 <b>EAGLE</b> Certification Group <small>SERVICE • INTEGRITY • VALUE</small>	<b>Title: Issue, Control and Withdrawal of Registration Certificates and Logos</b>	Page 1 of 4
	<b>Document No: 11</b>	Version 10
<b>Owner Role:</b>		Effective Date: 11/08/2018
<i>EAGLE Certification Group includes EAGLE Registrations Inc. and EAGLE Food Registrations Inc.</i>		

## 1.0 PURPOSE

A. The purpose of this document is to establish the requirements and procedures:

- 1) For the customer's registration contract
- 2) To grant registration and issue registration certificates
- 3) To control the registration logo and any accreditation marks
- 4) To suspend or withdraw registration certificates

## 2.0 SCOPE

Issue, Control and Withdrawal of Registration Certificates and Control and Usage of Logos for both EAGLE Registrations Inc, and EAGLE Food Registrations Inc.


## 3.0 CONTENT / CONTEXT

### A. REGISTRATION CONTRACT AGREEMENT

- 1) The registration contract shall stipulate that a customer shall cease to display or otherwise use the registration certificate and EAGLE's logo and EAGLE Food's logo immediately for the following:
  - a) For a lapse of registration, suspension or cancellation
  - b) For a change to customer's Quality System that has not been accepted by EAGLE and could reasonably be expected to affect the customer's registration status
  - c) For failure to carry out a change to the system rules issued by EAGLE
  - d) For any other reason that could reasonably be expected to adversely affect the customer's Quality System
  - e) See Forms F9, F9-Food (for use of SQF Quality Shield), F9-ES and F9-IATF for more guidelines
- 2) Each customer shall agree to, and sign, EAGLE's current Registration Contract Agreement (as may be modified by agreement between the customer and the President, or his (designee) before registration will be granted. The Registration Contract Agreement shall include clear agreement as to:
  - a) The proper uses of the registration certificate
  - b) The proper use and content of the registration logo
  - c) The proper use and content of the accreditation mark
  - d) The proper use of the SQF logo (FSMS)
  - e) The obligation of the customer to continuously satisfy the registration requirements
  - f) The obligation of the customer to deal with and record any complaints
  - g) The obligation of the customer to report complaints to EAGLE
  - h) The responsibility of EAGLE and the customer in regard to dealing with complaints about the customer
  - i) The authority of EAGLE to carry out surveillances to verify continuous compliance to the registration requirements and contract
  - j) The action EAGLE may take if the customer violates the registration contract and/or requirements
  - k) The existence of time limits on registration and the contract cancellation provisions
  - l) The obligation of the customer to pay EAGLE's fees as a result of the services provided by EAGLE

### B. GRANTING REGISTRATION AND ISSUING THE REGISTRATION CERTIFICATE


- 1) The registration certificate shall contain:
  - a) EAGLE address and logo
  - b) Any Appropriate accreditation mark(s)

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- c) Customer name and registration location(s)
  - d) Certificate identification number
  - e) Certificate issue date and expiration date (not to exceed 3 years)
  - f) The effective date of granting, expanding or reducing the scope, or renewing certification which shall not be before the date of the RGA. NOTE: This is the Effective Date for Registration activity, or other actions it is the “Reissued or Recertified” Date of the Certificate. EAGLE does not maintain a separate item on the certificate for “original certification date.
  - g) Standard (e.g., ISO 9001)
  - h) Scope of registration with respect to type of activities, products and services applicable at each site without being misleading or ambiguous.
  - i) Signature of the President, Chief Technical Officer (CTO), Director of Certification or (designee)
- 2) Additionally, any other requirements of the standard registered to shall be contained on the certificate.
  - 3) The persons identified as having authority pursuant to the Registration Grant Authority (RGA) as defined by EAGLE Form 35 have the authority for granting registration and the CTO, the Director of Certification or designee has the authority for issuing registration certificates. Before granting registration, the person making the registration decision shall verify that:
    - a) All the requirements have been met in accordance with Registration System, Document Number 3, Registration, On-going Surveillance, and Customer Surveys, Document Number 5, and other standard specific documents (e.g., Document 16, Document 18, Document 21, etc.)
    - b) All records and forms have been completed in accordance with Registration System, Document 3, Registration, On-going Surveillance, and Customer Surveys, Document 5, and other product standard specific documents (e.g., Document 16, Document 18, Document 21, etc.)
    - c) All records and forms have been completed in accordance with Registration System for Product Certification – Document 29 SQF Certification Program.
    - d) Client’s Responses set forth Acceptable root cause, corrective actions and objective evidence for the NCRs (major) and minors shall have an approved plan other product standard specific documents may have additional requirements for closure of findings and timing (e.g., Document 16, Document 18, Document 21, etc.) and, shall demonstrate approval by signing off on the Registration Review and Approval Checklist (F8) and enter into EMIS.
    - e) The customer agreed to and signed a Registration Contract Agreement
  - 4) Upon satisfaction and after verifying that all requirements have been met, the person making the registration decision shall grant registration and the CTO, Director of Certification, CM or designee may issue a registration certificate, and notify the customer. The CTO, Director of Certification, CM or designee shall verify that all payments have been received or arrangements have been made with the President or designee before issuing the certificate to the customer.

