

Appendix 2: Glossary

Accreditation	Approved by an accreditation body confirming that the management system of a certification body complies with the ISO/IEC 17065:2012 and the Criteria for SQF Certification Bodies requirements and that the certification body is suitable to be granted a license by SQFI to provide the service in the licensed territory (ies).
Approved Supplier(s)	Suppliers that have been assessed and approved by a site based on risk assessment as capable of meeting the sites food safety and quality requirements for goods and services supplied.
Audit	A systematic and independent examination of a site's SQF food safety System by an SQF food safety auditor to determine whether food safety systems, hygiene and management activities are undertaken in accordance with that system documentation and comply with the requirements of the SQF food safety Code, as appropriate, and to verify whether these arrangements are implemented effectively.
Audit Checklist	The list of SQF food safety Code elements, customized for the site's audit scope, and available for use by the SQF food safety auditor when conducting an SQF food safety audit.
Auditor	A person registered by the SQFI to audit a site's SQF food safety System. An auditor must work on behalf of a licensed certification body. The terms "SQF auditor" and "SQF sub-contract auditor" shall have the same meaning.
Back of the House	Areas of the site used specifically for employees of the site to conduct business operations, includes kitchen, receiving areas, freezers, coolers, etc.
Central Site	An SQF certified site at which activities are planned to control and manage a network of SQF certified sub-sites within an SQF multi-site program (refer to SQFI's multi-site program requirements).
Certificate	A certificate which includes a registration schedule (in a format approved by the SQFI), issued to a site by a licensed certification body following the successful completion of an SQF food safety certification audit and/or a re-certification audit.
Certification	Certification by a licensed SQF certification body of a site's SQF food safety System as complying with the SQF food safety Code, as appropriate, following a certification audit or re-certification audit. The terms, "certify," "certifies" and "certified" shall have a corresponding meaning under the SQF Program.
Certification Audit	An audit of a site's whole SQF System, including a desk audit, where the site's SQF System: <ul style="list-style-type: none">a) has not been previously certified; orb) has been previously certified but requires certification as the earlier certification has been revoked or voluntarily discontinued by the site.
Certification Body	An entity which has entered into a license agreement with the SQFI authorizing it to certify a site's SQF System in accordance with the ISO / IEC 17065:2012 and the Criteria for SQF Certification Bodies.
Certification Cycle	The annual period between a site's certification/re-certification audits.
Certification Number	A unique numerical provided by the SQFI and included on the certificate, issued to a site that has successfully completed an SQF Food Safety or Quality certification audit.
Children	Children are defined under the United Nations Convention on the Rights of the Child as "human beings below the age of 18 years unless majority is attained earlier under the applicable laws of a given country."
Codex Alimentarius Commission	The internationally recognized entity whose purpose is to guide and promote the elaboration and establishment of definitions, standards and requirements for foods, and to assist in their harmonization and, in doing so, to facilitate international trade. The Commission Secretariat comprises staff from the Food and Agriculture Organization and the World Health Organization. The Codex Alimentarius Commission adopted the principles of the Hazard Analysis and Critical Control Point (HACCP) system in 1997.

Contract Service Provider	A separate business entity from the organization/site that will be providing a service or interacting with the site to assist in the creation of meals and products for sale.
Corporate	An entity that does not conduct foodservice activities, but oversees and contributes to the food safety and/or quality management system at an SQF certified site.
Correction	Action to eliminate a detected non-conformity. Shall have the same meaning as "corrected."
Corrective Action	<p>Action to eliminate the cause of a detected non-conformity or other undesirable situation. Corrective action shall include:</p> <ul style="list-style-type: none"> a) Determine / document any immediate action required / taken <ul style="list-style-type: none"> i. Determine the cause of the problem ii. Evaluate action needed on the identified cause iii. Determine if the problem exists elsewhere in the system and implement actions needed b) Document the actions taken and the results of the action taken. <ul style="list-style-type: none"> i. Review/verify and document effectiveness of action taken with objective evidence.
Crisis Management	The process by which a site manages an event (e.g., a flood, a drought, a fire, etc.) that adversely affects the site's ability to provide continuity of supply of safe, quality food, and requires the implementation of a crisis management plan.
Cross-contact	Unintentional and undesirable transfer of an allergen from one food or surface to another.
Customer	A buyer or person that purchases goods or services from the SQF certified site.
Desk Audit	A review of the site's SQF System documentation, forming part of and being the initial stage of the certification audit to ensure the System documentation substantially meets the requirements of the SQF Food Safety Code, as appropriate.
Documents	Written policies and procedures, forms and completed records that are used by a site to define and show compliance to their food safety management system.
Distributor	An entity contracted by the site to sell and/or supply product to customers, and other businesses that sell to customers.
Environmental Monitoring Program (EMP)	A program to detect risk in the sanitary conditions in the operating environment. A verification of the effectiveness of sanitation and maintenance programs that a site has implemented.
Exempt	<p>A term applied to elements of the SQF food safety and quality Code that the site does not wish to be included in the SQF System audit and has submitted a written request to the certification body to exclude, prior to commencement of any scheduled audit activity.</p> <p>In the SQF Food Safety Code, system elements that are identified as "Mandatory" cannot be exempted. The certification body will confirm the reasons for exemption as part of the facility audit.</p> <p>The term also applies to products, processes or areas of the facility that the site wishes to exclude from the audit. A request is to be submitted to the certification body in writing prior to the audit activity and shall be listed in the facility description in the SQFI assessment database.</p>
Facility	The site's premises at its street address. The production, manufacturing, operation or storage area where product and food is produced, processed, packaged, served and/or stored, and includes the processes, equipment, environment, materials and personnel involved. The facility must be managed and supervised under the same operational management. The facility is the site audited during an on-site audit (refer to "site").
Feed	Any single or multiple materials, whether processed, semi-processes, or raw, which is intended to be fed directly to food-producing animals.

