

Salsa Certificate Procedure

Objective: This Procedure is established to protect the integrity and reputation of The SALSA Scheme and outlines guidelines for the proper use of certificates associated with SALSA. Any unauthorised or improper use of a SALSA certificate is strictly prohibited and may result in legal action.

Scope: Application to all employees, contractors, members and third parties who have access to SALSA's certificates.

Policy: Use of a SALSA Certificate must adhere to the following conditions of use:

- a. The SALSA certificate is issued to SALSA members on successful completion of a SALSA audit (see SPP02) and is valid until the expiry date unless withdrawn or suspended by SALSA Operations.
- b. Issue of certificates shall be by SALSA Operations uploading a pdf copy of the certificate to the relevant member's SALSA directory website profile
- c. Only SALSA Certificates issued by SALSA operations can be used.
- d. Validity of a certificate can be confirmed by accessing the certificate on the relevant member's SALSA directory website profile. Certificates are valid only for the address listed on the certificate.
- e. Errors on a SALSA Certificate can only be corrected by SALSA Operations.
- f. Upon termination of SALSA Approval, the business shall immediately cease to use the SALSA certificate.
- g. SALSA reserves the right to withdraw a valid SALSA Certificate if these terms are breached or subject to conditions covered by SPP13 - Response to Incident & Withdrawal of Certification.

The following are strictly prohibited:

- a. Using or displaying the certificate if you are not an Approved SALSA member.
- b. Altering or modifying the certificate.
- c. Displaying the certificate in a manner that suggests endorsement or partnership without proper authorisation.

If an employee, member, auditor, mentor or a third party identifies any misuse of a SALSA certificate, they must report it to info@salsafood.co.uk.

Procedure: SALSA will undertake the following procedure in reported cases of certificate misuse:

1. Investigation:

- a. The case will be sent to the SALSA Certification Manager who will investigate any reported incidents of certificate misuse to determine the extent of the violation.
- b. The case will be logged on the SALSA complaints register.

2. Corrective Action:

- a. If there has been a violation of the SALSA Certificate Policy, the individual or entity will receive an email warning about the breach of the SALSA Certificate Policy and request appropriate corrective action to adhere to the policy.
- b. If the individual or entity does not respond to the first email within seven days, they will be sent a reminder email.

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- c. If the individual or entity does not respond to the reminder within seven days, the SALSA Certification Manager will follow up with the Cease & Desist letter, giving the recipient three weeks to provide evidence of the requested corrective action.
- d. If the corrective action is not actioned within three weeks, the individual or entity will be reported to the following organisations:
 - Their local Council – trading standards
- e. The outcome of the investigation is to be recorded on the SALSA complaints register.
- f. The SALSA Leadership Team should be made aware of the result of the investigation.
- g. Upon receipt of an appeal to the withdrawal of a certificate
 - a. SALSA will review the grounds of the appeal and any additionally supplied supporting information.
 - b. SALSA can at any time prior to an appeal meeting, revoke the decision to terminate the member's certification.
 - c. A tribunal panel will be appointed to consider the appeal, ensuring that the panel is independent, impartial and competent. The appeal hearing will take place within 30 days of receipt of the appeal. The appeal will consider any additional information provided and a decision provided within 30 days of the panel meeting.

Availability

This document is made available via the salsafood.co.uk website to the following stakeholders:

Advisory Board	Yes
Technical Advisory Committee	Yes
Auditors/Mentors	Yes
Members	Yes
Buyers and Specifiers	Yes