

Consumer Testing Services, SGS NORTH AMERICA, INC.			
Procedure: QSP-27-11-02	Title: FOOD SAFETY AUDIT CERTIFICATION PROGRAM POLICY HANDBOOK	Prepared by: R. Nichols	Page: 1 of 12
Authorized by: LPGC	Applicable To: All Food Certification Program Clients	Rev. 1.0 Rev Date: Feb. 22, 2011	Date Issued: Jan 21, 2011

**Consumer Testing Services,
a division of
SGS NORTH AMERICA INC.**

FOOD SAFETY AUDIT CERTIFICATION PROGRAM POLICY HANDBOOK



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1.0 Purpose:

To communicate the SGS CTS-US Food Certification Program Policies to all program clients.

2.0 Scope:

Key policies affecting the clients of the SGS CTS-US Food Certification. It is the responsibility of the client to meet the current program requirements. This document is subject to periodic review and amendment.

3.0 Definitions:

Appeals: The process wherein a listing program client may challenge a finding by the certification body. The Appeals process is subject to oversight by the ISO Guide 65 certification program Guidance Committee.

Complaints and disputes (to or with the Certifying Body): Complaints to SGS CTS-US (hereafter, the CB) must be formally logged into a record system, and the response and all associated documented be kept on file (consistent with file retention guidelines, complaint records are maintained for five years). Complaints and disputes to/with the CB are subject to oversight by the ISO Guide 65 certification program Guidance Committee.

Complaints and disputes (by customers to the Suppliers / Certification Clients): Are subject to review during the routine follow-up inspections. Evidence that complaints have been responded to effectively is required, or a non-conformance may be raised.

Follow-up Facility Audit: The process of verification that a facility continues to conform to the initial program requirements, by periodic evaluation of the manufacturing and food safety assurance activities of the manufacturer.

Initial Facility Audit: The process of evaluating the capability of the manufacturing facility, processes, and food safety assurance system of the food processor.

Inspection: Examination of a service, process or plant, and determination of their conformity with specific requirements or, on the basis of professional judgement, general requirements. *(ISO-17020:1998)*

Listing Agreement: The contractual arrangement under which a client is authorized to use the SGS CTS-US Certificate to indicate compliance with clearly defined standards, subject to a program of verification administered by SGS CTS-US.

Recall: Under the terms of the food safety audit certification listing agreement, if a safety hazard is identified the FDA must be notified. Under circumstances, where immediate danger exists, recall of the product may be required. The manufacturer must have in place resources and records to notify affected consumers and governmental agencies.

Surveillance: Systematic iteration of conformity assessment activities as a basis for maintaining the validity of the statement of conformity. *(ISO/IEC-17000-2004)*

Suspension: Under the terms of the food safety audit certification listing agreement, when violations are found during the follow-up surveillance process, the privilege to use the certificate may be suspended until the violation is corrected.

Termination: Under the terms of the food safety audit certification listing agreement, when

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violations are found during the follow-up surveillance process, and the client is either unable or unwilling to take the needed corrective actions, the certification may be removed permanently.

SGS CTS-US Food Safety Audit Certification System: The system established by SGS CTS-US to inspect and evaluate food processors involved in a listing program, and to ascertain continued quality and compliance with the requirements set forth in QSP27-11-01.

3.1 The Certification System Type applicable to food safety audit certification program:

- (a) The product certification system type used for the certification of **food safety audits** most closely resembles that described by ISO/IEC Guide 67, *Conformity assessment — Fundamentals of product certification*, **System 6**. It includes the following: determination of characteristics by assessment of processes or services; initial assessment of the quality system, as applicable; evaluation; decision; license (i.e., certification); surveillance by audits of the quality system; and surveillance by assessment of the processes or services.
- (b) Food safety audit certification shall be conducted using document QSP27-11-01, *SGS Food Safety Certification Program Client Requirements* as the program criteria.

