



Catalogue of Possible Corrective Actions

SGF INTERNATIONAL E. V.

Objective:

The only objective of corrective actions is to remove non-conforming products from the market and to avoid occurrence of the same problem in the future.

Scope:

This catalogue will cover all possible corrective actions. Corrective actions can be imposed in case of violation of:

- food law regulations
- commercial practice as defined in the CoP, etc.
- the rules of the control system

Requirements:

1. SGF is free in the selection of the corrective actions to be taken depending on the severity and importance of the infringement. In case of no cooperation of the company involved and in case of repetition next steps to be taken.
2. The following corrective actions are available:
 - information letter with request for correction and improved quality assurance, announcement of post controls
 - obligation acknowledgement
 - declaration of omission (negative covenant); payment of a penalty for each case of repetition is acknowledged
 - Suit at a public court
 - information of the retailers or request for corrective actions
 - withdrawal of the member's certificate either for a limited or a unlimited time
 - exclusion from SGF
 - information of authorities
 - information of consumer organisations

System:

In order to fulfil the objectives of the association, SGF will take the following corrective actions:

1. *In case of infringements of the system rules (IRMA, RQCS)*

1. Step:

Information letter with the request for correction and improved implementation of the rules of the control system; announcement of further post controls and corrective actions, if necessary.

2. Step:

Information letter and obligation acknowledgement on corrective actions taken, in order to stop the danger of repetition; announcement of post controls and further corrective actions as well as exclusion from the control system in case of repetition.

3. Step

Information letter and exclusion from the control system for a certain period of time (6 months or 1 year). In this period of time the usage of the logos is not permitted. The certificate will not be issued. Nevertheless the payment of the membership contribution fee has to be continued.

4. Step

Information letter and definitive exclusion from the control system

The company has the right to apply again for membership after 12 months. RQCS/IRMA decides on the application and defines additional conditions and impositions to be fulfilled as prerequisites for renewed participation.

2. *In case of infringements of the Food Law Regulations and Trade practices*

2.1. *Cases with low impact on the competitive situation*

1. Step:

In case of an accidental production with low impact on the competitive situation an information letter is to be issued with the request for correction and assurance of the quality rules; announcement of further post controls and corrective actions, if necessary

2. Step:

Information letter and obligation acknowledgement on corrective actions taken in order to stop the danger of repetition; announcement of post controls and further corrective actions as well as exclusion from the control system in case of repetition.

3. Step

Information letter and exclusion from the control system for a certain period of time (6 months or 1 year). In this period of time the usage of the SGF-Logos is not permitted. The certificate will not be issued. Nevertheless the payment of the membership contribution fee has to be continued.

4. Step

Information letter and definitive exclusion from the control system.

The company has the right to apply again for membership after 12 months. RQCS/IRMA decides on the application and defines additional conditions and impositions to be fulfilled as prerequisites for new participation.

2.2. Cases with higher impact on the competitive situation

Special cases of quality defects, which do not originate from the company complained about (i. e. processing of adulterated products)

1. Step:

Obligation acknowledgement of the corrective actions taken and of submission of a legally binding declaration assuring product quality, which complies with legal requirements and CoP values respectively; announcement of post controls and further corrective actions in case of repetition.

2. Step

Submission of a legally binding negative covenant in case of repetition (per case 10,000 – 50,000 €). Additional corrective actions and measures for quality assurance must be guaranteed by the company in question; announcement of post controls and further corrective actions as well as exclusion from the control system in case of repetition.

3. Step

Payment of the announced penalty and submission of a further legally binding negative covenant comprising a higher penalty (up to 100,000 €); additional corrective actions and measures for quality assurance must be guaranteed; exclusion from the control system for a certain period of time (6 months or 1 year). In this period of time the usage of the SGF-logos is not permitted. The Certificate will not be issued.

4. Step

Payment of the agreed penalty and definitive exclusion from the control system

The company has the right to apply again for membership after a period of 12 months. RQCS/IRMA decides on the application and defines additional conditions and impositions to be fulfilled as prerequisites for new participation.

Cases in which serious quality defects have been detected and which originated from the company complained about. (production of adulterated goods)

Same procedure as with the other cases, starting with the negative covenant

3. *Non compliance with the corrective actions imposed by SGF*

SGF has the right to follow up infringements with all conceivable legal means.

- Law suit at public court
- Withdrawal of the certificate and respective information of all SGF members
- Information and/or request to the trade/retailers for starting corrective actions
- Information to authorities
- Formal EU-infringement proceeding/court cases
- Call-back campaign with the help of third parties (limited to quality deviations that are harmful for the consumers' health)
- Information to consumer organisation/public

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