved IFS Auditors and Assessors

IFS Logistics Auditors automatically have the right to conduct IFS Progress Logistics Assessments in the scopes confirmed by the respective certification body of the IFS Logistics approved auditors and are exempt from the IFS Progress Logistics Assessor Course (which could be performed as good practice).

IFS Progress Food, HPC and PACsecure Assessors and IFS Food, HPC and PACSecure Auditors shall have the right to conduct IFS Progress Logistics Assessments after having passed an IFS Progress Logistics Assessor Course.

2.3 Application considerations

a) Prior to performing IFS Progress Assessments, assessor registration shall be managed by the certification body/assessment service provider and respective assessor via the IFS Auditor Portal for IFS activation. Approved IFS Logistics Auditors are automatically activated for IFS Progress Logistics Assessments (certification body shall ensure 2.2.2 is complied with).

   Inquiries related to the activation of IFS Progress Assessors shall be addressed to: auditor@ifs-certification.com

b) The IFS Progress Logistics Assessor Course (see chapter 2.2.1 chart 1, Part 3) is provided by IFS Management GmbH and held by IFS via the IFS Academy or by an IFS designated representative for a minimum duration of eight (8) hours. Nevertheless, it can be conducted exclusively to assessors internally at a certification body and given by an IFS approved Train the Trainer or an approved IFS Logistics Auditor with IFS Progress experience. In exceptional cases, IFS shall assess the possibility of a special permit.

   Note: possible training duration reductions are addressed in the IFS Progress Supporting Document (e.g. when assessors have already been trained in IFS Progress Food).

c) The IFS Progress Logistics Assessor Course material is provided by IFS Management GmbH and can be found in the certification body designated area after activation.

d) In the event that the IFS Progress Assessor Course is conducted internally by the certification body, the assessor shall have a contract to execute assessments with the certification body providing the training.

e) Proof of attendance of the IFS Progress Logistics Assessor Course shall be uploaded to the IFS Auditor Portal, otherwise, the assessor will not be activated in the IFS Database.

f) The IFS Progress Logistics Assessor Course can either be performed face-to-face or in a remote manner.

2.4 Maintenance of assessor competences and qualification

The certification body/assessment service provider shall maintain continuous appropriate analysis of assessor competences and ensure assessor qualifications are continuously maintained and improved via training, supervision, and monitoring activities, which include a minimum of:

- Consistently maintaining assessor requirements (see chapter 2, Part 3).

  A review of the assessor's compliance with the overall IFS Progress Requirements should be conducted at least every three years or whenever relevant changes occur. When a new version of IFS Progress comes into effect, the assessor's competence and qualifications shall be reassessed and confirmed in accordance with the applicable program requirements.
- IFS Progress In-house Training (see chapter 1.6, Part 3) and other internal relevant trainings to improve an assessors' technical capabilities.
- Monitoring assessment performance by on-site witness assessment/audit (except for already approved IFS Auditors). It is recommended that an assessor is witnessed performing an IFS Progress Assessment or in a second-party/third-party product safety assessment/audit, at least once within a 3-year period.

The certification body/assessment service provider is responsible for ensuring the assessor maintains their approval according to IFS Progress Program Requirements. In case the assessor no longer complies with the IFS Progress Program Requirements, the certification body/assessment service provider shall manage the withdrawal of the assessor's approval accordingly.

PART 4

PART 4
Reporting, the IFS Software and the IFS Database

0 Introduction

Following the performance of an IFS Progress Logistics Assessment, a detailed and well-structured assessment report shall be completed. In general, the report shall be in the working language of the company. In special cases defined by the certification bodies/assessment service provider where the native language of the retailers or purchasers is different to the working language of the company, an English version of the report can also be prepared.

If the report is written in a language other than English, the assessment scope shall be translated into English.

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

- The assessment overview (Part 4, chapter 1.1)
- The main content (Part 4, chapter 1.2).

1 Reporting

1.1 Minimum requirements for the IFS Progress Logistics Assessment Report: assessment overview (see Annex 8)

Cover page

The cover page of the IFS Progress Logistics Assessment report shall include:

- Name and/or its logo and address of certification body/assessment service provider.
- Current IFS Progress Logistics Logo.
- Result and assessment level (mandatory translation of the assessment level and result into English).
- Name of the assessed site and sanitary legal authorisation number, if applicable.
- If available, GS1 GLN(s) (Global Location Numbers) related to the site(s) that has/ve been covered during the assessment. For more information about the Global Location Number of GS1 (GLN), see Glossary.
- Date(s) of the assessment.
- Announced or unannounced assessment status.

Assessment overview
The assessment overview shall include the following mandatory information:

Assessment details:
- Name of the lead assessor, reviewer (person in charge of the report review), co-assessor and trainee, if applicable.
- Assessment date(s) (in case of a follow-up assessment, the date of the follow-up assessment shall additionally be specified).
- Duration of the assessment (start and end time for each assessment day).
- Previous assessment dates (start and end time for each assessment day).
- Name of the certification body/assessment service provider and the assessor who performed the previous assessment.
- Name and address of the assessed 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 minimum.
- Version of the program.

Assessment scope:
- Detailed description of logistics service(s) including logistics processing service, if applicable (see chapter 2.3, chart 2, Part 1 - mandatory translation of the assessment scope into English).
- Code(s) of logistics service(s), product scope(s) and logistics processing service(s), if applicable (see chapter 2.3, chart 2, Part 1).

