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1. PURPOSE

The purpose of this procedure is to determine methods and responsibilities for explanation of FSMS certification prepared in line with ISO/TS 22003 standard, determination of auditor qualifications, planning and performance of audits and decision making for certification

2. DEFINITIONS

FSMS: Food Safety Management System

3. APPLICATION

3.1. Competence of Management and Personnel

3.1.1. General Terms

ISO/IEC 17021-1:2015 standard and provisions of article 7.1.1 of ISO/IEC 17021-1 Quality Manual are valid.

Categories for ISO 22000 certification activities and subcategories determined by ASCERT are specified in the Table A.1 - Food Chain Categories below.

Table A.1 - Food Chain Categories

Category	Subcategory	Subcategory detail	Subsectors
A		A...	FARMING OF ANIMALS
A	AI Farming of Animals for Meat / Milk / Egg / Honey	AI.01	Farming of Animals - Raising of Cattle, Dairy Farming (Unprocessed cow milk production) (other than care, feeding of farm animals and processing of milk out of farm)
A		AI.02	Farming of Animals - Raising of sheep, goat, horse, donkey and mule
A		AI.03	Farming of Animals – Raising of pig
A		AI.04	Farming of Animals – Poultry raising (bee, rabbit, pet, fur animal, silkworm, frog, snail farming)
A		AI.05	Farming of Animals – Raising of other animals (bee, rabbit, pet, fur animal, silkworm, frog, snail farming)
A		AI.06	Farming of Animals – Farming of animals and plants (Combined farm) (In plant farming and combined animal farming, main activity is taken into account)
A		AI.07	Egg Production
A		AI.08	Milk Production
A		AI.09	Hunting, Snare Hunting, Fishing (Hunting of sea mammals, game animal production, fur production etc.)
A		AII Farming of Fish and Seafood	AII.01
B		B...	FARMING OF PLANTS
B	BI Farming of Plants other than grains and pulses	BI.01	Growing vegetable, garden and culture plants and seedling production (Vegetable: tomato, melon, watermelon, onion, cabbage, lettuce, bean, squash, eggplant, leek etc., Seasonin plants and vegetables: pepper, parsley, fennel etc., mushroom, flower, vegetable and fruit seed production, grass and indoor plant growing)

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Category	Subcategory	Subcategory detail	Subsectors
B		BI.02	Fruit, Nuts, Beverage and Seasoning Plants growing (fruit production, wine and table grape production, strawberry, cherry, nut production, beverage plants growing such as coffee, cocoa and tea, laurel, aniseed, cumin etc. production, olive growing for oil production and direct consumption)
B	BII Farming of Grains and Pulses	BII.01	Growing of grains and other herbal products that are not classified anywhere (growing of grain, potato, sugar beet, tobacco, oilseed, legume, cotton, plants used in pharmacy)
C		CI	FOOD PROCESSING 1 (perishable animal products)
C	CI Processing of perishable animal products	CI.01	Production, processing and storage of meat and meat products
C		CI.02	Production, processing and storage of poultry animal meat (slaughtering of rabbit and similar animals and preparation of their meats, production of feather)
C		CI.03	Production of meat and poultry animal products (dried or smoked meat, sausage, salami, soudjouk, ham, beef broth etc.)
C		CI.04	Collecting, production, processing and packaging of milk and milk products (cheese, yoghurt, butter etc.)
C		CI.05	Production, processing and storage of ice-cream (other than ice-cream saloon)
C		CI.06	Processing and storage of water products (fish) (preparation and processing, frosting, drying and canning of fish, crustacean and molluscs, ready-to-service fish production, boat and ship fishery active for fish processing) (other than oil production from sea products and production of fish soup)
C		CI.07	Egg production and packaging
C		CI.08	Other perishable animal products
C		C...	FOOD PROCESSING 2 (perishable plant products)
C		CII Processing of perishable plant products	CII.01
C	CII.02		Preserved fruits and vegetables (except canning)
C	CII.03		Production of fresh fruit and vegetable juice
C	CII.04		Other perishable plant products
C	CII.05		Manufacture of vegetable fats (refined fats, margarine and etc.)
C	C...	FOOD PROCESSING 3 (Ambient stable products)	
C	CIII Processing of perishable animal and plant products(mixed products)	CIII.01	Manufacture of processed grain products (Pizza, Pita, Ravioli)
C		CIII.02	Production of ground grains (flour, wheat, oat, corn, rice, vegetable, dried pulses etc.) (other than potato flour and ground fresh corn etc.)
C		CIII.03	Production of starch and starchy products (rice, potato, corn, ground fresh corn, gluten, glucose, maltose etc.) (other than lactose, sugarcane and sugar beet etc.)
C		CIII.04	Production of spice, sauce, vinegar and seasoning
C		CIII.05	Ready-to-eat, homogenized foodstuff and diet food (Infant foods, low-calorie diet foods, gluten-free foods, specially prepared medicinal foods)
C		CIII.06	Production of foodstuffs that are not classified anywhere (Production of soup, beef broth, fish broth, yeast, egg extract, vitamin-protein-enriched food products etc.)
C	CIV Processing of ambient stable products	CIV.01	Production of canned foods (including jam, marmalade etc.)
C		CIV.02	Production of cookies, hardtack, cake, pie, durable pastry products, snacks, bread, pastry
C		CIV.03	Processing and storage of potato (production of frozen potato, potato snacks, potato chips, production of potato flour, industrial