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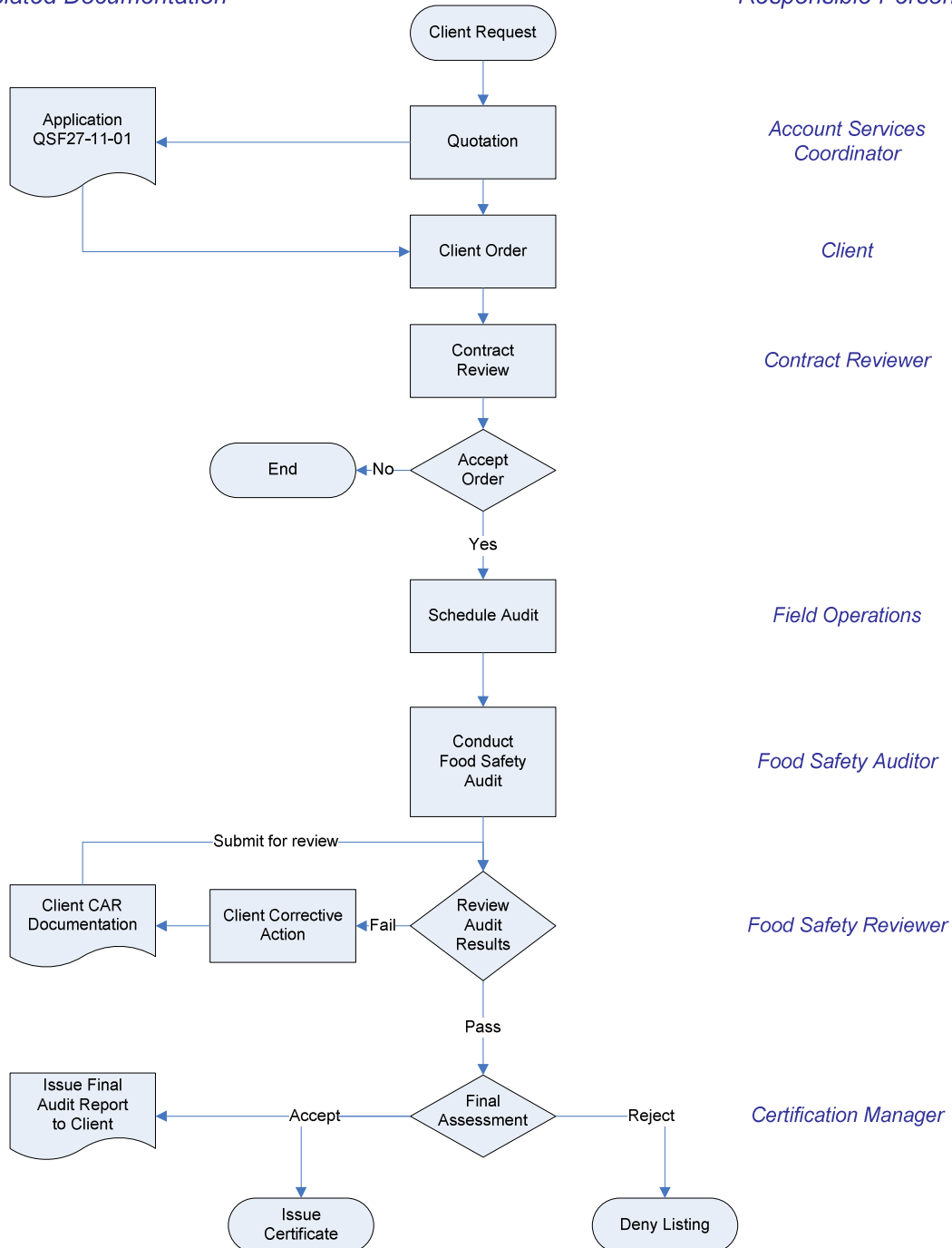
4.0 Product Listing Program Overview

4.1 A process flow diagram encompassing the basic process from client inquiry through initial certification is shown below (does not include follow-up inspection):

Food Safety Audit Certification Program Overview

Associated Documentation

Responsible Person



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4.2 Explanation of SGS CTS-US procedures for granting, maintaining, extending, suspending and withdrawing certification:

4.2.1 The procedure for **granting** the certificate includes the initial application process, initial facility food safety audit, and successful completion of any required corrective actions, plus execution of all legal obligations (i.e., signature of the listing agreement and payment of any fees).

