Terms of engagement for the approval of a management system according to a specific standard.

Translation of document QAS10-04 from 10.06.24

1.0 **General**

This document details the terms of engagement, the stages of documentation and the method of monitoring management systems, performed by IQC according to ISO/IEC 17021 & ISO/IEC 17065 standards for organizations interested in receiving approval for the requirements of an international standard such as: ISO 9001, ISO 13485, ISO 14001, ISO 45001, ISO 22000, FSSC22000, ISO 27001, GLOBALGAP, organic (according to the law for regulating organic produce 2005 and the regulations of the Ministry of Agriculture) and other standards.

The rules described below are derived from the requirements of the international accreditation bodies.

2. **Initial approval of a management system according to a defined standard**.

The initial approval process is carried out according to a time line established by the organization and consists of the following steps:

2.1 *Stage 1: As part of the initial stage 1: Evaluation of the organization's quality system* including:

Defining the field of activity (scope) of the organization as it will appear on the certificate. Checking the manual and/or procedure files, compared to the requirements of the applicable standard for which the organization requested the approval.

For the organic standard an organic plan needs to be defined as in the regulations and the NOP standard.

A review of documentation from the management review and the internal audit is also submitted.

The documentation should be submitted at least one month before the audit.

2.2 *Step two: Certification audit*.

2.2.1 The audit will be carried out after the approval of stage one including the review of the organization's documents detailed in section 2.1and its' readiness for the audit.

2.2.2 IQC will schedule the audit with the organization and send an audit plan prior to performing the audit.

2.2.3 At the end of the audit, a report is submitted to the organization that includes all the findings of the audit.

2.3 If in the result of the audit is "requires improvement", IQC may schedule another audit within 6 months. If a return visit is required, for the actual review of the correction of the deficiencies, the date of the return visit will be coordinated with the organization. The organization will have to bear the expenses of the additional audit/visit.

If necessary and if part of the requirements of the standard, the report will be sent to the authorized body.

If the organization did not close its' non-conformities within a period of six months, a return visit will be required, for the review of the corrections of the deficiencies discovered in the audit. The date of the return visit will be coordinated with the organization. The organization will have to bear the expenses of the additional audit/visit.

If necessary and according to the requirements of the standard, a report will be sent to the authorized body.

2.4 **Interim approvals - in progress approval**.

One may recieve an approval letter that describes the state of the organization in process to obtaining certification. This approval is limited in time and its acceptance is conditional on the organization fulfilling all its obligations until the date of issuance of the approval, including any payments.

2.5 **Authorization and its validity**

2.5.1 At the end of an audit and the completion of the corrective actions by the organization, the results of the audit will be submitted for approval by the certification committee.

2.5.2 A certificate will be issued to the organization after approval by the committee and compliance with all financial obligations.

2.5.3 The validity of the certificate is conditional upon the ongoing process described below.

2.6 **Duration of audits**

The duration of the audit is determined according to the international rules that appear in IAF MD 5:2023 and in the tables in Appendices A+B+C+D. The duration of ISO 22000 audits will be determined according to ISO 22003-1. The duration of the audit to the FSSC 22000 standard is determined according to FSSC 22000 V 6-Part 3 section 4.3, - or in dedicated standards such as: GlobalGap - as defined in the standard, depending on the complexity of the organization.

2.7 **Use of logo**

The use of the logo will be according to the IQC guidelines published on the IQC website

3. **Management system approval and/or product certification of an organization that has already been approved by another certification body**

3.1 An organization whose management system and/or product has already been audited and approved by another certification body, can be certified by IQC as part of a follow-up/re-certification audit. This, subject to the transfer of the material to IQC as follows: a copy of the existing certificate or approval, audit reports and corrective actions of the organization submitted to the certifying body, which includes confirmation of the closure of the corrective actions.

3.2 After the audit and approval of the above-mentioned material, an audit will be carried out by IQC, upon completion and according to its results, the organization will be approved by IQC according to the IQC procedures described above.

4. **Continuation of the process after certification.**

Upon receiving the approval, the organization is obliged to continue to comply with the requirements of the management system.

During the year, the approved organizations will conduct surveillance audits as indicated in the quotation.

The first surveillance audit after certification will be scheduled within 12 months of the audit. Postponement beyond 12 months will require a new certification audit with a new certificate.

4.1 Before the certificate expires, a re-certification audit shall be performed for the purpose of renewing the validity of the certificate. Its duration and scope will be based on the performance of the management system of the organization during the certification period and in accordance with the international rules.

4.2 If by the time the certificate expires the certificate there has been no recertification audit or a critical system non conformity has not been closed, it will not be possible to extend the validity of the certificate.

