CSQA Certificazioni Srl
QS Certification Conditions

INDICE

1 Fundamentals

1. This Regulation describes the working methods used by CSQA, the activity of an audit / inspection, validation, and the activity related with QS certification.
2. This certification scheme is integrated into the audit / inspection structure and certification CSQA.
3. This Regulation provides for application, planning, conducting audits / inspection, validation and certification activities. Furthermore it describes the procedures and principles for the evaluation, monitoring and relations with stakeholders.
4. CSQA will proceed with the certification of the applicant Organisation only if the organization meets the requirements for certification. The organization so certified shall be authorized to use the certificate and the mark of CSQA certification and / or related trademarks. The certification decision of CSQA is based on information gathered during the evaluation process and any other relevant information.
5. CSQA and the people who work for them are required to maintain the confidentiality of the information gathered as part of its activities

QS Qualität und Sicherheit GmbH is the scheme owner and holder of the QS certification scheme

2 Scope and scheme partners

All companies which participate in the QS scheme work towards the common goal of making food production processes transparent and safe for consumers all the way from production to the shop counter. The scheme participants are contractually bound to comply with the standards defined by QS and have them verified.
At www.qs-plattform.de “Scheme Participant Search”, suppliers, buyers and other interested parties can identify which companies are scheme participants and are eligible to deliver into the QS scheme.

3 Requirements

All of the requirements on the companies are outlined in guidelines publicly available at www.q-s.de. An overview of the guidelines can be found in
Annex 5.2 Scheme Manual Documents
Requirement which would have a particularly critical influence on food safety if not complied with, or which are of great significance for the scheme for other reasons, are defined as K.O. criteria. Non-compliance with one of these criteria results in the opening of the sanction procedure and can lead to loss of eligibility of delivery.

4 Control system

The control system is made up of a mandatory self-assessment of operations, independent inspection by approved certification bodies and recognized laboratories, and the measures contained in the internal scheme integrity system.

4.1 Self-assessment by the company

The scheme participants conduct and document a self-assessment on the basis of the guidelines to be used for the production, processing or marketing stage.

4.2 Independent inspection

Independent certification bodies regularly check all scheme participants for compliance with requirements. A risk-based approach (the better the result of the inspection, the longer the duration of the certificate) produces incentives to improve process quality in the companies. Definite deadlines for the correction of found non compliances are determined with the agreement on corrective actions.
The approval of the certification bodies, including the auditors and recognition of the labs, is granted by QS in accordance with clearly defined criteria and qualification requirements. The cooperation between QS and the certification bodies and/or laboratories is regulated per contract.
The rules of independent inspections are outlined in the Guideline Certification and in the monitoring programme guidelines. (www.q-s.de)

5 The Way to Scheme Partnership

5.1 Scheme agreement with QS

The participating companies are tied into the QS scheme by means of a scheme agreement with QS or a coordinator.

The businesses tied into the QS scheme by a scheme agreement include:

1. Feed producers* and dealers (*feed material, compound feed, additive and premix producers) hatcheries
2. Slaughtering and deboning businesses Meat processing businesses
3. Fruit, vegetable and potato wholesalers and
4. Coordinators who combine businesses and branches and bind them per contract to the QS scheme in the fields of agriculture and production, fruit, vegetable and potato logistics, butchery and food retail.

After their registration and certification, they sign a scheme agreement with QS and are given approval which makes them eligible to deliver into the QS scheme.

5.2 Registration of companies

The companies/scheme applicants register online in the QS database (www.qs-plattform.de). The coordinators additionally register their combined groups of companies.
After registration, each scheme applicant automatically receives confirmation of registration with their QS identification number (QS-ID) per e-mail.

5.3 Independent inspection

After registering, the scheme applicant through the certification agreement (Mod001 pt1 and Mod 001 pt2) commissions CSQA to conduct the independent inspection at each location in accordance with the Guideline Certification.
Every location that is to be approved must be audited.
The complete audit report with result is entered into the QS database by CSQA.

5.4 Approval

After the successful certification of the registered location and a final check of all approval prerequisites by QS head office, the scheme applicant receives a contract offer (scheme agreement) for participation in the QS scheme. The scheme agreement regulates participation in the QS scheme, use of the QS certification mark and the imposing of sanctions for violations of the requirements of the QS scheme.
The scheme applicant is approved for participation in the QS scheme with the signing of the agreement.
He/she is then eligible to deliver and can be looked up in the QS database under “Scheme participant search” (www.qs-plattform.de).