4.2.2 **Maintaining** the certificate includes cooperation in the ongoing surveillance program, which is constituted of continuing food safety audits. Prompt resolution of any corrective actions arising from the ongoing surveillance is mandatory.

4.2.4 See paragraphs 5.16 & 5.17 below, for additional details on suspension, termination and recall.

5.0 Policies:

5.1 SGS food safety audit certification program description:

SGS CTS-US operates its food safety audit certification program under the authority of an ISO Guide 65 accreditation granted by ANSI, in conformance to the requirements of the FDA Guidance for Industry "Voluntary Third Party Certification Programs for Foods and Feeds".

ISO Guide 65 ¶ 8.1.2 (a): SGS CTS-US will require that certification program clients always comply with the relevant provisions of the certification programme: SGS CTS-US will make such examinations as it deems necessary to determine whether in SGS CTS-US's opinion, CLIENT's facility(s) conform to QSP27-11-01 "SGS Food Safety Certification Program Client Requirements" and any other applicable food safety codes and standards. If SGS CTS-US determines in its sole discretion that the facility(s) conform to the QSP27-11-01, SGS CTS-US will then issue the facility a certificate. SGS CTS-US will then also conduct periodic safety audits to ascertain continued compliance with QSP27-11-01 and the listing agreement terms and conditions. Additional application information is available upon request to SGS CTS-US.

5.2 Basic client responsibilities:

CLIENT will per ISO Guide 65 ¶ 8.1.2 (b): make all necessary arrangements for the conduct of the evaluation, including provision for examining documentation and access to all areas, records (including internal audit reports) and personnel for the purposes of evaluation (e.g. testing, inspection, assessment, surveillance, reassessment and resolution of complaints);

a. provide to SGS CTS-US such samples of products, drawings, specifications, and other documents and access to CLIENT's facilities and those of its subcontractors and suppliers as may be required from time to time by SGS CTS-US for the purpose of SGS CTS-US' examinations and inspections;

b. render such assistance as may be requested by SGS CTS-US to enable such examinations and inspections to be performed without delay or interference, and to

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- provide suitable work space therefor;
- c. grant SGS CTS-US free access without notice at any time during normal business hours to all of CLIENT's places of food processing, shipment or storage of the food products to enable SGS CTS-US to examine the products, or processing thereof by witnessing of tests, inspection or other means for continued compliance with the Standard, to monitor CLIENT's control systems applicable to the food products and to inspect any test data, calculations, records or reports required pursuant to SGS CTS-US' follow-up procedures for determining continued compliance with the Standard;
 - d. designate a responsible person or persons to control security with respect to the SGS CTS-US Certification, to maintain records of each of the food products produced subject to the food safety program, and to provide SGS CTS-US with access to these persons and records during normal business hours;

In accordance with ISO Guide 65 ¶ 8.1.2 (f) client shall use certification only to indicate that products are certified as being in conformity with specified standards.

- e. submit to SGS CTS-US any advertising referring to an SGS CTS-US Certification, compliance with the Standard, or inspection by SGS CTS-US;
- f. notify SGS CTS-US of any proposed change in design, method, materials or place of processing of the food products; and
- g. pay SGS CTS-US for the services and charges hereunder at the rates set forth in form QSF27-11-03 attached hereto and incorporated herein.

In addition, the CLIENT agrees that its equipment, plant, facilities and procedures shall conform with the recommendations of the relevant initial facility inspection or as otherwise may be specified in writing from time to time by SGS CTS-US.

