

Response to Incidents and Withdrawal of Certification Procedure

Purpose

To define the circumstances where an incident or third party notification shall result in a withdrawal or suspension of certification. To define the actions or steps and the communication necessary to implement a withdrawal of certification.

Scope

All current and valid SALSA certifications.

Policy

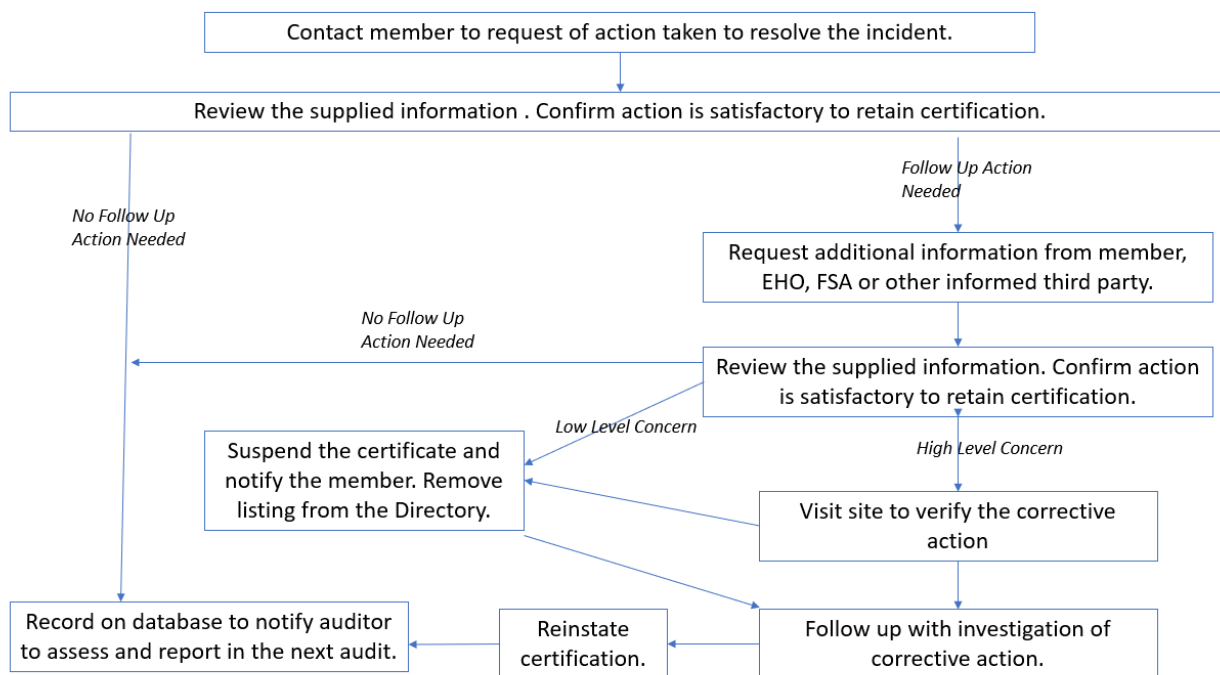
The Scheme shall protect the reputation and credibility of its members and stakeholders by taking steps to withdraw or suspend certificates where the same reputation or credibility is threatened by events or information that indicate a lack of adequate compliance with the Standard.

Procedure

Incidents that may lead to a temporary withdrawal or suspension of certification are:

- Product recall notifications from member, FSA or FSS.
- Media reports which may affect members ability to produce safe food – e.g. flood, fire.
- Notification of legal proceedings with respect to food safety or legality.
- Third Party Notification. (see Complaints & Whistleblowing Procedure).

The above incidents shall follow the process steps/decisions below:



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Method

- On first identification of the incident to SALSA, the Certification Team shall review the case to make a preliminary determination of the level of concern to maintain certification. This review will include an assessment of the last report and the current status of membership.
- Details of the incident shall be recorded on the Tracker along with follow up actions taken and updated when further information is available.
- For incidents requiring a follow up action (request for information, revisit, suspension or withdrawal), the Certification Manager shall notify the Governance Board (via an email to the STL Board representatives) and the EHO/Primary Authority of the incident and the follow up actions.
- The status of incidents shall be reviewed at the Governance Board and weekly Leadership meetings, including the status any suggested follow up actions.
- The member record in the database shall be updated with information on the incident for future reference by SALSA team members/auditors.
- Where confirmation site visits are undertaken, the associated costs shall be invoiced to the Member. Following the confirmation site visit, the Certification Team will review the action taken to ensure that it is sufficiently closed out and update the Tracker.
- At the next routine audit following the incident, the auditor shall assess and report the Member's response. The Certification Team shall review the audit report to ensure that the incident is sufficiently closed out and update the Tracker.

Method of Suspension or Withdrawal

- Operations shall remove the Member's approval status and certificate link from the Buyer's Directory entry, so that it is no longer accessible to 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 the company stationery relevant to the site referred to on the certificate.
- Certification following suspension or withdrawal shall only be restored following a review of evidence supplied by the Certification Team confirming actions taken were satisfactory.

Appeals

Members have the right to appeal the decision made following any of the above actions - see SPP01 Complaints & Whistleblowing Procedure.

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Availability

This document is available via the SALSA website to:

Governance Board	Yes
Technical Advisory Committee	Yes
Auditor/Mentor	Yes
Members	Yes
Buyers	Yes
Public	No