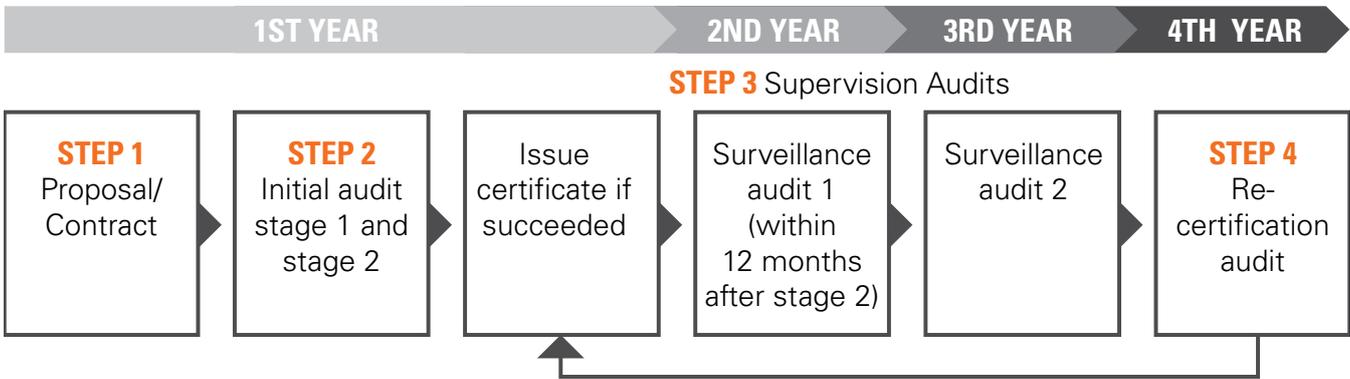


# Certification Process

## EFISC-GTP / FAMI-QS / GMP+ FC

This document will give you an understanding of the certification process and the steps that must be taken.



### STEP 1 PROPOSAL/ORDER

After you have received a proposal from SGS, you will have time to study it. We will then contact you to discuss the proposal and, if necessary, arrange a meeting with one of our sales executives to review it and discuss the audit process with you. Should you decide to accept the proposal, you need only to sign it and return it to SGS. After processing your application, our planning department will contact you about the next steps in the audit process.

Along with the signed proposal, we will need a copy of your registration at the Chamber of Commerce as well as your VAT number. You do not need to send us your manual. The auditor will evaluate this during the initial- or extension audit at your office.

### STEP 2 INITIAL AUDIT (STAGE 1 & STAGE 2)

Based on your company’s activities (scope), SGS will assign an auditor to you. During the initial audit, a document evaluation, testing of internal audits and a management review will take place. Most of the time this will take place at your office.

Should too many non-conformities be observed, the auditor may decide to stop the audit and you will be able to make adaptations. After these adaptations have been made, a complete initial audit will be undertaken.

Verification of implementation will take place immediately after the document review. In addition, the auditor will decide, based on the findings of stage 1, whether or not to proceed with stage 2. During this second stage of the audit, the auditor will verify if the execution of the process takes place as described in the company’s manual and if this is in agreement with the standard.

### REPORT/CERTIFICATE ISSUE

After the initial audit, the auditor will discuss their findings with you and write an audit report. This report will be presented to qualified representatives at SGS Nederland BV for technical review and the official certification decision. You will receive the report, certificate (dependent on a positive decision by the Certification Manager) within several weeks. Certificates (or certification details) will be published on the website of the relevant scheme owner.

### NON-CONFORMITIES

If Critical, Major and Minor non-conformities (NC) have been raised during the audit, these will have to be handled as described in the specific certification scheme. If one or more NCs will be a hold point for certification, they must be resolved before we can issue a certificate. The closing out of NCs will, depending on the type of NC, either take place at your office (compliance audit) or an SGS office (administrative compliance audit).

### STEP 3 SURVEILLANCE AUDITS

To maintain the validity of the certificate, we will perform periodic surveillance audits. These audits verify the proper functioning of the system and take place every 12 months. This is set out during preparation of the proposal. Various required elements will be verified during each audit. Additionally, a random check of several norm paragraphs will be done.

If Critical, Major or Minor NCs have been raised during the audit, these will have to be solved in within specific timeframes for a certificate to be granted. If only Minor NCs are observed, these must be closed out within a specific time and can be verified during the next audit. The closing out of NCs will, depending on the type of NC, either take place at your office (compliance audit) or an SGS office (administrative compliance audit). Special surveillance audits could take place in case important changes in the system have occurred.

### STEP 4 RE-CERTIFICATION AUDIT

SGS uses the principal of continuous certification. Therefore, it is not necessary to perform a complete certification audit after three years. Instead, we will carry out an extension audit, which means an extensive surveillance audit during which all aspects of your system will be checked. This audit will take place during the fourth year of your certification.

## GENERAL

### CHANGES

Changes in the organization or scope can be implemented at any time during the process. However, some changes may have impact on the length of the audit (shorter or more extensive), or on the assigned auditor, so we ask that you notify us in writing before the audit.

### TAKING OVER THE CERTIFICATION CYCLE

If you have a valid certificate from another accredited certification body and your system is up to date, you can switch to SGS at any time. We will perform a document evaluation based on your current certificate.

You need to present us with your valid certificate, audit reports of the complete certification cycle and details of the current state of certification. We will then send you a proposal for taking over the certification cycle.

### COMPLAINTS

If you are unsatisfied with the audit process or its outcome, you have the right to complain. You can make a complaint in writing to your local contact person or send it to [nl.certification.feed@sgs.com](mailto:nl.certification.feed@sgs.com). If following SGS's response to your complaint you are dissatisfied with the outcome we will refer your complaint to the scheme owner. The scheme owner will treat your complaint under their own complaints procedure.

EFISC-GTP website:	<a href="http://www.efisc-gtp.eu">www.efisc-gtp.eu</a>
FAMI-QS website:	<a href="http://www.fami-qs.org">www.fami-qs.org</a>
GMP+ FC website:	<a href="http://www.gmpplus.org">www.gmpplus.org</a>
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