Failure of CLIENT to permit such access and provide such support shall be a breach of CLIENT's obligations, shall in the sole discretion of SGS CTS-US terminate CLIENT's rights hereunder and be due cause for removal by the CLIENT of any SGS CTS-US Certification from the food processing facility and from the SGS CTS-US listing program database.

CLIENT acknowledges that the sole discretion of SGS CTS-US in issuing and continuing an SGS CTS-US certification and listing is the essence of this Agreement. CLIENT also acknowledges that CLIENT has the sole responsibility for the compliance of its food processing facility(s) with the Standard. SGS CTS-US does not design, develop, manufacture, repair, maintain, produce or otherwise participate or consult in any way with CLIENT's products, safety or quality controls with regard thereto.

5.3 Use of the Certification (advertising rules):

In accordance with ISO Guide 65 ¶ 8.1.2 (d) client does not use its product certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification which the certification body may consider misleading or unauthorized;

In the event that SGS CTS-US deems that the food processing facility(s) are in

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compliance with the Standard, CLIENT shall have the right to use the name of SGS CTS-US and reference the SGS CTS-US certification in such form as shall be determined by SGS CTS-US in the promotion and advertising of the products, provided, however, that copies of all promotional and advertising material containing SGS CTS-US' name or reference to its Certification shall first have been submitted to SGS CTS-US for its approval, and such approval has been given, in writing.

In accordance with ISO Guide 65 ¶ 8.1.2 (g) client endeavors to ensure that no certificate or report nor any part thereof is used in a misleading manner; and In accordance with ISO Guide 65 ¶ 8.1.2 (h) client agrees in making reference to its product certification in communication media such as documents, brochures or advertising, complies with the requirements of the certification body.

If in the opinion of SGS CTS-US any advertising or representation of CLIENT may be misleading, SGS CTS-US shall notify CLIENT and CLIENT shall terminate the use of such advertising or representation forthwith, shall cancel any space or time taken prior to receipt of such notification and scheduled for dissemination more than thirty (30) days thereafter, and shall take such other steps as SGS CTS-US may deem appropriate in the public interest, which may include, in SGS CTS-US' sole discretion, publication at CLIENT's expense of public or private retractions, advertisements or statements to correct such misleading statements. CLIENT also agrees that any deviation or variance in its Products from the Standards used by SGS CTS-US in its certification and listing program shall allow SGS CTS-US, in its sole discretion and at CLIENT's expense, to initiate such action as SGS CTS-US considers necessary, including, but not limited to, Certificates from non-conforming facilities, removal of CLIENT's names from the published Listings and notification of the FDA and other regulatory bodies, authorities having jurisdiction and other concerned parties.

5.4 Facility, Product, or Process Changes:

SGS CTS-US may request, or CLIENT may submit, documentation of any changed food manufacturing processes for examination at CLIENT's expense. If the manufacturing process as changed is deemed by SGS CTS-US to be in compliance with all requirements of the Standard, CLIENT shall be so notified by SGS CTS-US in writing. CLIENT shall pay SGS CTS-US' then existing fees and expenses for such services. Failure of CLIENT to give timely notice to SGS CTS-US of a proposed change to a food manufacturing process shall in the sole discretion of SGS CTS-US terminate the rights of CLIENT under this Agreement with respect to the use of any SGS CTS-US Certification in connection with the changed facility and/or process.

5.5 Changes to QSP27-11-01:

In the event that the standard, QSP27-11-01, is withdrawn, or revised during the term of this Agreement, SGS CTS-US shall determine the date by which use of the SGS CTS-US Certification under the Standard shall terminate and shall notify CLIENT of such date. CLIENT may submit documentation and other evidence satisfactory to SGS CTS-US that CLIENT's food manufacturing processes comply with a revised Standard and SGS CTS-US may, by letter addressed to CLIENT in duplicate for acceptance and return to SGS CTS-US, renew the use of the SGS CTS-US Certification under the terms and conditions of this Agreement with such amendments as may be mutually agreed upon.