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Category	Subcategory	Subcategory detail	Subsectors
			offer of potato)
C		CIV.04	Production of drinking water, mineral waters, vegetable and fruit juices, soda and/or non-alcoholic beverages (other than fresh vegetable and fruit juices)
C		CIV.05	Production of alcoholic beverages (production of spirits, wine, fruit wine, brews, beer, malt etc.)
C		CIV.06	Production of pasta, noodle, couscous
C		CIV.07	Production of sugar (sugar produced from refined sugar and cane water, from beet and palm etc.) (other than glucose, maltose etc.)
C		CIV.08	Production of cocoa, chocolate and sweaty (nuts, chewing gum, sugar pastille etc.) (other than sucrose)
C		CIV.09	Production of salt
C		CIV.10	Processing and production of coffee and tea (Coffee products - melted-ground coffee, tea packaging, herbal teas)
C		CIV.11	Manufacture of vegetable oils and fats (olive oil, acar oil, refined fats and oils, margarine and similar fats)
C		CIV.12	Manufacture, processing and storage of dried fruits and vegetables
D		D...	FEEDS
D	DI	DI.01	Animal feed (for farm)
D	Feed production	DI.02	Fish feed
D	DII Pet food production	DII.01	Animal feeds (Production of feed from a single or mixed food source, intended for non-food producing animals)
E		E...	CATERING
E	E Catering	E.01	Production and presentation of food at hotels
E		E.02	Production and presentation of food in restaurants
E		E.03	Production and presentation of food in food factories
F		F...	DISTRIBUTION
F	FI Retail and Wholesale	FI.01	Factory outlets
F		FI.02	Stores, markets
F		FI.03	Wholesaler
F	FII Food Broking / Trading	FII.01	Food Broking / Trading (Buying and selling food products on its own account or for others)
G		G...	TRANSPORT AND STORAGE
G	GI Transport and Storage Services for Perishable Food and Feed	GI.01	Transport and Storage Services for Perishable Food and Feed
G	GII Transport and Storage Services for Ambient Stable Food and Feed	GII.01	Transport and Storage Services for Ambient Stable Food and Feed
H		H...	SERVICES
H	H	H.01	Water suppliers

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Category	Subcategory	Subcategory detail	Subsectors
H	Services	H.02	Cleaning
H		H.03	Waste disposal
H		H.04	Design of equipment, product and processes
H		H.05	Veterinary services
I			I...
I	I Production of Food Packaging and Packaging Material	I.01	Packaging materials in contact with food
J		J...	PRODUCTION OF EQUIPMENT
J	J Production of equipment	J.01	Process equipments
J		J.02	Vending machines
K		K...	CHEMICAL, BIOCHEMICAL PRODUCTIONS
K	K Production of (Bio) Chemicals	K.01	Additives
K		K.02	Vitamins
K		K.03	Pesticides
K		K.04	Drugs
K		K.05	Fertilizers
K		K.06	Cleaning agents
K		K.07	Bio-cultures

3.1.2. Determination of Competence Criteria

ISO/IEC 17021-1:2015 standard and provisions of article 7.1.2 of ISO/IEC 17021-1 Quality Manual are valid.

For this purpose, Personnel Management Procedure has been created and implemented.

