REQUIREMENTS FOR CERTIFICATION BODIES TO DETERMINE COMPLIANCE OF APPLICANT ORGANIZATIONS TO THE MAGEN TZEDEK SERVICE MARK STANDARD

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Foreword

The Magen Tzedek Commission has established a standards and certification program with the goal of achieving the mission of the Commission, which is to bring the Jewish commitment to ethics and social justice directly into the marketplace and the home.

The achievement of this certification by an applicant entity will indicate that the entity meets the requirements that have been established by the Magen Tzedek Commission and published in the document "Certification Standards for the Magen Tzedek Service Mark". The Magen Tzedek Commission, through this certification program, aims to promote confidence that entities which have this credential operate at the high level associated with the Magen Tzedek standards and methodology. In addition, Magen Tzedek Certification prioritizes continual improvement in all of its operations, which is achieved by implementing management processes that meet the Magen Tzedek requirements to improve their performance over time. Certification verifies the implementation of an effective set of management and operational procedures and controls defined to be critical to the effective and reliable functioning of entities in fulfilling their missions.

Once an entity has implemented the necessary improvements, it can earn a certificate attesting to its compliance with the Magen Tzedek Certification. This certification is awarded by certification bodies that are accredited by Social Accountability Accreditation Services (SAAS) in conjunction with the Magen Tzedek Commission.

Purpose

This document has been written by SAAS for use by Certification Bodies undertaking assessments of entities against the Magen Tzedek Service Mark Certification standards to define the certification process requirements to be used by those Bodies. The requirements of this procedure are in addition to the requirements of ISO 17021:2011.

The purpose of this document is to:

- Provide documentation to assure continuity and consistency among the involved certification bodies of the Magen Tzedek certification process;
- Establish consistent Magen Tzedek Certification processes and methodologies for accredited Certification Bodies to operate in a consistent and controlled manner;
- Provide transparency of the certification process;
- Provide training and educational information to entities interested in certification.

This document prescribes the procedures, criteria and methodologies that a certification body must undertake in carrying out the assessment of an entity that applies for compliance with Magen Tzedek Certification standards. The assessment of an entity for compliance with Magen Tzedek Certification standards is voluntary and at the election of the applicant entity, and it is the responsibility of any such entity to provide sufficient evidence that certification is justified.

This procedure shall be updated from time to time and is subject to regular oversight by SAAS and its board.

The requirements in this document include criteria for certification body's recognition, audit process, auditor and Subject Matter Expert ("SME") qualifications and certificates. These requirements are binding on certification bodies accredited by SAAS for Magen Tzedek Certifications.

Requirements for Certification Bodies to Determine Compliance of Applicant Organizations to the Magen Tzedek Service Mark Standard

1. Qualification of Certification Bodies (CBs)

1.1. Only certification bodies accredited by Social Accountability Accreditation Services, SAAS, for Magen Tzedek Service Mark certifications shall be authorized to certify entities to that standard.

1.2. Accreditation is dependent upon the certification body's compliance with all requirements of ISO 17021:2011 and successfully implementing all of the requirements of this procedure. Additionally, accreditation is dependent upon demonstrable expertise and experience in social auditing as well as full incorporation into the certification body's management systems of all SAAS Procedures, as identified in the Requirements for the Accreditation of Certification Bodies to Certify Clients to the Magen Tzedek Service Mark document.

Failure to maintain compliance with these requirements shall be cause to de-accredit the certification body.

1.3. The certification body shall be legally identifiable. A certification body that is part of an organization involved in functions other than certification shall be organizationally identifiable within the related organization. Where the certification body also supplies other services, the relationship between the certification function and other functions must be clearly defined and separation maintained.

1.4. The certification body, acting with the consent of the Magen Tzedek Commission and through the authority of the Certification Review Panel, shall retain authority and shall be responsible for its decisions relating to certification, including the granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification. This includes the implementation of processes to ensure the ethical conduct of all personnel associated with the certification process, including contracted personnel in any capacity.