The scheme participant is given authorisation to use the QS certification mark in accordance with the provisions of the style guide. For more on this, see

- Annex 5.3 Style Guide for the QS Certification Mark.

Scheme participants are charged annual fees in line with the scale of fees.

The extension of approval to include another of the scheme participant’s locations or product scopes requires the successful certification of that location or product scope and subsequent granting of eligibility of delivery by QS head office.
The scheme participants must be able to provide evidence of compliance with requirements at all times. In order to maintain approval, they must allow their businesses to be checked regularly by an independent certification body approved by QS.
If violations of the scheme agreement or requirements of the QS scheme (e.g. non-compliance with K.O. criteria) are determined with a scheme participant, a sanction procedure is opened in the course of which sanctions extending to loss of eligibility of delivery can be imposed. For more on this, see

- Annex 5.4 Sanction Procedure Regulation.

6 Participation via coordinators

6.1 Agriculture/Production coordinators

The following business types participate in the QS scheme via Agriculture/Production coordinators:

1. Agricultural businesses (cattle, pigs, poultry)
2. Producers of fruit, vegetables, potatoes
3. Livestock transporters
4. Crop farming and grassland businesses

The businesses select a coordinator from the list of approved coordinators for Agriculture/ Production and conclude a written agreement with him/her (declaration of participation). Further organisation of participation is then regulated by the coordinator who also ensures that the independent inspections are conducted at each location and that the businesses participate in the obligatory monitoring programmes.

The tasks and responsibilities of Agriculture/Production coordinators are outlined in the Guideline Coodinator Agriculture/Production.

6.2 Coordinators logistics fruit, vegetables and potatoes

Participation via coordinators logistics fruit, vegetables and potatoes is possible for
Transport and transshipment businesses (logistical service providers) for fruit, vegetables and potatoes.
The service providers register themselves independently in the QS database and select a coordinator there. They then conclude a written agreement on participation and the coordinator ensures that a QS audit is conducted. Alternatively, logistical service providers can also participate via certification bodies (see below). The rules for participation are outlined in the Guideline Wholesale/Logistics Fruit, Vegetables, Potatoes.

6.3 Participation via certification bodies

The following producers and service providers are bound by contract to the QS scheme via certification bodies:

1. Small scale feed material producers,
2. Mobile feed milling and mixing plant operators,
3. Feed transport, storage and transshipment organisations (service providers) and
4. Transport and transshipment service providers (logistical service providers) for fruit and vegetables.
5. Transport, storage and transshipment service providers register independently in the QS database. Small scale feed material production companies and mobile feed milling and mixing plant operators are registered by the certification bodies. The certification bodies conduct the audits at the locations and confirm eligibility to deliver into the QS scheme.

The rules for the participation of the above-mentioned companies are outlined in the guidelines Feed Sector, QS Inspection of Small Scale Feed Production Companies and QS Inspection of Mobile Feed Milling and Mixing Plant Operators, as well as Wholesale/Logistics Fruit, Vegetables, Potatoes.

7 Terms and Definitions

see Annex 5.1 General Terms and Definitions

This document lists all of the general terms used within the QS scheme along with their definitions.

8 Related Documents

QS Documents see www.q-s.de

1. Certification Guideline
2. Monitoring programme guidelines
3. Guideline Coodinator Agriculture/Production. Guidelines or the food retail sector
4. Guideline Wholesale/Logistics Fruit, Vegetables, Potatoes.
5. Guidelines Feed Sector
6. Scheme agreement
7. Scale of fees
8. List of approved coordinators for Agriculture/Production Guideline Wholesale/Logistics Fruit, Vegetables, Potatoes

9 Independence and objectivity

In order to avoid conflicts of interest, CSQA:

- May not perform inspections for any companies with which a contractual relationship exists or to which any of its staff or auditors are related.
- May not perform inspections for any companies for whom its staff or auditors are currently providing, consultancy, training, custodial or administrative services or have done so within the last 24 months. Excluded from this are companies in which the certification body provides comparable inspection services (laboratory services, classifications etc.). The certification body may perform inspections in companies of this kind provided that the objectivity of the certification is ensured.
- May not maintain any relations under corporate law or interlocking of personnel with standard owners if it is to be assumed that relations and interdependence of this kind would or could jeopardise the independence of the certification body and objectivity of the certification.
- May only operate in strict accordance with rules of the Code of Conduct for the QS Scheme. May not perform any coordinator functions parallel to its activities in the QS scheme.
- May only use the checklists provided to the certification bodies by QS for the purpose of conducting QS audits und QS inspections.

