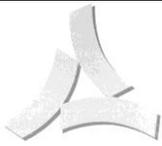


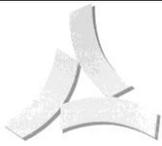
Brief Description of Certification

Step	Deadlines	Information Documented by IFTA AG	Responsibility of:	Phase
Inquiry of the interested organisation by phone, fax, e-mail			All IFTA AG employees	Check feasibility of certification
Sending the data entry form, if applicable, environmental questionnaire by e-mail to the interested organisation in order to prepare a cost calculation		Data entry form	Coordination/Service / person responsible for the system	
Return and examination of the data entry form	Within 14 days of receipt			
Order can be accepted by IFTA AG				
↓ Yes	→ No <u>End</u>			
Preparation and sending of the cost calculation by e-mail to the interested organisation		Cost calculation	Order placement	
Commissioned by organisation		Order placement		
↓ Yes	→ No <u>End</u>			
Drawing up and sending of the contract for certification to the organisation by e-mail; it details the conditions of certification.		Contract	Coordination/Service / Executive Board IFTA AG	
Return of contract by organisation				
Auditor or audit team leader contacts organisation to agree on the handover of documentation	Within 14 days after order receipt		Audit personnel	Document review and Stage 1 Audit
Document verification		Document review report	Audit personnel/Certification Committee	
The organisation is certifiable				
↓ Yes	→ No <u>End</u>			
Agreement on the date for the Stage 1 Audit <small>Note: In a stage 1 audit, the certification readiness, the degree of implementation of the management system, the sequence and interactions of the processes, the systematics of the internal audits, and the documentation of the management system on site are considered and evaluated; in addition, an assessment of specific aspects of environmental, energy and food safety management systems is carried out</small>	Usually within 28 days after document verification	Stage 1 Audit Plan	Audit personnel	
Sending Stage 1 Audit Plan to the organisation			Coordination/Service	
Carrying out of the Stage 1 Audit/verification of the certifiability of the management system at the organisation on site Preliminary coordination of the further procedure as well as the date for the Stage 2 Audit	Appointment for the Stage 2 Audit is to be scheduled at the earliest after 14 days if nonconformities are found, but at the latest before three months have elapsed.		Audit personnel	
Preparation of Audit Report Stage 1 on site. A copy of the report remains with the customer.		Stage 1 Audit Report	Audit personnel	Document verification and Stage 1 Audit



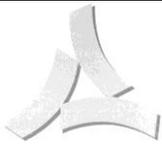
Brief Description of Certification

Only if nonconformities are found: timely sending of evidence for the correction of the identified nonconformities from the organisation to the auditor/audit team management					
Ready for certification				Audit personnel/ Certification Committee	
↓ Yes	→ No <u>End</u>				
The auditor contacts the organisation to confirm the date for the Stage 2 Audit/Recertification Audit.		Appointment for stage 2 audit is to be scheduled at the earliest after 14 days if nonconformities are found, but at the latest before three months have elapsed		Audit personnel	Stage 2 Audit/ Recertification audit
Sending Audit Plan Stage 2/ Recertification to the organisation via email			Stage 2 / Recertification audit Plan	Coordination/Service	
Stage 2/Recertification Audit conducted on-site (organisation's premises)				Audit personnel	
Report on Stage 2 Audit/ Recertification Audit		Within 20 business days	Audit Report		
Formal and technical/content review of the audit documents					
Documents complete and OK?			Project sheet	Certification Committee	
Yes ↓ Certification Decision	No → Back to Auditor/Auditor Management				
Preparation and sending documents to certified organisation			Report, customer questionnaire, draft sample certificate; action plan, if applicable, certificate order, electronic files (logos and trademarks) and invoice	Coordination/Service	
Documentation of certification data			Databank		
Documentation of certification result			List of certified organisations		



Brief Description of Certification

Central scheduling for the 1st or 2nd surveillance audit of the organisation.			Databank	Coordination/Service	Surveillance Audit
Coordination/confirmation of the date for monitoring by the auditor/audit team leader with the organisation (this point does not apply for unannounced audits)		Deadlines (maximum): 1st Surveillance Audit: last day Certification Audit + 12 months; 2nd Surveillance Audit: last day Certification Audit + 24 months.			
Sending of customer documents to auditor/audit team leader <u>Note:</u> The following documents should be sent: management review, internal audits, current audit and training plan; changes in personnel structure or in the structure of production and service provision <u>Note:</u> For multisite procedures, up-to-date proof of internal audits of all organisations/organisational components involved in the multisite network must be available before the Audit Plan is drawn up		Two to six weeks before the date of the Surveillance Audit		Audit personnel	
Auditor/audit team leader sends Audit Plan to organisation via email			Audit Plan	Coordination/Service	
Surveillance Audit conducted on the organisation's premises					
Preparation of the Audit Report for the Surveillance Audit		20 Business days	Audit Report		
Formal and technical/content review of the audit documents			Project sheet		
Documents complete and OK?					
Yes ↓	No →			Certification Committee	
Note: New certificates may be issued in the event of changes in the scope or organisational structure.					
Preparation and sending documents to certified organisation		usually 36 days after last day of audit on site	Report, customer questionnaire, confirmation of maintenance of certification and invoice; if necessary, draft sample certificate in case of changes; if necessary, action plan, certificate order	Coordination/Service	
Documentation of the data for the Surveillance Audit			Databank		
Documentation of the results of the Surveillance Audit			List of certified organisations		



Brief Description of Certification

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Cover letter to organisation with offer for new cycle (recertification)	33 months after last day certification audit	Data entry form	Coordination/Service	Recertification
New order through organisation				
Yes ↓	No → <u>End</u>			
Start: see Stage 2 Audit/ Recertification Audit				