1.5. Where a certification body has multiple offices involved in the Magen Tzedek certification process, the following conditions shall be fulfilled:

1.5.1. The certification body shall use a common system requiring use of the same procedures for all its offices in the delivery of certification to the standard.

1.5.2. One certification body staff member shall be designated to represent all offices within the scope of the accreditation and act as the interface with SAAS and the Magen Tzedek Commission. This designated staff member will be the direct contact with SAAS and the MT Commission and will be responsible for the control of all the Magen Tzedek certification related activities, except where someone else is necessary for scheduling and logistics. The office where this designated staff member is based shall be audited annually by SAAS for compliance with the requirements of ISO 17021:2011 and this procedure. Other offices may be audited by SAAS on a random basis.

1.6. The certification body shall have a documented procedure for the management of complaints which shall include at a minimum a documented investigation process, corrective action

system (including containment actions, root cause analysis, and systemic corrective action) and a record of each complaint and its resolution. (See section 5 of this procedure.)

1.7. The certification body may perform a "pre-assessment" or “pre-audit” at the request of the applicant entity which is an audit prior to the initial Stage 1 audit that generates non-binding findings at the certification body client’s site(s), without recommending solutions. The pre-assessment shall not be considered as part of the initial audit process but does require a documented process to conduct the audit that includes an audit agenda and audit report.

1.8. The certification body shall have a documented process to ensure the continuing effectiveness and competence of its Magen Tzedek Certification personnel. This process shall include internal witness audits for the periodic evaluation of the CB’s auditor competencies.

1.9. Certification bodies shall maintain, as a minimum, the following certification related records in English in either hard copy or electronic media:

1.9.1. Audit program for the full certification cycle,

- Personnel qualification records (employees and sub-contractors),
- The quotation file to the entity, including the audit days and how they were calculated, and audit day fees,
- Notes/minutes from any pre-audit research,
- Pre-assessment records, if conducted,
- Records of the Stage 1 readiness review, if applicable,
- Audit plans (agenda),
- Audit reports,
- Technical report review results, as required,
- Documentation leading to the verification of the effectiveness of the corrective action for the nonconformities,
- Audit logs/notes generated by each audit team member,
- Record of the certification decision process,
- Copy of the certificate issued, and
- Records of all complaints and of any actions taken to resolve complaints
- A register of all certified entities.

1.10. All records specified above shall be readily accessible at the office designated in clause 1.5.2. The certification body shall have a documented procedure that defines the controls for the identification, storage, protection, retrieval, retention time and disposition of records. The records specified above shall be retained at a minimum for the life of the associated certificate from the initial certification date to the final termination date plus three (3) years.

2. Audit Process

2.1. Any entity in the United States that believes it complies with the scope of certification as defined in the Magen Tzedek Service Mark Certification Standards may elect to pursue third party certification to the Magen Tzedek Service Mark Standards.

2.2. The certification process shall address all of the requirements of the standard according to this procedure and the requirements of ISO/IEC 17021:2011.

2.3. The certification body shall include in its operating procedures a description, including the sequence and interactions of the specific certification processes for which SAAS has accredited it for. The certification body shall perform annual internal audits of those certification processes to ensure compliance to, and continual improvement of those processes.

2.4. The Magen Tzedek Service Mark certification shall be for a period of two years. Every recertification audit shall assess the effectiveness of the policies and actions defined in the Magen Tzedek Standard and the overall effectiveness of the system in its entirety taking into consideration internal and external changes which may have affected the system.

2.5. The certification process shall define the Stage 1 and Stage 2 initial certification audit, surveillance audits to maintain the certification, re-certification audits and a transfer audit process for the transfer of certifications from one CB to another.

2.5.1 The number of audit days shall be calculated using the audit day table and instructions in Annex A of this procedure.