Likewise, auditors commissioned by CSQA to conduct audits -

- May not conduct audits for any company with which they have a contractual or familiar relationship that would be an obstacle to conducting an independent and objective inspection. The execution of a preliminary audit to check whether the company qualifies for a certification may only be conducted once in the period prior to the implementation date stipulated by the operation on the occasion of initial licensing approval.
- May not perform audits for companies for which they are currently providing consultancy, training, supervisory or administrative services or have done so within the past 24 months.
- May not maintain any affiliations under company law or staff interrelationships with standard bodies if it can be assumed that these affiliations and interrelationships jeopardise or may jeopardise the independence and the objectivity of the audit process.
- May only use check-lists provided by QS for the purpose of conducting QS audits.

10 4-eyes principle and release of audit reports in the QS database

CSQA ensures that the decision on certification and the release of the audit reports is reached by at least one qualified person who must be approved by QS. The audit report must not be released by the person who performed the conformity assessment, i.e. the 4-eyes-principle must be complied with.

After certification decision has been made, the audit report must be released in the QS database. The certification body must create the internal technical prerequisites to ensure easy data entry into the QS database (https://www.q-s.de/softwareplattform/). Only approved auditors and releasing persons of a certification body are given access to the entry and release of audit results.

11 Crisis management

QS implemented a profound crisis management system to support scheme participants in crisis situations and to prevent danger for human, animal, environment, property assets and for the reputation of the QS scheme. CSQA has to inform QS - and if legally required the responsible authorities - immediately about crisis situations. CSQA is obligated to support QS in clarification of crisis situations. In addition to that the scheme participant must grant to the CB access to premises and necessary documents in case of crisis.

11 Handling of documents

CSQA will document the results of controls in detail and without any gaps, to enable easy access at all times. Within the scope of the obligation to exercise due diligence and produce evidence, the records must be kept according to legal requirements.

Records must be handled in such a manner that the confidentiality of the processes they contain and the protection of data are guaranteed at all times.

12 Customer satisfaction analysis and complaints management

Regarding the complaints management the general procedure of CSQA will be applied.

13 Access authorization and perusal of documents

QS or a person/organisation commissioned by QS can verify the activities of the certification body for the QS scheme at any time, also in the form of witness audits. The organization must ensure that a witness audit can be carried out in every business to be audited.

14 Use of QS certification mark

The QS certification mark may only be used as prescribed in the style guide. You will find the style guide in the **Enclosure 5.3 to the guideline General Regulations.**

15 Rules for Independent Inspection

CSQA is commissioned by scheme participant with conducting independent controls. CSQA will periodically conducts audits (so called regular audits) at scheme participants. Audit results are documented in an audit report and entered into the QS database by CSQA. A successfully passed regular audit is the prerequisite for the certification of the scheme participant.

15.1 Regular audit

During a regular audit it is verified whether a company satisfies the technical, organisational and contentual requirements necessary for participating in the QS scheme. The objective is to inspect company-specific processes and to identify opportunities for improvement. Audits are conducted using a stage-specific checklist.

Regular audits at one location may only be conducted three times in succession by the same auditor. The counting of the regular audits conducted in succession is not interrupted by the conduct of another type of QS audit (e.g. random sample audit).

15.2 Auditing of coordinator´s locations

Regular audits carried out at agricultural coordinators primarily serve to examine and improve work processes. For this reason, the first audit of newly approved coordinators is conducted at the earliest six month after the signing of the contract but at the latest one year thereafter. If a requirement is evaluated with K.O. during a coordinator audit, CSQA is obliged to conduct a repeated audit within the following six weeks.

15.3 Conducting of audits

The basis for the content of an audit is formed by the stage and product-specific requirements defined in the current valid version of the scheme manual (see for reference www.q-s.de).