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5.6 Client Complaint File:

Operators of food processing facilities are required to keep records of all complaints made known to the operator relating to the safety of products supplied. Appropriate action must be taken with respect to such complaints and any deficiencies found in products or services that may affect compliance with the requirements for certification. Records documenting the actions taken must be kept.

5.7 Confidentiality:

SGS CTS-US shall hold in strict confidence all information provided by CLIENT in accordance with the terms of this Agreement relating to any aspect of CLIENT's business. Such data, reports and other information may, with the written consent of CLIENT or in response to legal process, be made available by SGS CTS-US to administrative and governmental bodies, or others.

5.8 Use of SGS CTS-US name:

In accordance with ISO Guide 65 ¶ 8.1.2 (c) client shall make claims regarding certification only in respect of the scope for which certification has been granted.

CLIENT shall not use the name of SGS CTS-US, its test results or its Certificate in connection with the promotion, advertising or labeling of any facility or food process which has not been determined by SGS CTS-US to meet the Standard as provided herein, nor shall CLIENT use SGS CTS-US' name, test reports, or SGS CTS-US Certification after the termination of this Agreement. It is understood and agreed that CLIENT may not use the corporate name of SGS CTS-US North America Inc., its marks, seals or insignia in advertising to the general public, except as specifically approved in writing in advance by SGS CTS-US which approval may be withheld at SGS CTS-US's sole discretion.

5.9 Contract period and termination:

In accordance with ISO Guide 65 ¶ 8.1.2 (e) upon suspension or cancellation of certification, client will discontinue its use of all advertising matter that contains any reference thereto and returns any certification documents as required by the certification body;

Commencing on the date of acceptance by SGS CTS-US, this Agreement shall be for a period of One (1) Year, and shall continue thereafter until and unless terminated by either party. Subsequent to the initial One (1) Year term, this Agreement may be terminated by thirty (30) days written notice to the other party, mailed by certified mail, return receipt requested, to the address of such other party hereinabove set forth or to such other address as may have been furnished in writing.

5.10 Fees for service:

SGS CTS-US may change its fees from time to time during the term of this Agreement upon written notice to CLIENT, provided that the fees charged to CLIENT shall be consistent with the fees charged to other clients of SGS CTS-US for similar services.

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CLIENT will pay SGS CTS-US a late payment charge equal to 1.5% per month or part thereof from the date of the invoice for any payments by CLIENT received by SGS CTS-US more than thirty (30) days after the date of the invoice, and all costs of collection thereof, including attorneys' fees.

5.11 Force majeure:

Nothing herein contained shall be deemed to impose any obligation or penalty upon either of the parties hereto if performance of any obligation herein provided for is prevented by strike, riot, law, regulation or order, civil commotion or any cause beyond the control of such party.

5.12 Manufacturer's Food Safety and Quality Management:

Each facility shall have a documented food safety and quality management system, including a manual that defines the facilities' food safety and quality policies, processes, procedures and supporting work instructions and/or SOP's (standard operating procedures). A policy shall be in place defining the facility requirements for documents including document identification, approval, review, and management of change. The reasons for changes or amendments shall be recorded and a procedure provided to assure that obsolete documents are removed.

5.13 SGS CTS-US Subcontracting:

SGS CTS-US may, at its discretion, and as permitted by the regulations of the food safety audit certification program, subcontract auditing and/or food testing to qualified SGS affiliates, outside firms or individuals. Client's consent is granted for SGS to obtain and use subcontractors at SGS's discretion without other prior notification to the client.

5.14 Appeals, complaints and disputes:

Feedback from clients is welcome, and is used as part of our continuous improvement process. Appeals, complaints and disputes brought to SGS CTS-US (the certification body) by suppliers or other parties are subject to a documented procedure for complaint processing that includes investigation, response and corrective action, where appropriate. SGS CTS-US maintains records of all appeals, complaints and disputes and remedial actions relative to certification.

