

## Response to Incidents & Withdrawal of Certification

### Purpose

To define the circumstances where an incident will result in a withdrawal or suspension of certification.  
To define the actions or steps and the communications necessary to implement a withdrawal or suspension.

### Scope

All current and valid SALSA certifications.

### Policy

The Scheme shall protect the reputation and credibility of its members and stakeholders by taking steps to withdraw or suspend certificates where the same reputation or credibility is threatened by events or revelations that indicate a lack of adequate compliance with the Standard.

### Procedure

Incidences that may lead to withdrawal or suspension of certification are ranked in the following categories;

Incident	Category
Product recall (FSA, FSS) – mislabelling (allergens,)	Green
Change of ownership	Green
Product recall (FSA, FSS) – potential foreign body contamination (plastic, wood etc)	Amber
Significant damage to the site e.g. flood or fire	Amber
Product recall (FSA, FSS) food alert or precautionary recall due to presence of microorganism affecting food safety eg E. coli, Listeria, Salmonella	Red
Legal proceeding with respect to product safety or legality	Red
Third party information	Green/Amber/Red

#### **Green Category - actions following information received**

- Operations shall contact the Member and request details of the action taken by the business to resolve the incident
- Operations shall record the details on a tracker, which will record the incident in the Operational database
- The Certification Team will review the action taken, to ensure that it is sufficiently closed out and;
  - Confirm the ongoing validity of the certification with the Member
  - Issue a new certificate with new owner's details (if business name has changed)
- Operations shall alert the subsequent Auditor of the incident
- The Auditor shall assess and report on the incident and the Member's response in the next audit following the incident

#### **Amber Category - actions following information received**

- Operations shall contact the Member and request for details of the action taken by the business to resolve the incident
- Operations shall record the details on a tracker, which will record the incident in the Operational database
- The Certification Team will review the action taken, to ensure that it is sufficiently closed out and the impact on the validity of the current certificate
- The Certification Team shall request additional information via the Member or an informed third party, such as a Local Authority EHO or an official of the FSA, FSS, should the initial information be insufficient to make an assessment of the current certificate's validity
- SALSA will confirm the outcome of the review;

- Confirm the ongoing validity of the certification with the Member
  - Suspend the certification pending further investigation
- Operations shall alert the subsequent Auditor of the incident
- The Auditor shall assess and report on the incident and the Member's response in the next audit following the incident

### Red Category - actions following information received

- Operations shall contact the Member and request for details of the action taken by the business to resolve the incident
- Operations shall record the details on a tracker, which will record the incident in the Operational database
- The Certification Team will temporarily suspend certification pending further investigation
- The Certification Team shall request additional information via the Member or an informed third party, such as a Local Authority EHO or an official of the FSA, FSS, should the initial information be insufficient to make an assessment of the current certificate's validity.
- SALSA will confirm the outcome of the review and notify the Member that;
  - A site visit must be undertaken (at the Members cost) to verify the corrective action and subsequent compliance to the Standard
  - Withdrawal of certification
- The Certification Manager shall notify the Governance Board of the incident and outcome
- Operations shall alert the subsequent Auditor of the incident
- The Auditor shall assess and report on the incident and the Member's response in the next audit following the incident

### Method of Suspension or Withdrawal

- Operations shall remove the Member's approval status and certificate link from the Buyers' Directory entry, so it is no longer accessible by registered users of the website.
- The Member shall be requested by Operations, in writing, to remove the certificate from display at the site referred to on the certificate.
- The Member shall be requested in writing to suspend the use of any SALSA logos or other devices indicating approval from company stationery relevant to the site referred to on the certificate.

### Appeals

- The Member has the right to appeal the certification decision made following any of the responses above. (See SPP001 – Complaints, Conflicts and Appeals - Procedure).

## Approval

By: SALSA Operations

With effect from: 15/02/2017

## Availability

This document is available via the SALSA website to:

Governance Board	Yes
Technical Advisory Committee	Yes
Auditors/Mentors	Yes
Members	Yes

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