2.6. The initial certification audit shall be conducted in two stages: Stage 1 – readiness review and Stage 2 – on-site audit. No more than three months shall pass between the end of the Stage 1 audit and the first day of the Stage 2 audits.

2.6.1 Stage 1 - Readiness review: see ISO/IEC 17021:2011, 9.2.3.1. The Stage 1 review shall usually be conducted during an on-site visit to the applicant entity's headquarters, and shall only apply to the initial certification audit. If the Stage 1 audit is not conducted on-site, the justification for an off-site audit shall be documented and included in the Stage 1 audit report.

2.6.1.1. The scope of certification shall be established during the Stage 1 audit and shall include the following information:

- Site address(es) that are to be certified, including the identification of the office specified in element 1.5.2 of this standard.
- The specific products that are included under the scope,
- The processes and activities performed at the site(s).

Note that the animal welfare requirements cannot be excluded from the scope of the audit if any part of the entity's processes or the entity's supply chain involves the slaughter of meat products or use of dairy or egg products.

2.6.1.2. The time interval between the Stage 1 and Stage 2 audits shall be determined by the readiness of the entity for the Stage 2 audit and shall be documented in the Stage 1 audit report, and shall comply with the requirements of paragraph 2.6.

2.6.1.3. All Stage 1 findings shall be resolved prior to the Stage 2 audit.

2.6.1.4. All Stage 1 audits must involve stakeholder consultation, including but not limited to unions, government agencies, and relevant NGOs vetted by the Magen Tzedek Commission. At unionized facilities, CBs must consult with relevant and recognized international unions on potential labor concerns within the facility or industry in question. Consult with SAAS and/or the Magen Tzedek Commission for additional information.

2.6.2. Stage 2 – On-site audit: see ISO/IEC 17021:2011; 9.2.3.2. The Stage 2 audit shall be conducted at the applicant entity's proposed site(s) for certification. Each site that is to be certified shall be audited, and the certification body's audit plan for the initial Stage 2 audit and all re-certification audits shall address all relevant elements of the standard at each site.

2.7. The audit cycle shall be based upon the date of the initial certification decision by the CB. The time interval between initial certification and re-certification or between re-certification shall be two years, with no more than fifteen (15) months passing between the date of the surveillance audit of the previous cycle and the re-certification audit.

2.8. The audit cycle includes one surveillance audit annually, with a full re-certification audit every two years. The first day of the first surveillance audit after certification or recertification shall not be more than fifteen (15) months from the last day of the Stage 2 (or re-certification) audit. Surveillance audits shall cover all elements of the Standard, though need not cover all activities of the facility at the discretion of the auditor.

2.9. The audit team shall be selected from qualified auditors and subject matter experts (see section 4 of this procedure).

2.10. Every audit requires an audit plan or agenda. The audit plan shall be established in compliance with the requirements of ISO 17021:2011 and adapted to the entity's processes and working environment. The audit plan shall indicate how the audit resources shall be applied to effectively achieve the result.

2.10.1. An audit day is defined as a full normal working day of eight (8) hours. The number of audit days may not be reduced by scheduling longer hours per work day, except as it applies to auditing other than first shift operations. Travel time shall not be included in the audit time.

2.11. All audits shall include individual and group interviews, and include employees from all shifts working at the entity. Interviewees shall be selected by the auditor, and the method of selection shall be recorded in the audit report. Interviews shall be conducted in a location that ensures confidentiality. All interviews conducted during the audit by the CB auditor(s) shall include providing the interviewee with information regarding how the person can communicate with the CB, SAAS and the Magen Tzedek Commission regarding a concern or additional information related to the audit and/or the standard. The auditor(s) shall provide such contact information.