Additional information:
- Description of exclusions, if applicable.
- Description of partly outsourced processing services (explanations, number of subcontractors, description including name, address, and assessment or certification status (including COID(s),if existing), if applicable.
- Description of decentralised structure(s), if applicable, (name the location).
- Description of multi-location logistics sites, if applicable, see chapter 2.4, Part 1.

Final assessment result
- Final assessment result with level (Basic or Intermediate) and percentage (in the case of a follow-up assessment, specify that a follow-up assessment has taken place and that the Major(s) non-conformity(ies) in respective level(s) has/have been solved or not).
- Timeframe in which the renewal assessment shall be performed.

Observations regarding non-conformities (Majors)
- Overview regarding Major non-conformity(ies) - (mandatory translation of Major(s) non-conformity(ies) information into English).
- In the case of a follow-up assessment, additional explanations shall be provided concerning the requirement(s) for which the Major(s) non-conformity(ies) has/have been solved.

Comments concerning follow-up of corrections and corrective actions
- Description of corrections and corrective actions from the previous assessment (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 assessment 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 by the assessor for each section.

1.2 Minimum requirements for the IFS Progress Logistics Assessment Report: main content (Annex 9)

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

- Overview of the assessment outcome/results.
- General summary in a tabular format for all chapters, listing the number of assessed requirements per scoring for each chapter and the result (in percentage) per chapter.
- Overall summary: table of compulsory fields for specific IFS Progress Logistics Assessment Requirements. For those specific requirements, the assessor shall provide additional justifications and/or further background information, even in the case of an A scoring. This leads to a more significant and descriptive report, even if the assessed site almost fulfils all IFS Progress Logistics Requirements, and it also adds value for the user/reader.
- 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 assessment report (checklist).
- Annex of the assessment report, including:
  - Assessment participants' list: list of key personnel present during the assessment
  - IFS Progress Scoring System.

1.3 The action plan (Annex 7)

For each assessment requirement, the assessor shall describe and explain all identified deviations and non-conformities (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 Letter of Confirmation (Annex 10)

After the successful completion of the IFS Progress Logistics Assessment process, the certification body/assessment service provider shall issue a letter of confirmation, when the assessment status/result is deemed as approved, which shall include, at a minimum:

- Name and/or its logo and address of the certification body/assessment service provider.
- Name and address of the assessed 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) that has/ve been covered during the assessment, if available.
- In case of multi-location logistics sites: name and address of the head office/central management of the site, if applicable.

- Description of the assessment scope, which shall always be translated into English.
- Code(s) of logistics service(s): I (Storage) and/or II (Transport).
- In case of partly outsourced logistics processing service(s), addition of the following sentence: **"Besides own logistics processing service(s), the company has partly outsourced logistics processing service(s)"**.
- Description of product exclusions, if applicable.
- Level achieved.
- Assessment score in percentage.
- Announced or unannounced assessment information.
- Assessment date(s).
- Follow-up assessment date, if relevant.
- Next assessment time period (renewal assessment) for announced assessment and in case of voluntary unannounced assessment in intermediate level.
- Issue date of letter of confirmation.
- Expiry date of the letter of confirmation (letter of confirmation validity shall remain the same each year, as described in Part 1).
- Name and signature of the responsible person at the certification body/assessment service provider.
- Place and date of signature.
- Current IFS Progress Logistics Logo.
- QR-code with a verification link to the IFS Website.

Note: The IFS Software includes a letter of confirmation template with the minimum required content, but the certification body/assessment service provider may use its own layout, providing that it includes this mandatory information.

1.4.1 QR-code on the IFS Letter of Confirmation

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

QR-code for creating a letter of confirmation without the use of the IFS Software
For certification bodies/assessment service providers that do not use the IFS Software to generate letters of confirmation, there is an area in the IFS Database where a QR-code for the respective COID can be downloaded.

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

2 The IFS Software

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

Additional information on its use is provided separately in the IFS Database in the online manual.

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

Every IFS Assessment shall be uploaded to the IFS Database by the certification body/assessment service provider (uploading of the report, action plan and letter of confirmation).

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

- Certified and IFS Progress assessed companies/suppliers
- Certification bodies/assessment service providers
- Auditors/ assessors
- Retailers
- Verified authorities
- Consultants (special access).

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

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

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

The full report is only available if the certified/assessed company gives the 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 user groups of the IFS Database automatically receive access to the company's data once access has been granted by the company. 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/assessed companies can view specific data of the certified/assessed companies/suppliers. For further information, see the IFS Website.

Tool "Supplier management"
The tool "Supplier management" enables retailers, authorities and assessed/certified companies to select their favourites from all certified/assessed companies that are listed in the IFS Database and to store them in a separate list.

The user can pre-set e-mail notifications for each certified/assessed site listed as a favourite under "Supplier management".

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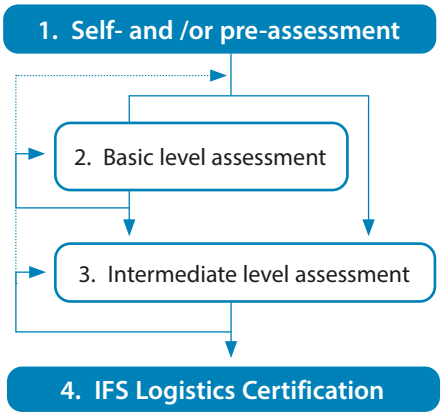
ANNEXES

ANNEX 1: Application of checklists

There are possible alternatives to apply basic and intermediate level checklists.