15.4 Audit preparation

The organisational preparation of an audit includes:

-Coordination of dates and audit schedule

-Request of company-specific documentation (e.g. HACCP plan, QM manual, work instructions, inspection reports). The available documentation should be checked with regard to completeness, correctness and actuality prior to the audit. A list of unclear or dubious documents should be prepared in advance and systematically assessed in the course of the audit.

-Examination of checklists and other form sheets for completeness and check of relevant inspection equipment for proper functioning.

-Knowledge of the results of previous audits including the agreed corrective actions and their implementation.

15.5 On-site audit

The condition for conducting a regular audit is met, if the company-specific processes can be comprehensively evaluated at the site.

An on-site audit includes:

-Inspection of appropriate documentation and its control
-Recording and assessing the implementation of the requirements of the scheme manual in operational practice (including a complete site and field inspection)
-Recognition of errors and nonconformities
-Documentation of evaluations, nonconformities and agreements on corrective actions.

At the beginning of the audit, an introductory discussion is held, in which the audit procedure, the graduation of evaluations and, if necessary, changes to the audit schedule are explained. In the concluding discussion at the end of the audit, evaluations and preliminary audit result are discussed with the companies contact person. At the audited company a signed copy of the first page of the audit report and of the corrective actions report are to be left.

15.6 Audit report

The audit report contains information on the company, the audited scope as well as evaluations of the inspected requirements, the preliminary audit result and the corrective actions report. If any changes occur after the review of the audit report CSQA, CSQA has to notify the company concerned in writing and without delay.

As a final step before entering the audit report, the auditor checks in the QS database whether the master data required for the audit report have been entered correctly. If the master data is correct, the auditor enters the audit report into the QS database. The audit result is generated automatically in the database.

15.7 Evaluations

Individual requirements are evaluated on the basis of degrees to which they have been fulfilled and assessed with a score between 0 and 100 points.

See Guideline certification QS for the description of the applicable scores.

Refusal or break-off of an audit by the company is evaluated with a general K.O. The company will soon be informed about the consequences of a refusal or break-off in written form.

B and E evaluations must be briefly explained in the audit report. In addition to that, corrective actions and deadlines for their implementation have to be designated for C and D evaluations.

15.8 Corrective actions

The audited business must propose corrective actions to the auditor for C and D evaluations. The determination of corrective actions comprises the following steps:

- Determination of causes
- Rectification of causes
- Suitable measures to prevent a recurrence of the problems (preventive measures)
- Documentation of the implemented measures

The evaluations, related remarks and proposed corrective actions, including deadlines for their implementation and responsibilities, must be documented in the corrective actions report. If the corrective actions report is not prepared during the audit, it must be submitted to CSQA by the audited company and finally agreed with the auditor no later than 14 days after the audit.

Implementation of corrective actions must be checked by CSQA. The correct and timely verification of corrective actions must be entered into the QS Database CSQA at least four weeks after the deadline for the implementation.

If the implementation of corrective actions is not conducted appropriately and on time, CSQA will decide whether the granted certification needs to be withdrawn. CSQA informs QS about this matter.

Moreover the approval of a location can be withdrawn by QS, if the implementation of corrective action is not made on time.

If the requirement “Implementation of corrective actions” was not evaluated with A, the respective corrective actions and the extent to which they have not been implemented should be indicated in the audit report and in the QS database.

Corrective actions implemented after the audit dot not alter the audit result.

15.9 Audit result

The audited company can score a certain number of points for each requirement. The number of points depends on the degree to which the requirement has been fulfilled. Some checklists also contain weighted requirements. The audit result is calculated based on the percentage of the maximum achievable number of points that has been obtained and the percentage of C and D evaluations. Only applicable requirements are taken into account for the calculation.

The audit is **passed**, if the audit result is at least 70% and no K.O. evaluations have been awarded.
The audit is **failed**, if the audit result is less than 70%, if a requirement has been evaluated with K.O. or if a general K.O. has been awarded.

If the audit is failed, a regular audit has to be conducted as a re-audit. The re-audit should be carried out within a period of at the latest six weeks.

The approval of a location will be withdrawn at least six weeks after the failed audit, if there is no successful re-audit present in the software platform. Furthermore, the regulations of annex 5.4 Rules of Sanction Procedure of the guideline General Regulations apply.