2.12. Nonconformities:

2.12.1. A nonconformity, or a failure to comply with a requirement of the Standard, requires the issuance of a corrective action request (CAR). The time that the entity is allowed to determine and resolve the root cause of the nonconformity shall be established by

the lead auditor of the audit team, with the cooperation of the entity's management. The CAR and the timing to resolve the root cause of the CAR shall be documented on the CAR form and included in the audit report.

2.12.2. The CB shall have a documented procedure for the initiation and resolution of CARs. The format for writing an audit nonconformity (CAR) shall include three distinct parts:

- A statement of the nonconformity, using words from the requirement as appropriate.
- The requirement or specific reference to the requirement in the Standard.
- The objective evidence observed during the audit that supports the statement of nonconformity.

2.12.3. CARs shall be identified as either major or minor. A major CAR is one or more of:

- The absence of, or total breakdown of, a system to meet a Magen Tzedek Service Mark Certification Standard requirement. A number of minor nonconformities against one requirement can represent a total breakdown of the system and thus be considered a major nonconformity;
- A nonconformity that judgment and experience indicate is likely either to result in the failure to meet the Magen Tzedek Service Mark Certification Standard goals and expectations, or to materially reduce the applicant's ability to assure control of its policies and directives in the workplace to protect its workers and/or beneficiaries;
- A nonconformity that poses an imminent threat to an employee or consumer's health and safety.
- A minor CAR that has remained open for one year or more from the date of original issue shall be elevated to a major CAR.

2.12.4. A minor CAR is a failure to comply with the Magen Tzedek Service Mark Certification Standard which, based on judgment and experience, is not likely to result in the failure of the system or reduce the applicant's ability to assure the ongoing viability and effectiveness of the system's policies and procedures. It may be one of the following:

- A failure or oversight in some part of the entity's which is not systemic in nature;
- A single observed lapse in following one item of an entity's system.

2.12.5. Addressing "Shall" and "Should"

2.12.5.1. "Shall"

The Magen Tzedek Standard contains a set of critical core criteria, identified as "shall" requirements, compliance with which is fundamental to the system.

2.12.5.1.1. Major CAR against "shall" criteria

A major, systemic nonconformity to such a critical core criteria means a facility cannot receive certification until that critical core criteria is satisfactorily addressed.

2.12.5.1.2. Minor CAR against "shall" criteria

Where a facility receives a nonconformity for one of these critical core criteria in a minor or non-systemic fashion, a plan to comply with that requirement and proof of compliance based on an agreed-upon timeline must be established.

2.12.5.2. "Should"

In addition to these critical core criteria, the Magen Tzedek Standard contains a set of core criteria, identified as "should" criteria. Because the Magen Tzedek Standard requires continuous, incremental improvement over time, facilities must strive to increase their compliance with these core criteria with every certification cycle. While full compliance with every relevant "should" criteria is not required, a demonstration of improvement over a timeline defined between the auditor and the facility is. Note: Some "should" requirements only apply to certain facilities. Any "should" that is not applicable to that facility may still be considered acceptable.

The rate and scope of improvement shall be established during a facility's initial Stage 1 certification audit to account for the facility's unique circumstances, such as industry, location, and complexity of operations. Such implementation plan shall be submitted to the Magen Tzedek Commission for review and tracking.

Where a nonconformity with a "should" criteria is found, observations and/or opportunities for improvement shall be raised, to be addressed in conjunction with the rate and scope of the improvement plan for "should" criteria.

2.12.6. All CARs shall be recorded. CARs may not be closed during the audit in which they were issued. The certification body shall require the entity to submit a root cause analysis and evidence of systemic corrective actions for each nonconformity issued.

- Major CARs must have an action plan approved by the CB within 30 days from issue and an effective corrective action implemented and verified by the CB within 90 days from the issuance of the CAR. The verification by the CB must be conducted on-site where the nonconformity was initiated. The issue date is defined as the date of the transmission of the final CAR report to the entity.
- Minor CARs must have effective corrective action implemented and verified by the CB within a maximum time period of one year. The verification may be performed by the CB on-site or off-site by analysis of evidence submitted by the entity.