As the IFS Progress Programs are oriented on continuous improvement, the duration of each level should not exceed one (1) year, unless a different individual agreement/requirement with business partners or different development goals exists. Ideally no fallback to a previous level should occur.

Note: Different applications of checklists and timeframe shall be agreed between the business partners.

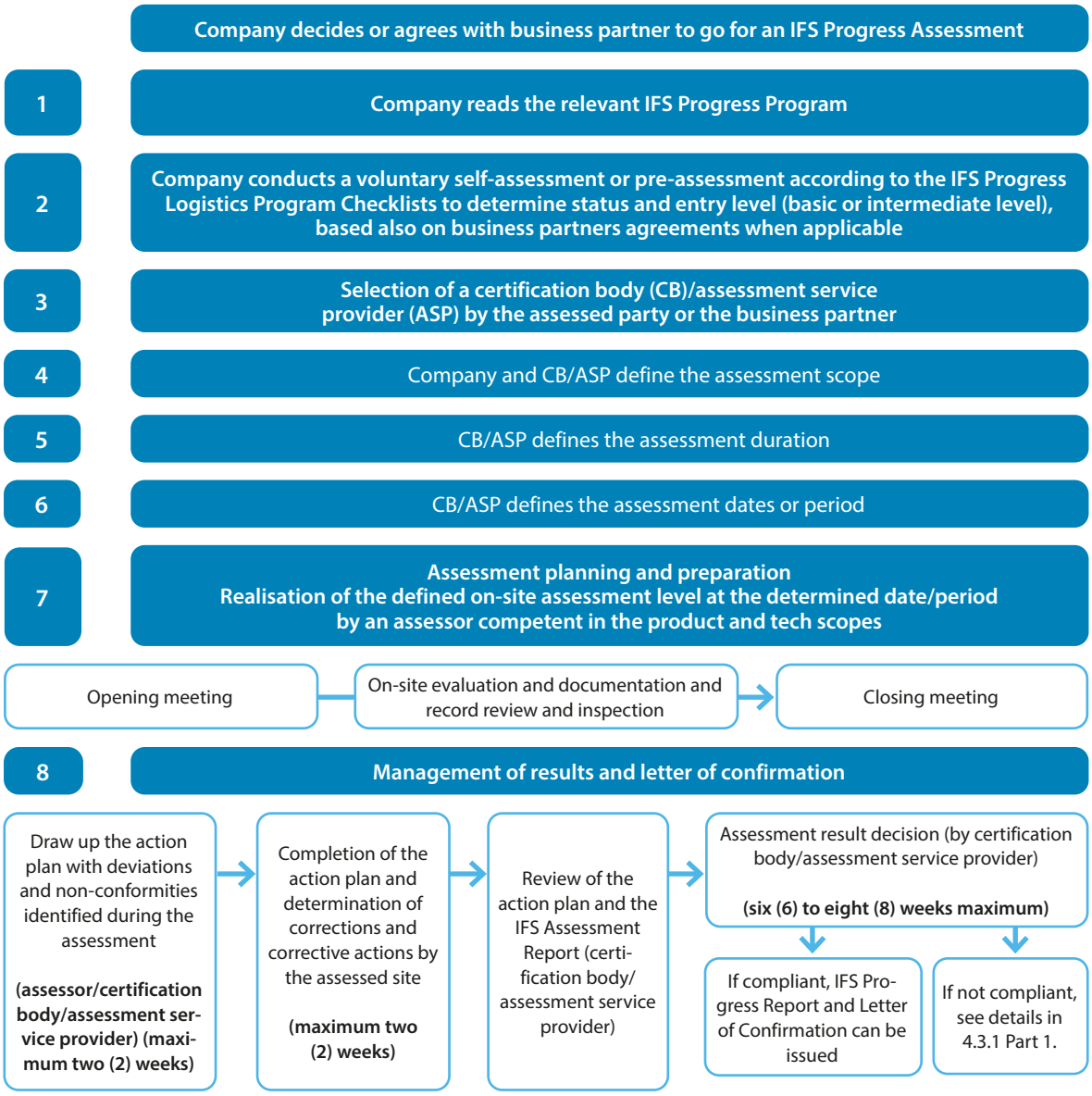


ANNEX 2: Overview of basic and intermediate levels

Basic		Intermediate (which also includes basic level requirements)	
Chapter 1: Governance and commitment			
Corporate structure and management responsibility	2	Corporate structure and management responsibility	6
Chapter 2: Product safety and quality management			
		Document management	2
Records and documented information	2	Records and documented information	2
		Hazard analysis and risk assessment management	2
Hazard analysis and risk assessment team	1	Hazard analysis and risk assessment team	2
Hazard analysis and risk assessment	3	Hazard analysis and risk assessment	12
Chapter 3: Resource management			
		Human resources	1
Personal hygiene	4	Personal hygiene	6
Training and instruction	1	Training and instruction	2
Staff facilities	3	Staff facilities	3
Chapter 4: Realisation of the logistics services			
Customer focus and contract agreement	3	Customer focus and contract agreement	4
Approval and monitoring (supplier management)	1	Approval and monitoring (supplier management)	2
Storage service providers	1	Storage service providers	1
Transport service providers	2	Transport service providers	2
Partly outsourced logistics processing services	1	Partly outsourced logistics processing services	2
Specific requirements for product handling	5	Specific requirements for product handling	6
Traceability	1	Traceability	3
Product fraud and product defence	1	Product fraud and product defence	4
Site exterior	2	Site exterior	2
Constructional requirements	5	Constructional requirements	5