See Chapter 5.4 Audit frequency
see Annex 5.4 to the guideline General Regulations

K.O. evaluations, general K.O.s, repeated D evaluations and audits with a result of less than 70% must be notified to QS by the certification body through **immediate** (within 2 working days) entry and release of the audit report in the QS database. If the audit takes place on the stage agriculture or production, additionally the number of animal places available on the farm respectively the farm size in hectare (for each crop) is to register in the audit report and to deposit in the software platform.

QS then decides whether a sanction procedure is to be initiated.
If the audit is passed, the company is categorised into a QS status based on the audit result.

Status I

For classification in status I, at least 90% of the maximal achievable number of points has to be obtained. In addition to this, there may be no D evaluation and the percentage of C evaluations may not exceed 5 % of the applicable requirements.

Status II

In Status II, at least 80% of the maximal achievable number of points has to be obtained. The percentage of C evaluations is limited to a maximum of 10% and the percentage of D may not exceed 3%. The aggregated number of C and D evaluations must be lower than 10%.

Status III

For classification in Status III, at least 70% of the maximal achievable number of points has to be achieved.

Audit frequency

The achieved status determines the time interval to the next regular audit and the period of validity of the certificate.

See Tab. 8 QS guideline for certification

15.10 Re-audit after K.O. evaluations during a regular audit

In the event of K.O. evaluations a repeated audit should be conducted in form of a complete regular audit on-site. The decision on the extent of the repeated audit is in the responsibility of the certification body and has to be justified upon request.

The certification body may decide to only inspect requirements which were evaluated with K.O.. In individual cases, if the requirement evaluated with a K.O. only refers to documentation needs, it is permissible to only examine the implementation of corrective measures by means of documentary evidence.

15.11 Re-audit after K.O. evaluations during a random sample, special, parallel or spot audits

In the event of K.O. evaluations during random sample, special, parallel or spot audits, the repeated audit must always be conducted in form of a complete regular audit.

see Chapter 6. Measures under the scheme integrity system

15.12 Re-audit after failing a regular audit on the stage food retail and butchery (direct point of sale)

If audits are failed on the stage food retail, the re-audit has to be performed as a complete regular audit, at latest six weeks afterwards.

16 Granting, preserving and withdrawal of certification

16.1 Certification process

The **decision on certification must be made no later than 6 weeks** after the audit was conducted. Within this period, the audit will be entered and released in the QS database by CSQA. In the event of a K.O. evaluation, the audit report will be entered and released in the QS database immediately.

16.2 Issue of certificates and confirmations

Certificates or confirmations will be issued by CSQA, but they do not allow direct inference to the approval of a site for the QS system. Only the information in the software platform is relevant.

16.2 Validity of certificates

The certificate validity begins with the date of the decision on certification. In the case of an initial audit, the end of the certificate's validity is calculated from the audit date plus the time interval in accordance with the respective QS status. In the case of a follow-up audit, the new period of validity of the certificate is calculated on the basis of the end of the previous certificate plus the time interval in accordance with the respective QS status.

16.3 Extension of certificate validity

In justified individual cases, CSQA as an exception has the option to extend the validity of a certificate by up to 3 months. An extension may only be granted if a certification body approved by QS has already been commissioned to conduct a follow-up audit. The extension can be granted at the earliest 1 month prior to the expiry of the validity of the certificate. It must be executed and justified in writing in the QS database.

16.4 Bringing forward the QS audit

With an audit frequency of at least one year, the follow-up audit can be conducted up to 6 months prior to the original end of the certificate's validity. If the audit is conducted within 6 months of the end of the certificate's validity, the validity of the follow-up certificate begins with the expiry of the previous certificate. If the audit is conducted earlier than 6 months before the certificate expires, the period of validity of the new certificate is calculated on the basis of the audit date plus the time interval in accordance with the respective QS status. With an audit frequency of less than 1 year, the follow-up audit can be conducted up to 1 month prior to the original expiry of the certificate. If the follow-up audit is conducted within 1 month of the expiry of the certificate, the validity of the follow-up certificate begins with the expiry of the previous certificate. If the audit is conducted earlier than 1 month before the certificate expires, the period of validity of the new certificate is calculated on the basis of the audit date plus the time interval in accordance with the respective QS status.