4.3 Major or minor non conformities can be closed up to 6 months after the certificate expires. After this date, it will be necessary to perform stage 2 of the certification audit again.

4.4 For the FSSC 22000 audits, GlobalGap audits (and its addons), management of non conformities will be carried out in accordance with the requirements of the standard.

4.5 For organizations documented in standards that require unannounced audits: such as PPIS Organic - GlobalGap, ISO 2200O, FSSC22000, IMC-G.A.P, ISO 13485 some of the audits will be unannounced in accordance with the requirements of the standard.

5. **Changes in the administrative system of the organization**

5.1 If, during the recording period, substantial changes occur in the organization management system, legislative situation, and organization’s processes or in aspects related to the company's standards, the organization must report this immediately to IQC. IQC will assess their significance in relation to the standard's requirements. Minor changes in the management system, in the manual and/or procedures, will be checked by the auditor in the ongoing follow-up audit.

5.2 In addition to what is stated in section 5.1, organizations with FSSC22000 certificates, GlobalGap and its supplements are obliged to inform IQC within three business days of the following. (Cases are specified in FSSC 22000 V 6-Part 3 section 4.4.11 or in any of the following):

a. Significant changes that affect the implementation of the requirements of the standard.

b. Serious events that affect food safety or the integrity of the certificate.

c. Public health food safety events (such as public-initiated recalls, disasters, epidemics, etc.)

d. Changes in the organization: name of the organization, address and website information.

e. Changes to organization (e.g. legal, commercial, organization status or ownership) and management (e.g. key managerial, decision-making, or technical staff)

f. Major changes to the food safety management system, scope of operations and product categories covered by the certified management system (e.g. New products, new processing line, etc.)

g. Actions imposed by regulatory authorities as a result of a food safety issue(s) where additional monitoring or forced shutdown of production is required.

h. Legal proceedings, prosecutions, malpractice and negligence

i. Fraudulent activities and corruption.

6. **Appeals Committee**

IQC operates an appeals committee whose role is to discuss the organization's certification results. The organization may initiate an appeal to this committee to handle his case.

Regarding organic produce: A customer who considers himself harmed by IQC's decision may appeal before the appeals committee at the Ministry of Agriculture and Rural Development (PPIS) within fourteen days from the day the decision was delivered.

7. **Complaints and corrective actions**

An organization that has been approved for the standard will keep records of all complaints from external parties, relating to the product or the management system in question, and will record the corrective actions that have been taken.

A customer or any other party may complain to IQC. In order to do so, he must apply in writing via "Contact" on the IQC website or via the e-mail info@iqc.co.il.

8. **Cancellation of approvals**

8.1 IQC may cancel or suspend a certificate, if the holder of the certificate has not fulfilled his duties and obligations towards IQC, if the product does not meet the requirements of the standard and if the management system of the organization does not follow the requirements of the standard.

8.2 The cancellation or suspension can be as a result of the following: the organization did not complete corrective action within the defined time, repeated non-compliance with the standard requirement, postponement of audits beyond 14 months from a previous audit, use of the certification symbol not according to authorization, detection of pesticide residues in the product Organic, major violation of standard requirements, non-compliance with financial obligations towards IQC.

8.3 The cancellation or suspension will be for a specified period, or for an unlimited period of time and following which the organization undertakes not to continue using the certificate, approval and/or logo, and undertakes to send the certificate to IQC within 14 days, of receiving the cancellation notice.

8.4 If the organization continues to use the certificate and/or the approval symbol without permission, IQC will be entitled to claim damages in court for use without permission and report this to any relevant authorized body.

9. **Maintaining confidentiality**

9.1 The auditors and all IQC employees maintain the confidentiality of the information that comes to their attention, as a result of fulfilling their duties. What is stated in this section does not apply to publication regarding the existence of a certificate, its validity and the field of activity to which the certificate refers.

9.2 IQC is required by request to deliver audit reports of ISO 13485 and organic standards to relevant legislative bodies, and will inform the customer of this request.

9.3 Organizations with the FSSC 22000 certificate allow IQC to share with the organization FSSC (FSSC Foundation), GFSI, IAF, accreditation body and government bodies information relevant to the certificate and the audit process if required.

9.4 Information on the status of FSSC 22000 certificates is available on the FSSC website and portal. The certified organization allows the CB and the foundation FSSC to share information regarding their certification status with external parties,

9.5 Certified organizations will allow IQC auditors (including the accreditation bodies and regulatory bodies) access to their physical sites, facilities and any organizational information to verify continued compliance with the requirements of the relevant standards.

10. **Payments**

10.1 All payments that IQC collects are in NIS and do not include VAT.

10.2 Payments in foreign currency will be calculated in NIS according to the high rate of exchange.

10.3 In case of cancellation or postponement of an audit date coordinated with the organization, within less than 10 working days' notice, the customer will be charged 50% of the cost of the postponed or canceled audit.

