

OneCert International Private Limited

Food Safety Certification Policies

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FOOD SAFETY QUALITY POLICY STATEMENT

The Management of OneCert International is committed to:

- Achieve high level of quality in all aspects of its work by adoption of documented quality assurance procedures complying with criteria set out in ISO 17021:2015 & ISO 22003:2013 for the applicable scheme(FSMS/FSSC) and to achieve & maintain the efficient certification process in compliance with the accreditation.
- The management regularly hires & train staff as per its induction plan to ensure that the required standards are maintained and to meet customer expectations for best quality certification services.
- The management understands the importance of impartiality in carrying out its certification activities & thus manages any possible Conflict of Interest at all levels of certification through implementing its impartiality policy.
- The Management System policies are understood, implemented and maintained at all levels of our organization.

QUALITY OBJECTIVES:

- Continuous up-gradation of manpower resources by providing at least one external training/ seminar/ workshop related to Food Safety Management System/ Food Safety System Certification, auditing Skills or any other related technical area per year for each full-time personnel involved in certification process.
- Providing a timely response to our client's, in order to achieve & maintain 100% customer satisfaction, i.e.:
 - a. Certification review & certification decision will be finalized within 2 months after completing requirements/ closing NC's from stage 2 audit.
 - b. Any queries by clients will be answered in a timely manner.
- Maintain and improve integrity with continuous improvement of the quality system by at least one major improvement per year.
- To maintain accreditation for FSMS/FSSC certification and to extend scope of accreditation in every financial year.

POLICY FOR SUSPENSION WITHDRAWAL AND REDUCTION

OneCert International Private Limited has a policy and procedure(s) for suspension, withdrawal or reduction of the scope of certification, which specifies the subsequent actions by the certification body.

In this policy & Public Statement reference to that procedure is maintained.

OneCert International Private Limited will suspend certification in cases when, for example,

- a. The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- b. The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies, or the certified client has voluntarily requested a suspension.
- c. Immediate risk to the safety of the product impacting consumer health can lead to suspension, withdrawal or reduction depending on the severity of the case⁰
- d. Under suspension or withdrawal, the client's management system certification is temporarily invalid. OneCert International Private Limited have enforceable arrangements with its clients to ensure that in case of suspension the client refrains from further promotion of its certification.

OneCert International Private Limited is responsible for following activities in case of suspension:

1. Makes the suspended status of the certification publicly accessible on website and will take any other measures it seems appropriate.
2. Restore the suspended certification if the issue that has resulted in the suspension has been resolved.
3. Failure to resolve the issues that have resulted in the suspension in a time established by OneCert International Private Limited will result in withdrawal or reduction of the scope of certification.
4. In most cases suspension would not exceed 6 months.

5. The client's scope of certification is reduced to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reductions are in line with the requirements of the standard used for certification.
6. OneCert International Private Limited have enforceable arrangements with the certified clients concerning conditions of withdrawal ensuring upon notice of withdrawal of certification that the clients discontinues its use of all advertising matter that contains any reference to a certified status.

Conditions to be followed by client under suspension or after withdrawal:

1. Under suspension, the client's management system certification is temporarily invalid.
2. In case of suspension the client refrains from further promotion of its certification. (OCAF/5.1_F5, OCAF/8.4_F3)
3. OneCert International private limited will make the suspended status of the certification publicly available on website.
4. On ensuring upon notice of withdrawal of certification, the client should discontinue its use of all advertising matter that contains any reference to a certified status. (OCAF/5.1_F5, OCAF/8.4_F3)
5. Upon request by any party, OneCert International private limited will correctly state the status of certification of a client's management system as being suspended, withdrawn or reduced.
6. OneCert International will inform the client in writing of the withdrawal or suspension or reduction of scope decision within three (3) days from the change in status of certified client's certification.
7. OneCert International ensures that the client takes steps to inform clients of their suspension, withdrawal or scope of reduction status to include advertising and product labelling accordingly, if applicable.
8. In the event the organization is either unable or unwilling to inform their clients themselves, OneCert International can display organization's status open-wide by using direct mail or advertising for example, to protect the integrity of its own Food Safety Management System certification service.

IMPARTIALITY POLICY & PUBLIC STATEMENT

OneCert International is the legal entity responsible for certification activities. In this policy & Public Statement reference to these legal entities is mentioned.

Directors, Committee Members and whole Staff of OneCert International fully understand the importance of impartiality in undertaking its Certification Activities in all its dealings with clients or potential clients. OneCert International will ensure that all employees or other personnel remains impartial at all stages of certification process.

To ensure that impartiality is both maintained and can be demonstrated the following principals have been established:

- OneCert International Certificates are only issued after review by an independent authorized and competent member of the management team to ensure that no interest shall predominate
- OneCert International does not offer (and has never offered) any internal audit service to companies or individuals.
- OneCert International does not offer (and has never offered) management system consultancy or any other form of consultancy, including HACCP, FSMS or any other management system, to companies or individuals.
- OneCert International services have not any interests & will not be linked with the activities of an organization (financially or otherwise) that provides management system consultancy. If it is known that any organization had linked its activities with OneCert International services, action will be taken to rectify the same.
- OneCert International does not have (and will not form) any relationships with companies who offer consultancy, internal audit services or other services that can be construed as having an impact on the certification services provided by OneCert International. Any proposed relationship between OneCert International and any other company will undergo a risk assessment by the Committee for Impartiality prior to that relationship being formalized.
- Any current relationships with companies, organizations and individuals will be risk assessed on a regular basis to ensure that the relationship does not impact upon the impartiality of the certification process. The risk assessment will be undertaken by the Committee for Impartiality.

- Individuals employed by or otherwise contracted to OneCert International are required to record their current and past relationships with all companies. Any situation past or present which may present a potential conflict of interest is required by OneCert International to be declared. OneCert International will use the information to identify any threats to impartiality and will not use that individual in any capacity unless they can demonstrate that there is no conflict of interest. The risk assessment will be undertaken by the Committee for Impartiality.
- Where any past relationship has existed, OneCert International will not allocate a member of staff or sub-contractor to a management system audit. Exceptionally and at the discretion of the Director an individual or sub-contractor may be allocated to a management system audit where a past relationship has existed but there has been no relationship for a minimum of 2 years.
- The risk assessment will be reviewed by the Committee for Impartiality.
- OneCert International services have not any interests & will not be linked with the activities of an organization (financially or otherwise) that provides management system consultancy. If it is known that any organization is making inappropriate claims stating or implying that certification would be simpler, easier, faster, or less expensive, than that organization will be legally informed for not doing this.
- All employees will be reviewed at least annually to ensure that they remain impartial when conducting audits.
- Auditors and others involved in the certification process are not and will not be put under any pressure (e.g. targets to increase clientele, any financial pressure etc.) and will not be influenced in any way to come to a particular conclusion regarding the result of an audit.
- OneCert International retains authority of certification decisions.
- If auditor has delivered any Management System training, including FSMS, ISO 22000 etc., or any other training to an organization, he or she cannot be involved in certification process of that organization for next six months from the date of training.
- To avoid familiarity threat, auditors are reshuffled at regular time frames, i.e. an auditor cannot audit same organization for more than 2 certification cycles.
- OneCert International does not pay any commissions or does not give any targets to anybody, for example any clients, marketing agencies, consultants etc.
- OneCert International & its employee does not accept any gifts or financial offers from its client to avoid any conflict of interest