Air conditioning/ventilation, compressed air and gases and water (including ice and steam)	6	Air conditioning/ventilation, compressed air and gases and water (including ice and steam)	8
Cleaning and disinfection	8	Cleaning and disinfection	10
Waste management	3	Waste management	4
Pest monitoring and control	4	Pest monitoring and control	6
Receipt, staging, storage and dispatch of goods	4	Receipt, staging, storage and dispatch of goods	5
Transport	5	Transport	5
Maintenance and repair	4	Maintenance and repair	5
Equipment	2	Equipment	2

Basic		Intermediate (which also includes basic level requirements)	
Chapter 5: Measurements, analysis and improvements			
		Site inspections	1
Process control	3	Process control	3
Calibration, adjustment and checking of measuring and monitoring devices	1	Calibration, adjustment and checking of measuring and monitoring devices	2
Quantity control monitoring (for processing services such as labelling and/or simple sorting of fruits and vegetables intended for final consumer)	2	Quantity control monitoring (for processing services such as labelling and/or simple sorting of fruits and vegetables intended for final consumer)	2
Management of complaints from authorities and customers	2	Management of complaints from authorities and customers	4
Management of product recall, product withdrawal and incidents	1	Management of product recall, product withdrawal and incidents	3
Management of non-conforming products	3	Management of non-conforming products	4
Management of deviations, non-conformities, corrections and corrective actions	3	Management of deviations, non-conformities, corrections and corrective actions	4

ANNEX 3: Assessment process



ANNEX 4: Product scopes to be specified in the company profile of the assessment report

IFS Progress 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

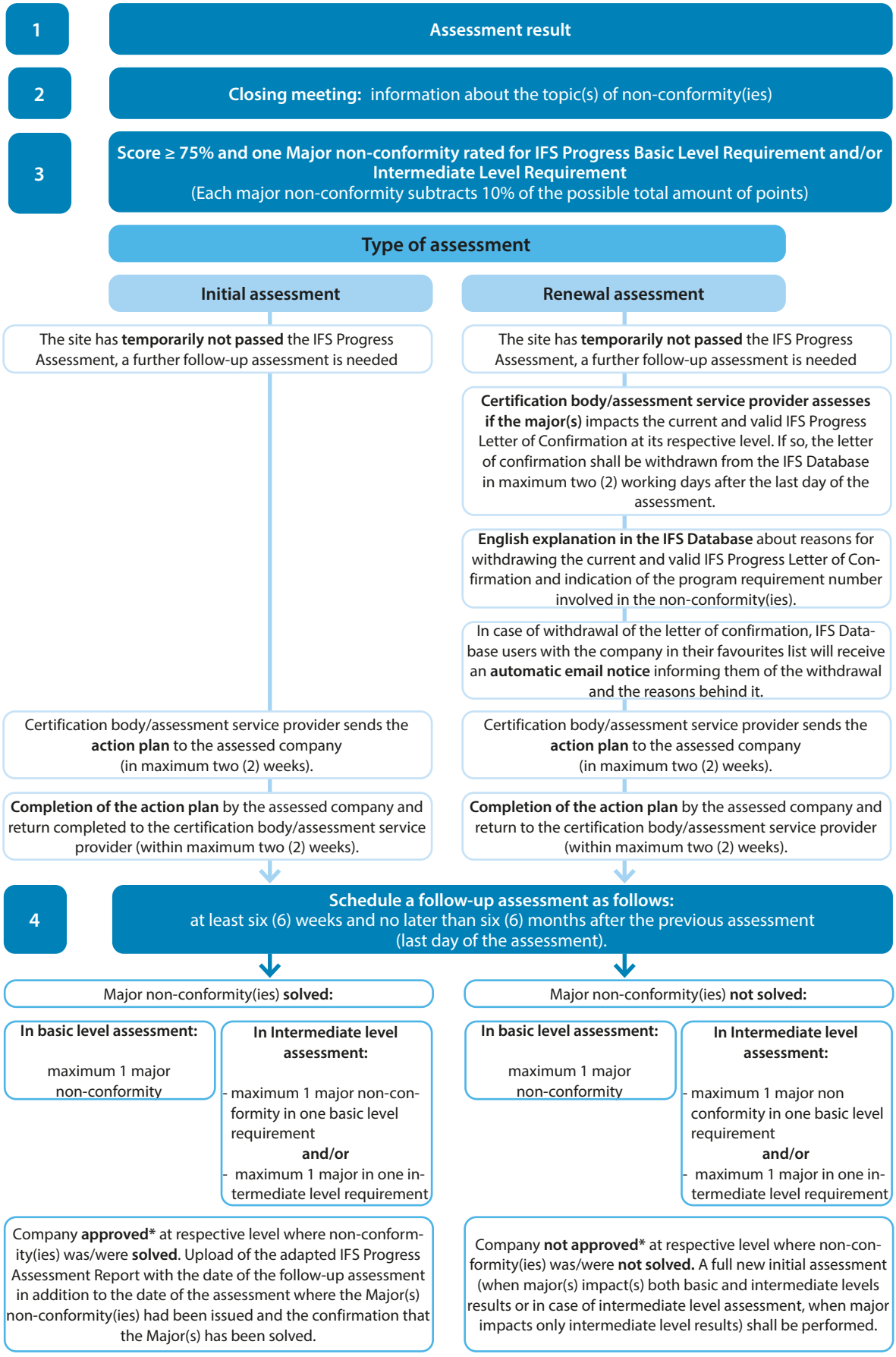
IFS PACsecure Product Scopes	
3.1	Flexible plastic
3.2	Rigid plastics
3.3	Paper and board
3.4	Metals and alloys
3.5	Glass and ceramic
3.6	Other natural materials
3.7	Other packaging components