Assignment of FSMS Lead Auditor/Auditor/Technical Expert are carried out in line with Table A.1 - Food Chain Categories and Table A.2 - Groups and Categories for Assignments of FSMS Lead Auditor/Auditor/Technical Expert.

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Table A.2 - Groups and Categories for Assignments of FSMS Lead Auditor/Auditor/Technical Expert

Groups	Categories
Group 1 (Farming of Animals and Plants)	A, B
Group 2 (Processed Products)	C, D
Group 3 (Provision of Food and Beverages)	E
Group 4 (Transport, Distribution and Storage)	F,G
Group 5 (Services)	H
Group 6 (Production of Packaging Procedures)	I
Group 7 (Production of Equipment)	J
Group 8 (Chemicals)	K

Assignment of Lead Auditor/Auditor/Technical Expert are carried out directly to categories in the same group without seeking additional experience time. For other categories, Lead Auditor/Auditor/Technical Experts who fulfill the expert requirements of relevant category are assigned to the relevant subcategory.

3.1.3. Assessment Processes

ISO/IEC 17021-1:2015 standard and provisions of article 7.1.3 of ISO/IEC 17021-1 Quality Manual are valid.

Assessment procedures assess the knowledge of persons about food safety and include having knowledge about definite pre-requirement programs and food safety hazards in categories where ASCERT personnel work. These conditions are determined for the categories included in the conditions specified in 7.1.2. For this purpose, Personnel Management Procedure has been created and implemented.

3.1.4. Other Terms

ISO/IEC 17021-1:2015 standard and provisions of article 7.1.4 of ISO/IEC 17021-1 Quality Manual are valid.

3.1.5. Personnel working in Certification Activities

ISO/IEC 17021-1:2015 standard and provisions of article 7.2 of ISO/IEC 17021-1 Quality Manual are valid.

3.1.6. Using External Auditor and Technical Expert

ISO/IEC 17021-1:2015 standard and provisions of article 7.3 of ISO/IEC 17021-1 Quality Manual are valid.

3.1.7. Personnel Records

ISO/IEC 17021-1:2015 standard and provisions of article 7.4 of ISO/IEC 17021-1 Quality Manual are valid.

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3.1.8. Outsourcing

ISO/IEC 17021-1:2015 standard and provisions of article 7.5 of ISO/IEC 17021-1 Quality Manual are valid.

3.2. Information Terms

ISO/IEC 17021-1:2015 standard and provisions of article 8 of ISO/IEC 17021-1 Quality Manual are valid.

Certification documents specify in detail which activity is documented, by referring to the categories and subcategories.

3.3. PROCESS TERMS

3.3.1. ASCERT uses Table A.1 - Food Chain Categories to determine the activity scope of the customer body that applies for certification. ASCERT does not exclude the subject activities, processes, products or services from certification as long as the final product has an impact on food safety, as specified in the certification scope of the related activities, processes, products or services.

3.3.2. ASCERT applications for determining the audit day, duration and period in order for the audit team to audit the customer body in an exemplary manner in the product group, category and subcategory covered by the certification are as follows:

Determination of Minimum Audit Durations and Planning of Audits

General

ASCERT takes into account the minimum on-site audit duration for initial certification in Table B.1, by determining the audit duration for each location to be visited.

This minimum duration covers Stage 1 and Stage 2 of the initial certification audit but does not cover the duration allocated for audit preparation and audit report preparation.

In cases where a relevant management system exists and is documented by ASCERT, the duration of the audit will not be increased to avoid repetition. A relevant management system refers to a quality or food safety management system that covers the same processes, products and services.

In the case of an integrated audit, including a food safety management system, the audit duration can be decreased if justified and documented.

Minimum audit duration is implemented for the audit of a food safety management system that includes only a single HACCP study. The HACCP study involves hazard analysis of similar hazards, similar production technologies and product/service families with similar storage technologies where appropriate.

Minimum duration of on-site audit for any customer body providing products and / or services is 50% of the total minimum audit duration (valid for all audits). Product and service processes do not cover activities related to the development, training, control, audit, reviewing and improvement of the food safety management system.

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While calculating the number of Auditors to be assigned on a daily basis in audits, the effectiveness of the audit, the sources of the customer body to be audited and the sources of ASCERT are taken into account.

When additional meetings need to be held, such as reviewing, coordination and informational meetings of the audit team, the audit duration may be increased.