10.4 The customer will be charged a fee for unannounced audits. The organization is required to notify IQC in advance of the dates on which it is not possible to perform an unannounced audit and this is in accordance with the number of days allowed in each standard. Preventing an unannounced audit may lead to the cancellation of the certificate.

10.5 An organization that does not meet the payment conditions in quotation, will be required to transfer the payment for the following audits 7 days before the audit.

11. **Schedules**

The auditors at IQC are committed to schedule as follows: (maximum schedule) Documentation review - up to 15 working days, stage I audit coordination - up to 4 weeks from the date of the organization's request, setting a date for the certificate audit (phase two) according to the organization's readiness and up to 3 months from the first stage audit.

12. Signing the quotation constitutes a contract with IQC, consent to what is stated in this document and acceptance of the conditions detailed therein.

13. **Termination of engagement**

13.1 By written notice to the other party.

13.2 Lack of activity / failure to fulfill obligations.

13.3 Immediately when one of the parties becomes aware of any actual violation of this agreement.

13.4 If one of the parties goes bankrupt or is handed over to a receiver or an administrator is appointed for him, or for a part of him.

13.5 If one of the parties ceases to conduct its business fully or partially.

13.6 In the event of the termination of this agreement, through notice, lack of activity/failure to fulfill an obligation or in any other way, the IQC certificate will be invalid, and the customer will cease to use it and undertakes to return it to IQC within 14 days from the date of the written demand from the organization.

14. **Fundamental conditions**

14.1 The organization hereby guarantees to IQC - that during the entire period of existence of the agreement it will comply with all the reasonable requirements, laws, rules and regulations necessary to receive and preserve the certificate.

14.2 The organization hereby undertakes that all documents provided to IQC for the purposes of this agreement are accurate.

14.3 The organization hereby undertakes to allow IQC for all QMS standards to perform audit when required at short notice or unannounced.

14.4 The organization undertakes to allow the accreditation body / standard owner of the audited standard to witness the audit or perform a comparative audit when required at short notice or unannounced.

14.5 The organization allows IQC during the audit to review and have access to documents, records and processes in all areas of the organization included in the scope of documentation.

14.6 Certificates and content of FSSC22000 audit reports will be held by IQC.

15. **Warranty**

15.1 Except in the case of deliberate negligence on the part of IQC, its employees, auditors or agents, IQC shall not be liable for any loss or damage caused to any person as

a result of any omission or error caused in one way or another during the performance of an audit, certification or other action within the framework of IQC services.

15.2 In the case of negligence as stated above, the value of the loss, damage or anything else that IQC is found to be responsible for, will be limited to an amount that does not exceed the maximum payment that IQC charges (if any), for the service in question, in which there was negligence.

15.3 The provision of this section shall not apply to any death or injury, however the inspected organization shall at all times maintain appropriate insurance covering any liability arising from the performance of any action pursuant to this agreement.

16. **Compensation**

The organization will indemnify IQC against all costs, action claims and demands arising from services provided by IQC except for claims arising from the negligence of IQC, its employees, auditors or agents, for improper use made by the organization of a certificate, license, symbol or approval mark issued by IQC in accordance with this agreement.

17. **Force majeure**

IQC and/or the organization will not be held responsible in the event that we fail to fulfill our obligations as a result of any factor beyond our control and which could not have been reasonably foreseen in advance.

18. **Law**

This agreement is subject to Israeli law and the parties accept the legal authority/jurisdiction of the Israeli courts over them, and all notices and procedures will be considered to be properly executed if they are sent by registered mail to the address of the other party, as appears in the contract document between the organization and IQC, or as the other party to be informed later

Appendix A – quality management (9001) audit time for certification

Time for certification audit (days)	No of effective workers	Time for certification audit (days)	No of effective workers
12	626-875	1.5	1-5
13	876-1175	2	6-10
14	1176-1550	2.5	11-15
15	1551-2025	3	16-25
16	2026-2675	4	26-45
17	2676-3450	5	46-65
18	3451-4350	6	66-85
19	4351-5450	7	86-125
20	5451-6800	8	126-175
21	6801-8500	9	176-275
22	8501-10700	10	276-425
Follow progression	>10700	11	426-625

Appendix B environment management (14001) Audit time required for certification

LIM	LOW	MED	HIGH	Number of effective workers
2.5	2.5	2.5	3	1-5
3	3	3	3.5	6-10
3	3	3.5	4.5	11-15
3	3.5	4.5	5.5	16-25
3	4	5.5	7	26-45
3.5	4.5	6	8	46-65
3.5	5	7	9	66-85
4	5.5	8	11	86-125
4.5	6	9	12	126-175
5	7	10	13	176-275
5.5	8	11	15	276-425
6	9	12	16	426-625