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.)

Other non food products: description of the different product groups	
4.2	Housekeeping goods (which are not already included in the HPC scope, like porcelain, dishes, cutlery, pans etc.)
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*

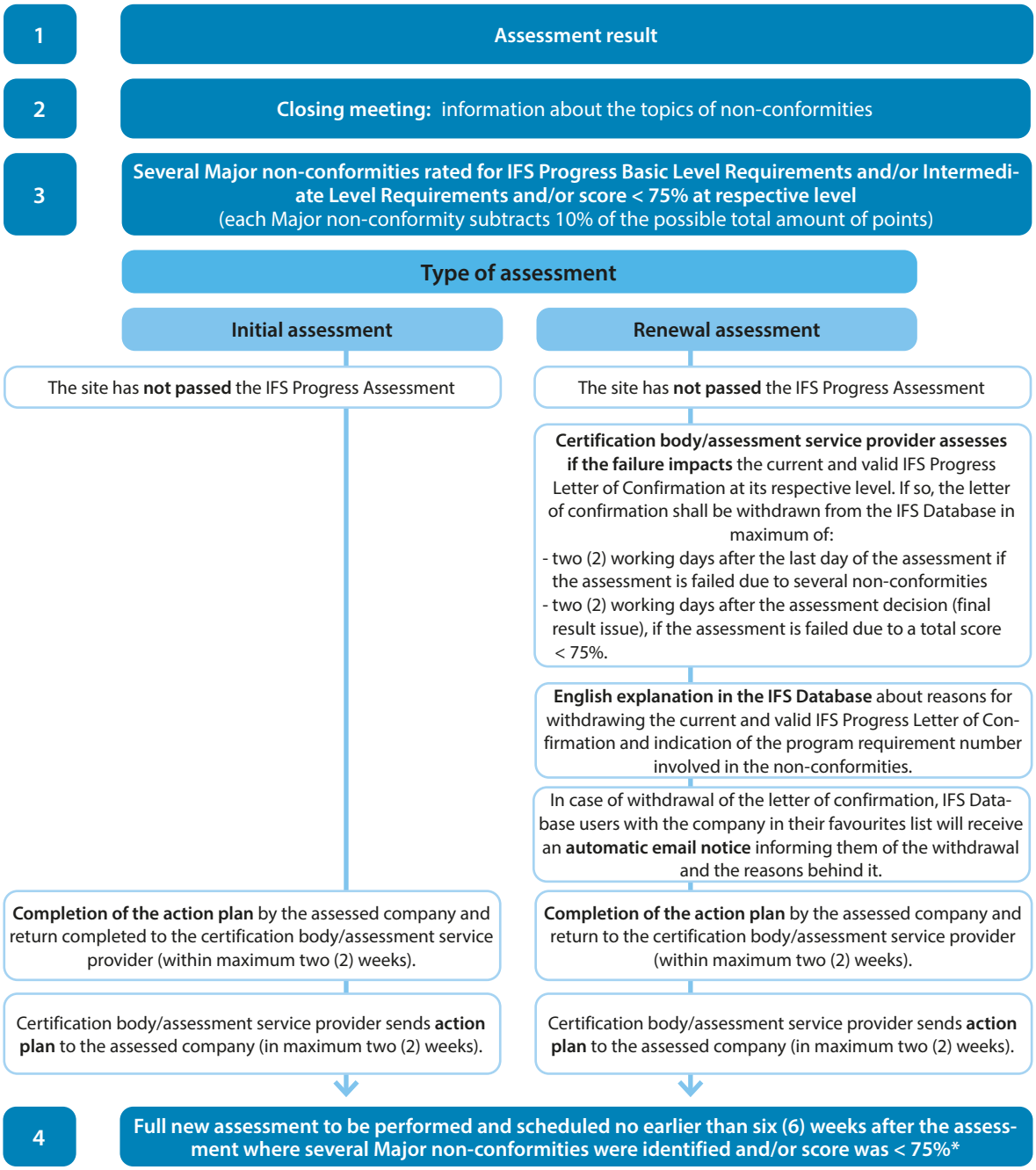
	*Products out of the logistics scope:
	• Resources – different conditions (solid, liquid and gas)
	• OTC and medicines under medical prescription
	• Explosive substances/munitions, etc.
	• Waste/litter
	• Logistics activities out of logistics scope:
	  • processing of food or non-food products (except for logistics processing services allowed in the IFS Progress Logistics scope as seen in Part 1, chart 2).
	  • 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 5: Flow chart for management of one (1) Major non-conformity in a basic level requirement and/or in intermediate level requirement and a total score ≥ 75% in respective level



* See charts 5,6,7 and 8 in Part 1 for possible assessment outcomes according to each level

ANNEX 6: Flow chart for management of several Major non-conformities and/or total score < 75%



Note: In case the site was assessed at intermediate level and fails (e.g <75% in intermediate level requirements), only having basic level approval, then the letter of confirmation shall only be issued for basic level upon validation of the action plan. A full new initial assessment at intermediate level shall be conducted for intermediate level approval, if desired.