2.12.7. Observations and/or opportunities for improvement may also be written during the audit to address conditions that may not be a nonconformity to a "shall" requirement, but may lead to a nonconformity if nothing is done in conjunction with an established improvement plan. Observations and/or opportunities for improvement may also be written to address "shall" requirements in the standard so that the concerns do not escalate to the level of a major or minor nonconformity.

2.12.8. Entities shall not be certified to the Magen Tzedek Service Mark Certification Standard if any open major CARs exist. Minor CARs may remain open for a specified period, not longer than one year from issue, to allow sufficient time to close them effectively.

2.13. If an audit must be terminated for lack of proper or adequate system implementation, a re-audit must be done from the beginning of the process, not at the point when the audit was terminated.

2.14. Every audit requires an audit report that uses the required Magen Tzedek audit report form. The responsibility for the preparation and submission of the report remains with the CB lead auditor.

2.14.1. The audit report shall comply with all requirements of ISO 17021:2011 and the Magen Tzedek Audit Report Form. In addition, the following requirements apply:

- The attendance at the opening and closing meetings shall be included in the report.
- A copy of the audit plan (agenda) that reflects how the audit was conducted (reflecting any changes made during the course of the audit) shall be included in the audit report.
- A clear statement of the audit team's recommendation about granting or maintaining certification.
- A clear presentation of a summary of the evidence supporting the recommendation of the audit team.
- A description of the entity's operations.
- Descriptive narratives for the compliance / noncompliance of each requirement, including a section for the best practices of the entity.
- Clear statements of nonconformities and opportunities for improvement, including timing requirements for action plans and corrective actions.

3. Certification Decision Process

3.1. Report Technical Review. All Stage 1, Stage 2, recertification, transfer and special audit reports shall require technical report reviews by a qualified reviewer as part of the certification process. A sample determined by SAAS of surveillance audit reports shall be selected for technical review. Any audit report with a major CAR shall require a technical report review by a qualified reviewer.

3.2. Certification Review Process. The CB shall establish and document a certification decision process that includes the active participation of the Magen Tzedek Commission. This process shall provide a transparent analysis of the results of the certification/recertification audits and shall result in a decision on certification. A decision on certification requires the concurrence of both the certification body and the Magen Tzedek Commission.

3.2.1. The certification review process shall include at least:

- The designated CB certification's responsible person for a decision
- The lead auditor that conducted the audit
- A designated Magen Tzedek Commission responsible person for a decision
- A subject matter/technical expert that was on the audit, if applicable

- Other authorities as deemed necessary by agreement of the CB and the Magen Tzedek Commission

3.2.2. Qualified Certification Reviewers are convened to consider initial certification and recertification decisions, and may be convened to hear serious complaints and issues involving unresolved major nonconformities found during surveillance audits.

3.2.3. The Certification Review Panel shall make one of three determinations, based on the reports and other materials available for review:

- recommendation of certification with evidence of conformance and no major nonconformities,
- recommendation of certification, pending confirmation either by correspondence or on-site review of satisfactory corrective action for a major nonconformity
- finding that there is inadequate information on compliance to recommend certification at this time

3.2.4. The Certification Review Panel shall review the audit reports and evidence about the readiness for certification of the applicant entity and decide whether there is adequate information supporting compliance to grant certification or recertification for a two year period. The panel may ask questions of the lead auditor of the audit team and ask for supplemental information. The report submitted to the panel will include information on steps being taken to correct any non-conformity.

3.2.5. It is the responsibility of this panel to determine whether this evidence and information is adequate to justify the certification of the applicant entity.