Initially complaints are forwarded to the food safety audit reviewer responsible for the certification for investigation and response. If the client requests, they may dispute the response received from the reviewer, the disputed finding can be escalated to the Certification Manager. If the client remains dissatisfied with the response received from the Certification Manager, the finding can be escalated to the Certification Program Guidance Committee for final SGS CTS-US disposition. The client always has a final right of appeal to the accreditation body that administers the program under which their facility is listed. Appendix A lists the address for the ANSI accreditation body.

Note: In accordance with ISO Guide 65 ¶ 12.1 any information on which a decision is based which comes from any source other than the evaluation process shall be made known to the applicant.

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5.15 Involuntary Suspension, Termination & Recall

Deficiencies in the facility's safety performance or procedures will be evaluated in accordance with the Program requirements. The degree of action taken by SGS CTS-US will vary with the degree of noncompliance and the effect of the deficiency on facility product safety, compliance and intended use of the product.

A suspension may be repealed based on the facility's proven compliance with the Program requirements. Re-approval will be based on the facility's ability to rectify any deficiencies within the time period established for correction. The level of reevaluation required for re-approval and the allotted time period for corrections will be established by the Certification Manager.

Approval to the Certification Program will be terminated upon the facility's inability to rectify any noncompliance within the allotted time period. Termination of approval will occur after review and confirmation by the Certification Manager of the non-compliant program status and issuance of a Notice of Delisting and Removal of the SGS CTS-US Certificate (QSF27-1-16). SGS CTS-US reserves the right to publish notice of the termination of the certification.

5.16 Voluntary Suspension or Termination:

A client may request a voluntary suspension of Certificate validity (and listing privileges), for a period not to exceed 12 months. Typically this will be for business reasons such as suspended production due to lack of demand, etc. In this case, carrying out audits or inspections imposes an undue expense with no benefit either to the client or to the certifying body. If a voluntary suspension extends beyond 12 months, it automatically becomes a voluntary termination, and requires a new program application and complete facility re-evaluation to restore the certification. All voluntary suspensions and/or terminations must be documented using form QSF27-2-10.

5.17 Changes to the Requirements for Certification

5.17.1 Changes to the Requirements for Certification that materially affect the listing agreement shall be made known to clients by certified mail or by other definitive arrangement. Client feedback shall be sought for major program changes such as those that could affect the status of certified products.

5.17.2 Minor changes such as technical clarifications or process changes will be made available to the client in the next posted revision of QSP-27-11-02, *Food Safety Audit Certification Program Policy Handbook*.

6.0 Links to the Food Certification Database:

6.1 The following food certification directory for food safety audit certified facilities as required by ISO Guide 65 ¶ 4.8.1 (g), is available on the internet at the following link:

- <http://www.foodsafety.sgs.com/food-product-certification.htm>

7.0 Reference Documents:

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TITLE	NUMBER
Food Safety Audit Certification Program	QSP27-11
SGS Food Safety Certification Program Client Requirements	QSP27-11-01
SGS Food Safety Certification and Listing Agreement	QSF27-11-02
SGS Food Safety Certification Program Fee Schedule	QSF27-11-03
Notice of Delisting and Removal of the SGS CTS-US Mark	QSF27-1-16
SGS CTS-US Listing Client Request for Voluntary Listing Suspension and/or Termination	QSF27-2-10

8.0 Revision History:

DATE	REVISION	REASON FOR REVISION	APPROVED
1-31-2011	0	Initial Issue	R. Nichols
2-22-2011	1.0	Changed document number from QSP27-3a to QSP-27-11-02 to avoid confusion with document QSP27-3 (a non-food program document)	R. Nichols

Appendix A

Listing of Accreditation / Recognition Bodies For SGS CTS-US Product Certification Programs

ISO Guide 65: For Food Safety Audit Certification
 American National Standards institute (Application pending)
 Accreditation Services
 1819 L Street, NW, 6th floor
 Washington, DC 20036