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Appendix C medical device management (13485) audit time required for certification

Audit time (days)	Number of effective workers	Audit time (days)	Number of effective workers
15	626-875	3	1-5
16	876-1175	4	6-10
17	1176-1550	4.5	11-15
18	1551-2025	5	16-25
19	2026-2675	6	26-45
20	2676-3450	7	46-65
21	3451-4350	8	66-85
22	4351-5450	10	86-125
23	5451-6800	11	126-175
24	6801-8500	12	176-275
25	8501-10700	13	276-425
Follow progression	>10700	14	426-625

The maximum reduction in the audit time is 30% and 20% for medical devices from the time stated in each table.

Examples for justification for reducing the audit time may be:

- ☐ product / service without development
- ☐ low risk product
- ☐ simple processes
- ☐ Quality system well implemented
- ☐ Additional standard
- ☐ Outsourced processes
- ☐ more than 30% outside workers
- ☐ working in shifts
- ☐ similar jobs

Justification for adding hours:

- ☐ complicated logistics
- ☐ several languages
- ☐ high risk process / product
- ☐ special unique pars
- ☐ temporary sites

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Appendix D:

Audit time required for certification for information management systems (27001)

Audit time (days)	No of effective workers	Audit time (days)	No of effective workers
17.5	626-875	5	1-5
18.5	876-1175	5	6-10
19.5	1176-1550	6	11-15
21	1551-2025	7	16-25
22	2026-2675	8.5	26-45
23	2676-3450	10	46-65
24	3451-4350	11	66-85
25	4351-5450	12	86-125
26	5451-6800	13	126-175
27	6801-8500	14	176-275
28	8501-10700	15	276-425
Follow progression	>10700	16.5	426-625

Appendix E:

Audit time required for certification for Good Agricultural Practices (GGP)

<table>
<tr><th rowspan="2">Audit type
Add-On</th><th colspan="3">Option 2/ Option 1 (Multi+QMS)</th><th colspan="3">Option 1 / PG member</th></tr>
<tr><th colspan="3">Certification/Unannounced</th><th colspan="3">Certification/Unannounced</th></tr>
<tr><td rowspan="4">GLOBALG.A.P. IFA
(First sub-scope)</td><td colspan="2">QMS
8 hours</td><td rowspan="2">Central PHU</td><td>No PHU</td><td>+PHU</td><td rowspan="4">PPM hours 6

On two stage audit:
Stage II - On-Site
Not less than 2 hours</td></tr>
<tr><td colspan="2">Up to two producers/day</td><td rowspan="3">hours 3
+
Add 3 hours
GRASP</td><td rowspan="3">4.5hours</td><td rowspan="3">5.5
hours</td></tr>
<tr><td>No PHU</td><td>+PHU</td></tr>
<tr><td>4 hours</td><td>5hours</td></tr>
<tr><td rowspan="2">GLOBALG.A.P. CoC
(Packer/broker)</td><td colspan="2" rowspan="2">***</td><td rowspan="2">***</td><td>No PHU</td><td>+PHU</td><td rowspan="2">On two stage audit:
Stage II - On-Site
Not less than 2 hours</td></tr>
<tr><td>4hours</td><td>5hours</td></tr>
<tr><td>GRASP</td><td colspan="2">4hours for each producer/site</td><td>Incl. in central PHU</td><td colspan="2">4 hours</td><td>Incl. interviews
(Depends on # of workers)</td></tr>
<tr><td rowspan="2">Tesco Nurture</td><td>No PHU</td><td>+PHU</td><td rowspan="2">hours 1</td><td>No PHU</td><td>+PHU</td><td rowspan="2">Must be registered with Primary Supplier</td></tr>
<tr><td>1 hours</td><td>3 hours</td><td>1 hours</td><td>3 hours</td></tr>
<tr><td>SPRING</td><td colspan="2">1 hours for each producer/site</td><td>***</td><td colspan="2">2 hours for each producer</td><td>Additional time</td></tr>
<tr><td>AH-DLL GROW</td><td colspan="2">1 hours for each producer/site</td><td>hours 1</td><td colspan="2">hours 1</td><td>Additional time</td></tr>
<tr><td>For additional sub-scope
(CC ;FO ;IDA ect.)</td><td colspan="2">0.5hours
For each add-on</td><td>***</td><td colspan="2">0.5hours
For each add-on</td><td>Additional time</td></tr>
</table>

Comments:

- **Travelling will be calculated from the IQC office – 1 hour per 70km**
- **Paying fees and charges for itself, does not guarantee certification**

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