* See charts 5,6,7 and 8 in Part 1 for possible assessment outcomes according to each level

ANNEX 7: Action plan

N° of the requirement	IFS Progress Logistics Requirement	Evaluation	Explanation (by the assessor)	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)	Status of implementation (by the company)	Release (by the assessor)	Validation date (by the assessor)
2.2.3.5	For each CCP, critical limits shall be defined...	Major											
3.2.3	The protective clothing for employees and visitor...	C											
4.2.4.1	The company shall set written contractual...	B			*	*	*		*	*	*		
5.1.1	Site inspections shall be planned and carried...	D											
(*) Not mandatory for B scoring													

ANNEX 8: IFS Progress Logistics Assessment Report: assessment overview

Cover page

Logo of the certification body/
assessment service provider

IFS Progress Logistics version 2
June, 2026

Level [approved/not approved]

Final IFS Progress Logistics Assessment Report
(announced/unannounced)

Assessed company: "Logistics GmbH"
[GS1 GLN(s) when available and sanitary legal authorisation number]

Date of assessment: dd.mm/dd.mm.yyyy

Name and address of certification body/assessment service provider:

Assessment overview
IFS Progress Logistics version 2, June 2026

Assessment details

Lead assessor: Max Mustermann date/time: **Co-assessor:** date/time: **Trainee:** **Reviewer:**	**Date/time of current assessment:** 02.11.2027 (09:00–18:00) 03.11.2027 (08:30–12:30) (in case of a follow-up assessment, the date of the follow-up assessment shall additionally be specified)	**Date/time of previous assessment:** 09.11.2026 (09:00–18:00) 10.11.2026 (08:30–12:30) **Certification body/ assessment service provider and assessor of previous assessment:** TEST GmbH/Frank Test

Name and address of the company (or head office): Logistics GmbH Example street 12345 Witzenhausen Germany		**Name and address of the assessed 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 12 34 56	Fax: 01 23 45 67 89	Phone: 0 12 34 57	Fax: 01 23 45 67 88
Website: www.logistics.com	E-mail: info@logistics.com	Website: www.logistics.com	E-mail: info@logistics.de

Scope of the assessment

Ambient stable road transport and frozen storage of food products
(Mandatory translation into English of the assessment scope)

Logistics 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 assessment

As a result of the assessment performed on 02.11. and 03.11.2027, "xyz" found that the logistics activities of Logistics GmbH for the above-mentioned scope of assessment complies with the requirements set out in the IFS Progress Logistics program version 2, at (**Basic/Intermediate) level**, with a **score of XX%.**	Renewal assessment between XX. XX and XX. XX in case of announced assessment and between XX. XX and XX. XX in case of voluntary unannounced assessment in intermediate level.

Observations regarding non-conformities (Majors):

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

Company profile
Company data
Year of construction of the assessed site(s):
If the site was fully reconstructed, enter the year:
Area of the logistics site:
Number and description of buildings, floors and logistics services (including decentralised structure(s), if applicable):
Number of employees, listed according to full-time and part-time workers (own employees, external companies), shift work:
Full description of products scope(s) which are handled (based on Annex 4):
Does the assessed site have logistics processing service(s)? If "yes", provide description:
Complete view of the company's logistics activities:
Number of gates for loading/unloading:
Does the assessed site have seasonal logistics services? If "yes", provide description:
Does the assessed site have fully outsourced logistics services in addition to the main logistics services? If "yes": specify these outsourced logistics services:
Description about key investments made by the company related to the logistics services and/or product oriented in the last 12 months (construction changes, machinery, etc.):
Does the company fulfil the requirements about the use of the IFS Progress Logistics Logo, as defined in the IFS Progress Logistics Assessment Protocol (Part 1)? If "no", provide explanation:
Working language of the site and language in which the product safety and quality management is written:
If the site is certified for other standards, specify the name(s) of the standard(s):
Additional information:
Assessment data
Assessment overview (assessment general summary):
Language in which the IFS Progress Logistics Assessment was conducted:
Assessment duration:
In case of reduction (only for Intermediate level)/extension of assessment duration, justify:
Which logistics services have been carried out during the on-site evaluation?
Additional information:

ANNEX 9: IFS Progress Logistics Assessment Report: main content

IFS Progress Logistics version 2, June 2026

Level [approved/not approved]

IFS Progress Assessment Report

Overview of the assessment outcomes/results

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

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

Total score: _____%

Result: _____

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

		Chapter 1	Chapter 2	Chapter 3	Chapter 4	Chapter 5
	LEVEL	Governance & commitment	Product safety and quality management	Resource management	Realisation of the logistics services	Measure-ments, analyses, improvements
Major non-con-formities	B	0	0	0	0	0
	I	0	0	0	0	0
A	B	0	0	0	0	0
	I	0	0	0	0	0
B	B	0	0	0	0	0
	I	0	0	0	0	0
C	B	0	0	0	0	0
	I	0	0	0	0	0
D	B	0	0	0	0	0
	I	0	0	0	0	0
N/A	B	0	0	0	0	0
	I	0	0	0	0	0
Result per chapter (%)	B	0	0	0	0	0
	I	0	0	0	0	0
(B) = Basic and (I) = Intermediate						