**C. CONTROL OF REGISTRATION AND ACCREDITATION LOGOS**

- 1) Registration certificates and logos and accreditation marks are controlled, as agreed to by the customer in the Registration Contract Agreement. Also, the EAGLE logo is registered and protected under the trademark laws of the United States of America.
- 2) Customers or others incorrectly referencing the registration system or misusing the registration certificate or logos as may be found in advertisements, catalogues, etc. shall be informed in writing by the President, CTO, Director of Certification, CM or designee.

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- a) Continued misuse may result in more serious actions that could include specific corrective action, publication of the transgression and, potentially, legal action.
- b) The registration logo shall not be used to in any way to indicate product approval.
- 3) Proper usage of logos for SQF can be found in Document 29 – SQF Certification Program, Form 9-Food and Appendix 3: SQF Quality Shield and Logo Rules of use in the SQF Code, Edition 7.


#### D. CHANGES AND MODIFICATION TO REGISTRATION SCOPE

- 1) When changes occur, the President, CTO, Director of Certification, CM or designee may revise the registration certificate upon verification that the customer meets the changed registration requirements.
- 2) The requirements for the modification of registration scope are described in Registration System, Document Number 3 or Document 29 for SQF. The customer submits a request to the President, CTO, Director of Certification, CM and the President, CTO, Director of Certification, CM or designee determines the necessary action required (e.g., full or partial assessment). The President, CTO, Director of Certification or CM makes the decision to give approval to the request for the modification of registration scope
- 3) A change in scope may require an additional audit.

#### E. SUSPENSION, RESTORATION OR WITHDRAWAL OF REGISTRATION AND REGISTRATION CERTIFICATES

NOTE: For details on Suspension and Withdrawal process for SQF programs refer to Document 29-SQF Certification Program

- 1) A Level 2, with Management input, may suspend a customer's registration for a limited time which should not exceed 6 months(during this time the certification is temporarily invalid):
  - a) If on-going surveillance indicates non-conformance to the requirements but immediate withdrawal is not considered necessary.
  - b) If improper use of the registration logo is not remedied to EAGLE's satisfaction
  - c) If there has been any other contravention of the rules of the scheme or the procedures of the assessment body.
- 2) The customer shall be informed in writing of suspension of registration. The suspension will be removed (certificate Restored) upon correction of the reason for the suspension. EAGLE may publish notification of the suspension. A complaint or suspension may require an additional audit.
- 3) The President, CTO, Director of Certification may withdraw registration and registration certificates for the following reasons:
  - a) The customer's request
  - b) Nonpayment
  - c) Misuse of the registration certificate or logo
  - d) Misuse of the accreditation mark
  - e) Major non-conformities found during on-going surveillance
  - f) The customer either will not or cannot ensure conformance to changed requirements
  - g) Failure to timely correct a suspension
  - h) Violation of any requirements of the registration contract or the requirements of this document.
  - i) If a standard expires as obsolete (example 18001 to 45001 or 9001:2008 to 9001:2015).
- 4) The customer shall be informed in writing of the withdrawal of registration. The customer shall be directed to return the certificate immediately to EAGLE. The customer may reapply to EAGLE for registration when all the reasons for the withdrawal have been resolved and communicated to EAGLE.

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- 5) EAGLE may publish notification of the suspension or withdraw.
- 6) For Integrated Systems Audits, if one certification is subject to suspension, reduction or withdrawal, EAGLE will investigate the impact of this on the certification of the integrated management system standards.

#### F. APPEALS

Any decision or action taken regarding this document may be appealed in accordance with Appeals, “Document 9-Appeals, Complaints and Disputes”.

#### 4.0 RESPONSIBILITIES

The President, CTO, Director of Certification, and CMs are all involved in the issue, control, and withdrawal of certificates, and managing logos.

#### 5.0 RECORDS AND REFERENCES

- Document 3 - Registration System
- Document 5 - Registration, On-going Surveillance, and Customer Surveys
- Document 7 - Control of Records
- Document 9 - Appeals and Complaints
- Form 35 - RGA Member by Standard
- Document 29 - SQF Certification Program