3.3. Certification Documents and Mark

3.3.1. Certificates shall be issued in English.

3.3.2. Certificates shall not reference other documents for which the CB is not accredited by SAAS.

3.3.3. The certificate shall include the scope of certification (specifically: what products are covered by the certification and can carry the Magen Tzedek Service Mark as well as facilities covered), the version of the Magen Tzedek Service Mark Standards to which certification applies, date of certification decision; and certification expiry date.

3.3.4. The certification document shall include the approvals of the CB and the Magen Tzedek Commission and include the CB's mark, SAAS mark and Magen Tzedek mark (all of equal prominence).

3.3.5. The Magen Tzedek mark may be used to identify products that have been produced in compliance with the requirements of the Magen Tzedek Service Mark Certification Requirements.

4. Qualification Requirements for Audit Teams and Certification Personnel

4.1. The audit team shall include a lead auditor, team auditors and subject matter experts as required to ensure all elements are able to be effectively audited.

4.1.1. The certification body shall define and document the criteria and depth of knowledge and skills of audit principles, practices and techniques, and for knowledge of the certification body's processes. These shall be compliant with the requirements of ISO 17021:2011. Evidence of individual auditor compliance with these criteria shall be maintained as part of the audit record for each audit performed.

4.1.2. The CB shall ensure that each auditor on a team has successfully completed the MT Service Mark Standard basic training program prior to conducting an audit.

4.1.3. The audit team shall have the required knowledge and skills to effectively audit and evaluate all elements of the standard. The CB shall document as an audit record the applicable skills and knowledge of each team audit member for each audit.

Chart 1 – MT Standard elements and knowledge requirements:

	Auditors	**Subject Matter Experts**
Knowledge and skills of audit principles, practices and techniques	CB Training	
Knowledge of the certification body's processes	CB Training	CB Training
Knowledge of MT standards – Labor Practices, Safety and Health	SA8000 Basic Training Course	
Knowledge of MT standards – Animal Welfare and Traceability	MT Basic Training Course	Specific area of knowledge as required
Knowledge of MT standards – Consumer Issues, Food Safety	MT Basic Training Course	Specific area of knowledge as required
Knowledge of MT standards – Corporate Integrity	MT Basic Training Course	Specific area of knowledge as required
Knowledge of MT standards – Environment Impact	MT Basic Training Course	Specific area of knowledge as required
Knowledge of client's business sector, products, processes and organization	MT Basic Training Course	Specific area of knowledge as required

4.1.4. No member of the audit team shall have worked for, or have provided an consultant services for the client applicant in the two years prior to the audit,

4.1.5. All personnel involved in on-site audit activities at the entity's sites shall have adequate insurance arrangements to cover potential liabilities from the certification

activities associated with this program. This requirement includes CB employees, sub-contracted personnel and other outside personnel, such as subject matter experts.

4.2. Audit teams shall satisfy the following:

4.2.1. All auditors shall be qualified to conduct audits in the name of the CB.

4.2.2. At least one member of the team is a CB-qualified lead auditor.

4.2.3. If a subject matter expert (SME) is required to ensure that the audit team meets the knowledge and experience requirements, the SME shall be selected by the CB from the list of approved SMEs established by the Magen Tzedek Commission.

4.2.4. All auditor(s) shall have language skills appropriate to the assignment, or arrange for an interpreter to be on the audit team.

4.3. CB personnel that review audit reports and make certification decisions shall have the knowledge and skills appropriate to that activity, as indicated below:

	CB personnel reviewing audit reports / making certification decisions
Knowledge and skills of audit principles, practices and techniques	CB Training
Knowledge of the certification body's processes	CB Training
Knowledge of MT standards – Labor Practices, Safety and Health	MT Basic Training Course
Knowledge of MT standards – Animal Welfare and Traceability	MT Basic Training Course
Knowledge of MT standards – Consumer Issues, Food Safety	MT Basic Training Course
Knowledge of MT standards – Corporate Integrity	MT Basic Training Course
Knowledge of MT standards – Environment Impact	MT Basic Training Course
Knowledge of client's business sector, products, processes and organization	MT Basic Training Course

5. Complaint Management

5.1. The CB shall have a documented complaint resolution process to manage complaints from any stakeholder concerning the Magen Tzedek Service Mark certification program.