See Audit Frequency

16.5 Withdrawal of certificates

Certificates will be withdrawn in the following circumstances:

1. Severe violations against the scheme manual
2. Exclusion of the scheme participant
3. Cancellation of the scheme agreement by the scheme participant or by QS
4. Cancellation of the declaration of participation by the bundled company or by the coordinator
5. Notice of termination of the scheme participant to QS

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6. Change of the certification body by scheme participant
7. Change of standards or premature recertification

CSQA and QS inform each other about exclusion of the scheme, cancellation or withdrawal of a certificate. CSQA will be notified by QS in the event of the exclusion or termination of a scheme participant. CSQA will notify QS whenever a certificate is withdrawn.

If a certificate is withdrawn due to the termination of the scheme participant or deregistration of bundled company, a new audit must be conducted when and if the company re-registers. If a company re-registers within 6 months, a follow-up audit must be conducted. Otherwise an initial audit has to be conducted once again.

If a company re-registers within 2 months of deregistering (e.g. after a change of coordinators), the same or a new certification body can examine and continue the certification decision of the preceding audit provided that the reasons for registration/deregistration do not speak against continuation and/or the transfer of the certificate.

In case of the contrary behaviour to contract CSQA decides about the conduction of follow-up measures or even withdrawal of certificate and termination of contract with the scheme participant. At the same time CSQA contacts QS to define the further actions.

16.6 Decision on preserving certification

If there is a change in the ownership, structure or personnel of the responsible management of a company, in case of a scope extension, or if any other information exists which allows the conclusion that the company may no longer satisfy requirements, CSQA has to decide whether or not the conduct of a new follow up audit is necessary for the purpose of preserving certification.

Scheme participants are obligated to inform CSQA for the operation immediately as well as the responsible coordinator with regard to any significant operational changes that may jeopardise the maintenance of certification. If requisite information is not passed on by the scheme participant, the QS approval may be forfeited.

16.7 Change of certification body

In the event of a change of the certification body by the scheme participant, certification can be transferred. To this end, the outgoing certification body is obliged to pass on all existing documents required for a transfer of certification directly to the new certification body. The new certification body is obligated to review the transferred certification within four weeks after the scheme participant has chosen the new certification body on the QS software platform. The decision of the review must be documented in the software platform. If the certification body decides not to accept the certification, a new regular audit needs to be conducted as well as entered and released in the data base within eight weeks after the change. If the certification is accepted, it must still be ensured that the newly responsible certification body continues to monitor the implementation of the corrective actions or that the change of the certification body only takes place after the complete implementation of all corrective actions.If there are K.O. evaluations which have not been corrected at the time of the change of certification body, a new regular audit needs to be conducted at any rate.

The change of the certification body is not allowed, if the extension on certificate validity has been conducted.

16.8 Multi-site certification in the feed sector and wholesale/logistics fruit, vegetables, potatoes

See Guideline for certification

16.9 Unannounced audits

Rules for unannounced audit are fulli described on QS guidelines for certification Chapter 5.9

17 Measures under the scheme integrity system

In order to check the functionality of quality assurance measures, QS organises systematic and interlocked control measures that focus on the quality of inspections conducted by certification bodies and laboratories, the cross-stage functioning of the QS scheme as well as on scheme participants' compliance with requirements. These control measures are designed to review the status quo and, at the same time, continuously develop and improve processes in the QS scheme. Amongst others, the following measures (integrity checks) are included:

17.1 Random sample audits

See QS Guideline chapter 6.1

17.2 Audits of special purpose

In suspicious cases or in the event of imminent danger, QS immediately commissions audits of special purpose at the scheme participants. Audits of special purpose are usually performed unannounced. Unless they contain K.O. evaluations, random sample audits do not have an effect on the frequency of regular audits or the QS status. If K.O. evaluations occur, a complete regular audit is to be conducted.

17.3 Parallel audits

Parallel audits serve to verify the result of a previous regular audit. They are performed by QS within a maximum of six weeks after the regular audit. Parallel audits shall be unannounced. In order to ensure the presence of a person being able and authorised to provide necessary information, notice may be given no longer than 24 hours before the scheduled audit date. Parallel audits are restricted to several selected requirements, which are the focus of the audit. Unless they contain K.O. evaluations, parallel audits do not have an effect on the frequency of regular audits or the QS status. If K.O. evaluations occur, a complete regular audit is to be conducted.

17.4 Accompaniment of audits

Audits conducted in the QS scheme may be accompanied by QS or a person commissioned by QS.