The number of employees working in any area of food safety is expressed as the number of full-time employees. The number of full-time employees is calculated on the basis of the number of employees in the main shift (including seasonal workers) and officers, if the customer body employs shift workers and the products and/or processes are similar.

In some categories, if sampling is required in more than one location, this is taken into account in the calculation of the audit duration.

If it is necessary to perform a sampling at the locations, the sample locations are selected prior to the calculation of the audit duration. In this context, for each location, the duration of the audit is calculated within the framework of the conditions specified in Table B.1.

If the customer body's business scope covers more than one category, the maximum recommended audit duration is taken when calculating the audit duration. If the customer body's business scope covers more than one category, at least 0.5 additional audit day must be added for each HACCP study (regardless of conditions specified in Table B.1 for determining the number of multiplier for HACCP studies).

The factors that may necessitate an increase in the minimum audit duration are given below:

- Product type number,
- Number of product lines,
- Product development,
- Number of critical control points,
- Number of operational pre-requisite programs,
- Building areas, infrastructure,
- In-house laboratory tests / analyzes,
- Translator needs etc.

Calculation of the Minimum Initial Certification Audit Duration

For a single location, the minimum audit duration, T_S , which is determined on a daily basis, is calculated as follows:

$$T_S = (T_D + T_H + T_{MS} + T_{FTE})$$

T_D Basic audit duration to be performed on-site (daily);

T_H Audit day added for additional HACCP studies;

T_{MS} The number of days specified for the audit if there is no relevant management system;

T_{FTE} The number of audit days determined by the number of employees.

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The audit duration for each additional location to the main location is determined according to Table B.1, with at least one audit day added per location.

If documented and justified appropriately, the audit duration may be reduced for a less complex customer body (in the context of the number of employees, size of customer body and / or volume of products, customer bodies in categories with less than a Ts audit of 1.5 audit days).

Table B.1 - Minimum initial certification audit duration

Category ^a	Basic audit duration to be performed on-site (daily) T_D	Audit day added for additional HACCP studies; T_H	The number of days specified for the audit if there is no relevant management system; T_{MS}	The number of audit days determined by the number of employees T_{FTE}	For each additional location to be visited
A	0,75	0,25	0,25	1-19 = 0	50% of the minimum on-site audit duration
B	0,75	0,25		20-49 = 0,5	
C	1,50	0,50		50-79 = 1,0	
D	1,50	0,50		80-199 = 1,5	
E	1,00	0,50		200-499 = 2,0	
F	1,00	0,50		500-899 = 2,5	
G	1,00	0,25		900-1299 = 3,0	
H	1,00	0,25		1300-1699 = 3,5	
I	1,00	0,25		1700-2999 = 4,0	
J	1,00	0,25		3000-5000 = 4,5	
K	1,50	0,50		>5000 = 5,0	

^a See Table A.1 - Food chain categories

Calculation of Minimum Audit and Recertification Audit Duration

The minimum surveillance audit duration is one-third (1/3) of the initial certification audit duration, covering at least one audit day (0.5 audit day for categories A and B).

The minimum recertification audit duration is two-third (2/3) of the initial certification audit duration, covering at least one audit day (0.5 audit day for categories A and B).

If documented and justified appropriately, the minimum audit duration may be reduced for a less complex customer body (in the context of the number of employees, size of customer body and / or volume of products, customer bodies in categories with less than minimum initial audit duration of 1.5 audit days).

Preparation of Audit Plan

The following criteria are taken into account when preparing the audit plan;

- Customer body's size and complexity,
- Technological and legal conditions,
- Subcontracting any of the activities within the scope of FSMS,
- Previous audit results,
- Considering multi-fields,
- HACCP plan numbers.

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3.3.3. ISO/IEC 17021-1:2015 standard and provisions of article 9.1.1 and 9.1.3 of ISO/IEC 17021-1 Quality Manual are valid.

3.3.4. ISO/IEC 17021-1:2015 standard and provisions of article 9.1.4 of ISO/IEC 17021-1 Quality Manual are valid.

The application of ASCERT to determine audit duration is given in Article 3.3.2 of this procedure. ASCERT determines the duration required for a complete and effective audit plan and audit of the customer body's food safety management system for each customer body in accordance with article 9.1.2. The audit duration determined by ASCERT and the justifications are recorded.