5.2. SAAS and the Magen Tzedek Commission shall be notified of every complaint related to Magen Tzedek certifications within one week of its receipt. The CB shall keep SAAS and the Magen Tzedek Commission appraised of the status of the investigation and resolution of the complaint

5.3. Upon receipt of a complaint within the scope of SAAS accreditation, the CB shall initiate its complaints procedure and acknowledge receipt of the complaint to the complainant within five (5) working days of receipt.

5.4. The CB shall have a process to determine if the complaint has merit based on the evidence received and/or an initial review of the facts contained in or referenced in the complaint.

5.5. If the complaint is accepted as having merit by the CB, the CB shall conduct an investigation as detailed in 5.7 through 5.8 below.

5.6. If the complaint is not accepted, the CB shall notify the complainant of the reasons for not accepting the complaint and provide instruction on the CB's appeals process. The complainant shall also be given the opportunity to provide additional evidence to support the complaint. Copies of communications when complaints are not accepted shall be sent to SAAS and the Magen Tzedek Commission.

5.7. Complaints shall be reviewed by designated CB staff for relevance to provisions of Magen Tzedek Service Mark Standard and for inclusion of documented evidence of non-compliance by the CB. An investigation shall be undertaken and may be aided through the undertaking of an unannounced audit and interviews with outside stakeholders. The investigation shall cover all elements identified in the complaint.

5.8. The management of the entity shall have the right and opportunity to submit a written response to the allegations and to have part or all of that response included in the investigation and final report.

5.9. The CB shall submit a report to the complainant, after consultation and agreement with SAAS and the Magen Tzedek Commission, on the conclusion of its investigation. The report shall present the resolution of the complaint and the reasons for that conclusion, summarizing the documented evidence submitted, and summarizing the response – if any – from the management of the entity. If the entity has agreed to corrective action, that commitment shall be included in the report. When the entity's implementation of the corrective action has been confirmed, that too shall be reported. The report shall be written so as not to breach the confidentiality agreement in effect with the entity and shall be issued within ten (10) days of the decision concerning the complaint.

5.10. Complaints Received by SAAS or the Magen Tzedek Commission regarding CB and CB certified entities shall be sent to the CB which shall follow their complaints resolution process that is compliant with sections 5.1 to 5.8, above.

5.10.1. SAAS shall immediately forward all such complaints to the CB which shall follow the actions defined in sections 5.3 through 5.8, as detailed above.

5.11. All complaints shall be logged, actioned and records kept and shown to the SAAS auditor during their visit. All CBs within the SAAS accreditation system shall keep records of complaints and appeals and its responses to each for a minimum of 10 years after the resolution of the complaint.

5.12. Complaints shall be submitted with complainant's contact information, and all complaints shall be treated in full confidence.

6. Other Requirements

6.1. The certification body shall not infringe the copyright of any documents used in the certification process.

ANNEX 1

AUDIT DAY GUIDELINES

Facility size	Desk Audit	Field (on site) Audit	Audit Reporting Days	Total Audit Time	% Additions	% Deductions	Net Days
1-100 workers	1	2	.5	3.5			
101-250 workers	1	2.5	.5	4			
251-500 workers	2	3	.5	5.5			
501-750 workers	2	3.5	.5	6			
751-1000 workers	2	4	.5	6.5			
1001-2000 workers	2	4.5	.5	7			

Additions:

- Complex operation – multiple products and/or operations – 5 to 50%
- Large physical facility with low number of employees – 5 to 10%
- High risk environmental processes – 5 to 10%
- Interpreter required – 5 to 20%
- High number of prior nonconformities – 5 to 10%

ANNEX 2

PROCESS FLOW CHART