Overall summary: Table of compulsory fields for specific defined IFS Progress Logistics Assessment Requirements and key elements

Part of the IFS Progress Logistics Assessment Report	IFS Progress Logistics v2 Require-ment	Compulsory information to be added
Corporate structure and management Responsibility	1.1.2	• 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]
Hazard analysis and risk assessment	2.2.3.6	CCP [number]: • process step: [information] • control method: [information] • critical limit(s): [information] • control frequency: [information] In case of N/A evaluation, provide explanations.
Customer focus and contract agreement	4.1.2	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]
Performance of suppliers and service providers	4.2.1.1	Only if applicable: description of the purchased services in regard to 4.8 (cleaning and disinfection), 4.10 (pest monitoring and control), 4.2.2 (receipt and storage of goods) 4.2.3 (transport) and 4.13 (maintenance and repair).

Part of the IFS Progress Logistics Assessment Report	IFS Progress Logistics v2 Require-ment	Compulsory information to be added
Contamination risk	4.3.1 (B)	• Categories of goods (food/non-food) • Allergens present at the site: [list] • Summary of allergen mitigation measures in place: [list] • The following measures to mitigate the risk of foreign material contamination have been implemented: [list]
Labelling (logistics processing service)	4.3.5 (if applicable)	Is special consideration given to these specific issues: • Label reprints [yes/no] • Label rework activities [yes/no] • Unused label/coded packaging handling (e.g. accounted for and disposed of) [yes/no] • Suitability of reused containers or wrapping materials/ coded packaging [yes/no]
Traceability	4.4.1 (B)	• Description of the traceability process and documentation for traceability in the company. • Origin of the product sample: • Retail outlet: [yes/no] • Selected on-site by assessor: [yes/no] • Finished product: [article n°/product/batch n°/best before date] • Details, mass balance and relevant retrieved data which were checked to assess companies' traceability process implementation. • The following contracts/specifications have been checked within the framework of the traceability sampling: ◦ [material/date or version of contracts/specification]
	4.4.2	• Date and chosen product(s) of the company's last traceability test: • [test date/ article no./product/batch no./best before date/production date] • Summary of test outcomes
Air conditioning/ ventilation, compressed air and gases and water (including ice and steam)	4.7.2.4	• Origin of the potable water/used water: • Own source: [yes/no] • Local water supplier: [yes/no] • Internal laboratory: [yes/no] • External laboratory: [yes/no] • Frequency of water analyses: [information] • Performed analyses: • Summary of parameters [list]

Part of the IFS Progress Logistics Assessment Report	IFS Progress Logistics v2 Require-ment	Compulsory information to be added
Pest monitoring and control	4.10.1 (B)	• 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 relevant pest activities inside facilities since the last IFS Progress Assessment. [or] • The inspection reports show pest infestation(s) inside facilities since the last IFS Progress Assessment with the following actions: [kind of action(s)]
Process control	5.2.1	Description of parameters and ranges
Quantity control monitoring	5.4.1 (if applicable)	• Frequency and methodology of quantity checking: [description] • Company uses "℮" mark on packaging: [yes/no]
Complaints management	5.5.2	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	5.6.1	• How many withdrawals have been performed since the last assessment? • Number of recalls performed since the last assessment: [number] • Cause of withdrawals: [description] • Type of product safety issue in case of recalls: [description]
Note: additional information can also be given for requirements not listed as a compulsory field or any other assessor remark.		

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 Progress Logistics Assessment Report:

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

Annex to the IFS Assessment Report

List of key participants:

Assessment 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 Progress Scoring System (based on chart 3, Part 1)

ANNEX 10: IFS Progress Logistics – Letter of Confirmation

Letter of confirmation

IFS Progress Logistics

Herewith the certification body/assessment service provider

Name of the certification body/assessment service provider

having signed an agreement with IFS Management GmbH, confirms that the logistics activities of

Name of the assessed company
Address

(GS1 GLN(s) if available and where applicable, sanitary legal authorisation number), COID,
(head office, name and address, if applicable)
for the assessment 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 product exclusions, if applicable,

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

IFS Progress Logistics Version 2, June 2026

at Basic/Intermediate level
with a score of XX%

Assessment performed (announced/unannounced)
Assessment date:
Date of the follow-up assessment (if applicable):
Letter of confirmation issue date:

Date of expiration of the letter of confirmation (the letter of confirmation validity shall remain the same each year as described in the IFS Progress Logistics Assessment Protocol, Part 1):

Next assessment to be performed within the time period: (renewal assessment between XX.XX and XX.XX in case of announced assessment or between XX.XX and XX.XX in case of voluntary unannounced assessment for intermediate level).

Date and place:

Name and signature of the responsible person
at the certification body/assessment service provider:

Address of the certification body/
assessment service provider:

Name and/or Logo of the certification body / assessment service provider

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/litre expressed as SO2. 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 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 soybeans (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).
Assessed company	The logistics company to be assessed under IFS Progress Logistics.