3.3.5. The applications for the planning of audits for customer organizations that serve in more than one location are given below:

3.3.5.1. Customer bodies serving in more than one location have a center where the activities of a definite food safety management system are planned, controlled or managed (hereinafter referred to as the head office but that does not mean it is the headquarters of the customer body in all cases) and have a network of locations where these activities are practised in part or whole. Customer bodies that can serve in more than one location can be listed as follows:

- Customer bodies working with franchise;
- Production companies with one or more production sites and sales offices;
- Service customer bodies offering similar services in multiple locations;
- Multi-branch customer bodies.

3.3.5.2. ASCERT may document a customer body serving in more than one location under a single management system if the following conditions are fulfilled:

- a) All locations should operate under a single food safety management system that is controlled and managed by the head office as specified in article 4 of ISO 22000 or another equivalent food safety management system,
- b) Internal audits should be carried out at each location within one year prior to certification,
- c) Findings from site audits should be considered as an indicator of the overall system and corrections should be made accordingly.

3.3.5.3. It can be operated by sampling method in more than one locality in customer bodies having more than 20 locations working with similar processes only in the categories A, B, E, F and G (Table A.1 Table of Food Chain Categorizations) and within the subject categories. This process is applied for initial certification, surveillance and re-certification audits. ASCERT justifies the decision to implement a sample for the certification of a customer body that serves more than one location.

If more than one location is sampled, after the documentation, the addition of all locations of the customer body to the annual internal audit program will be requested in the course of the

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application review, this information will be recorded and examined during the audits with a question added to the FSMS audit report.

In determining the sample, the risks of the customer bodies are considered and the number of samples indicated in Table 1 can be increased according to these risks.

3.3.5.4. If there is a determination that ASCERT is selecting more than one location as an example, a sampling program will be implemented to effectively assess the food safety management system and the following conditions apply in this context:

- a) All locations of customer bodies with 20 or fewer locations are audited. For customer bodies with more than 20 locations, the sampling rate is 1 location per 5 locations. All locations are randomly selected and after the audit, none of the selected locations should be inappropriate (not meeting the certifications thresholds for ISO 22000).
- b) ASCERT audits the head office food safety management system at least once a year.
- c) ASCERT conducts surveillance at the appropriate number of locations at least once a year. Audit findings for selected locations in the sample are considered as indicators for the entire system and corrections are made accordingly.

Table 1 includes the number of locations to be audited if sampling method is selected.

Table 1 – The number of locations to be audited by the sampling method of companies with more than one location

	The number of total location								
	Number of locations to be audited between 1 and 20	21	22	23	24	25	26	27	28
The number of more than 20 locations	0	1	2	3	4	5	6	7	8
Additional number of locations to be audited	0	1	1	1	1	1	2	2	2
Number of locations to be audited	x	21	21	21	21	21	22	22	22

Sampling for customer bodies operating in more than one location is valid for activities that have a direct impact on food safety, and does not apply only to locations used by the administration.

3.3.6. The provisions of ISO/IEC 17021-1:2015 and clauses 9.1.6 to 9.1.9 of the ISO/IEC 17021-1 Quality Manual apply.

3.3.7. Audit report: The provisions of ISO / IEC 17021-1:2015 and clause 9.1.10 of the ISO / IEC 17021-1 Quality Manual apply.

3.3.8. ASCERT prepares a written report for each audit conducted. The audit team can offer opportunities for improvement but do not offer decisive solutions. The audit report belongs to ASCERT.

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This report includes the pre-requisite programs used by the customer body, the hazard analysis method used, comments on the food safety team, and other issues related to the food safety management system.

3.3.9. The provisions of ISO / IEC 17021-1: 2015 and clauses 9.1.11 to 9.1.15 of the ISO / IEC 17021-1 Quality Manual apply.

3.4. Initial Audit and Certification

3.4.1. Application

The provisions of clause 9.2.1 of ISO / IEC 17021-1: 2015 standard and ISO / IEC 17021-1 quality manual are valid and all relevant rules are given in the Certification Procedure.

Customer bodies that are applying for the FSMS certification are asked to submit their applications through the Certification Application Form.

3.4.2. Review of Application

The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.2 of the ISO / IEC 17021-1 Quality Manual apply.

The Planning Officer is required to provide detailed information on the following to the customer bodies applying for the FSMS certification before the review of the application;

- 1) Process lines,
- 2) HACCP studies,
- 3) Shift numbers and
- 4) Internal audit plan (in multiple field bodies)

and the Certification Application Form is submitted and requested to be returned to ASCERT by filling in the relevant places.

A review is made for the customer bodies applying for certification and the Certification Request Review Form is signed by the authorized personnel who have reviewed.

After the review of application has been completed, the proposal is prepared in accordance with the Certification Procedure and sent to the customer body.

A contract is signed with the customer body accepting the proposal in line with the Certification Procedure.

3.4.3. Initial Certification Audit

The first certification audit of the food safety management system is carried out in two stages, Stage 1 and Stage 2.

3.4.3.1. Stage 1

3.4.3.1.1. The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.3.1.1 of the ISO / IEC 17021-1 Quality Manual are applicable and all relevant rules have been provided in the Food Safety Management System Audit Procedure.

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3.4.3.1.2. The aim of Stage 1 is to establish a focus point for the planning of Stage 2 on the understanding of the customer body's food safety management system and to determine how ready the customer body's is for Stage 2.

3.4.3.1.3. Stage 1 for the food safety management system is carried out at the customer bodies in order to achieve the above-mentioned objectives.

In some exceptional cases, a part of Stage 1 may be carried out at a location other than the mentioned subject body, based on justifications. In this case, evidence is provided that targets for Stage 1 have been obtained in a complete manner. Situations in which the location is too far away and the periodic production is low may be included in these exceptions.

3.4.3.1.4. The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.3.1.2 of the ISO / IEC 17021-1 Quality Manual are valid. Customer body is informed that the results from Stage 1 may cause Stage 2 to be postponed or canceled.

3.4.3.1.5. Any part of the food safety management system which has been audited during the Stage 1 and which is determined to be effective and in full compliance with the conditions may not need to be audited during Stage 2. However, ASCERT must ensure that the current audited parts of the food safety management system continue to adhere to the certification requirements. If this occurs, relevant findings are included in the audit report and it is stated that conformity is provided during Stage 1.

3.4.3.1.6. The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.3.1.3 of the ISO/IEC 17021-1 Quality Manual apply.

3.4.3.1.7. The period between Stage 1 and Stage 2 cannot be longer than 6 months. If it is necessary to extend this period, Stage 1 is repeated.

3.4.3.2. Stage 2

3.4.3.2.1. The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.3.2 of the ISO / IEC 17021-1 Quality Manual are applicable and all relevant rules have been provided in the Food Safety Management System Audit Procedure.

3.4.4. Results for the Initial Certification Audit

The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.4 of the ISO / IEC 17021-1 Quality Manual apply.

3.4.5. Information on Initial Certification

The provisions of ISO / IEC 17021-1: 2015 and clause 9.2.5 of the ISO / IEC 17021-1 Quality Manual apply.

3.5. Surveillance Activities

The provisions of ISO / IEC 17021-1: 2015 and clause 9.3 of the ISO / IEC 17021-1 Quality Manual apply.

Prepared by	Approval
<i>Management Representative</i>	<i>General Manager</i>

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3.6. Re-certification

The provisions of ISO / IEC 17021-1: 2015 and clause 9.4 of the ISO / IEC 17021-1 Quality Manual apply.

3.7. Special Audits

The provisions of ISO / IEC 17021-1: 2015 and clause 9.5 of the ISO / IEC 17021-1 Quality Manual apply.

3.8. Suspension, Withdrawal Of The Document, or Limiting Its Scope

The provisions of ISO / IEC 17021-1: 2015 and clause 9.6 of the ISO / IEC 17021-1 Quality Manual apply.

3.9. Appeal

The provisions of ISO / IEC 17021-1: 2015 and clause 9.7 of the ISO / IEC 17021-1 Quality Manual apply.

3.10. Complaints

The provisions of ISO / IEC 17021-1: 2015 and clause 9.8 of the ISO / IEC 17021-1 Quality Manual apply.

3.11. Records of applicants and customers

The provisions of ISO / IEC 17021-1: 2015 and clause 9.9 of the ISO / IEC 17021-1 Quality Manual apply.

3.12. Management System Requirements for Certification Bodies

The provisions of ISO / IEC 17021-1: 2015 and clause 10 of the ISO / IEC 17021-1 Quality Manual apply.

4. RELATED DOCUMENTS AND REFERENCES

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5. REVISION INFORMATION

Rev. Date	Rev. No	Item No	Rev. Descriptions
01.03.2021	01	-	

Prepared by <i>Management Representative</i>	Approval <i>General Manager</i>