Assessment	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 documentation and record review, performed at an assessed company under the terms of an individual assessment agreement. The assessment requirements are described in Part 2 of IFS Progress Logistics.
Assessment service provider (ASP)	These are organisations not accredited to ISO 17065 and/or ISO 17021 for the certification of product safety scheme(s) but qualified to perform second-party assessments. As part of the IFS Progress Logistics Program, they are allowed to conduct the assessment if they comply with the rules mentioned in Part 3 of this document. Assessments shall be performed by an impartial assessor and in an independent manner.
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.
Certification body (CB)	These are organisations accredited to ISO 17065 and/or ISO 17021 for the certification of a product safety scheme(s) conducting audits in regard to product safety (and quality) with the issue of an accredited certificate if the audit is successfully passed (3rd party audits). Within the scope of the IFS Progress Logistics Program and under non accredited procedures, certification bodies can be in charge of the assessment without the issuing of an accredited certificate. Assessments shall be performed by an impartial person and in an independent manner.
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 and 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.
Consultants	Consultants are persons, independent of the assessed site or relevant certification body/assessment service provider who provide professional or expert advice in regard to the IFS Progress Program. They support the assessed party in their practical implementation of the IFS Progress Logistics Requirements. Within the scope of the IFS Progress Logistics Program, consultants do not conduct assessments, besides the pre-assessment.
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 Progress Logistics Assessment, the correction shall be implemented, at latest, within three (3) months.
Corrective action	Action to eliminate the cause of a detected deviation and/or non-conformity. For the action plan of the IFS Progress Logistics Assessment, the corrective action shall be implemented, at latest before the renewal assessment.
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) under direct management of the company being assessed where part(s) of logistics processing services and logistics service(s) of the site take place. Only partial activities/services take place there.
Deviation	In the IFS Progress Program: Non-compliance with a requirement without any impact on product safety related to products and processes. Deviations are requirements scored with a B, C or D.
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 the Global Location Number of GS1 which is used to clearly identify the IFS assessed site in the electronic communications in the supply chain. If available, GLNs are informed in the IFS Progress Assessment Report, on the IFS Progress Letter of Confirmation and in the IFS Database for each assessed site(s). GLN number is not mandatory for IFS Progress assessed sites.

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	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.
Individual assessment agreement	An individual agreement between the certification body/assessment service provider and the assessed logistics site, under which the certification body/assessment service provider shall provide the assessment.
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.
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 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.
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.
Letter of confirmation	Final written statement made by the certification body/assessment service provider, confirming that a logistics site has successfully passed the assessment.
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 Progress Logistics Assessment 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-location logistics sites	It refers to a company with multiple logistics sites at different locations, which may have a head office/central management.
Multi-legal entity logistics site	It refers to a logistics site which has multiple legal entities at one physical location with the same scope, or a logistics site which has multiple legal entities at one physical location, but with different scopes.
Non-conformity	In the IFS Progress Logistics Program, defined non-conformities are Major non-conformities. Non-fulfilment of a specified requirement. Non-conformity can be given to any requirement in case of: • Non-respect of legislation, • Product safety issues, • Internal dysfunctions, and • Customer issues.
On-site evaluation	Inspection and assessment of the logistics activities area of the site, which includes the following areas: • Logistics service(s) including logistics processing service(s), if applicable • Receipt, and dispatch areas, staging area, storage area • Good Practices applying to the logistics companies, including maintenance, hygiene, pest control and cleaning and disinfection activities · Maintenance facilities • Staff and sanitary facilities • External areas.

Partly outsourced logistics processing service	A part of a logistics processing service that is carried out at the location of the assessed site and which is also partially being carried out off-site by a third-party on behalf of the IFS Progress Logistics assessed site. This also includes logistics processing services which are partly outsourced by a sister company within the same company group.
Potable water	Water fit for human or animal consumption (e.g. drinking, cooking and food preparation) that in principle must be free from microorganisms and other contaminants that may endanger public health.
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 defence	Procedures implemented to ensure the protection of products and their supply chain from malicious and ideologically motivated threats.
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 nor counter-feiting) • 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 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: • Commitment and engagement activities • Awareness raising activities to promote product safety management • Open and clear communication • Provision of sufficient resources • Demonstrating compliance with local product safety culture regulations.
Protective clothing	Clothing provided by the company (which includes footwear and gloves) which are worn by employees, contractors and visitors to protect the food from contamination.
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.
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.
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.
Site inspection	Site inspection covers specific subjects and can be carried out by any suitably qualified person. This involves 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.
Staff facilities	Areas within a site, other than product handling areas, that are used by personnel, e.g. cloakrooms, toilets, canteens and restrooms.
Storage	Holding of goods in dedicated premises within the supply chain.

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 Progress Letter of Confirmation)	Applies when the intention is to reinstate the exact same letter of confirmation (with same validity, etc.) in case the suspension is lifted. Examples: pending payment of assessment fee; pending investigation following a product safety incident, etc.
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	The movement of goods from one location to another within the supply chain.
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 the 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 Progress Letter of Confirmation)	Applies when it is neither intended nor possible to reinstate the exact same letter of confirmation (with same validity, etc.). Examples: cancellation of the assessment contract with immediate effect; when Major non-conformity(ies) is/ are issued (whenever impacting the existing letter of confirmation), etc.

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