Food	Any substance, usually of animal or plant origin, intentionally consumed by humans, whether processed, prepared, partially processed or unprocessed. May include water, alcoholic and non-alcoholic drinks, materials included in a processed food product and any other substance identified by regulation (legislation) as a food.
Food Defense	As defined by the US Food and Drug administration, the efforts to prevent intentional food contamination by biological, physical, chemical or radiological hazards that are not reasonably likely to occur in the food supply.
Food Fraud	As defined by Michigan State University, a collective term used to encompass the deliberate and intentional substitution, addition, tampering, or misrepresentation of food, food ingredients, or food packaging; or false or misleading statements made about a product, for economic gain.
FMI	The Food Marketing Institute, a not-for-profit corporation, having its principal offices at 2345 Crystal Drive, Suite 800, Arlington, VA 22202, United States of America.
Food Packaging	The finished article used to package food.
Food Safety Certification Program Owner	As defined by the Global Food Safety Initiative, a systematic plan which has been developed, implemented and maintained for the scope of food safety. It consists of a standard and food safety system in relation to specified processes or a food safety service to which the same particular plan applies. The food safety certification program owner should contain at least a standard, a clearly defined scope, and a food safety system.(I.e – SQFI is a certification program owner)
Food Safety Plan	As described in the applicable SQF Food Safety Code. The plan shall be prepared based on the CODEX HACCP method, include process controls at control points in production to monitor product safety, identify deviations from control parameters and define corrections necessary to keep the process under control.
Food Sector Category (FSC)	A classification scheme established to assist in a uniform approach to management of the SQF Program and means those food industry, manufacturing, production, processing, storage, wholesaling, distribution, retailing and food service activities and other food sector services and auditor and consultant registration as defined by the SQFI.
Foreign Material	Foreign material is defined as foreign bodies that may cause illness or injury to the consumer, or are perceived by the consumer to be alien to the food. Also refers to any extraneous matter, whether of a physical, chemical or biological nature, found in food.
Franchise	An authorization granted by a company to an individual or group enabling them to carry out specified commercial activities and providing services for a company's products. The Franchisee has the right to use an organization's business model and brand for a contracted period of time with a direct stake and responsibility in the business.
General Requirements	The current edition of the document entitled "Criteria for SQF Certification Bodies: SQF Guidance on the Application of ISO/IEC 17065:2012, General Requirements for Certification Bodies," published by the SQFI.
Good Operating Practices (GOPs)	The combination of management and operational practices at foodservice designed to ensure food products are consistently produced to meet relevant legislative and customer specifications.
HACCP	The Hazard Analysis Critical Control Point (HACCP) system and refers to the HACCP guidelines developed and managed by the Food and Agriculture Organization's CODEX Alimentarius Commission. Hazard Analysis and Critical Control Point (HACCP) System and Guidelines for its Application – Annex to CAC/RCP 1 – 1969, Rev. 4-2003), – "A system, which identifies, evaluates and controls hazards which are significant for food safety."
HACCP Method	The implementation of pre-requisite programs and the application of HACCP principles in the logical sequence of the twelve steps as described in the current edition of the CODEX

Alimentarius Commission Guidelines. The SQF Food Safety Codes utilize the HACCP method to control food safety hazards in the segment of the food chain under consideration.

HACCP Plan

A document prepared in accordance with the CODEX HACCP method to ensure control of hazards which are significant for food safety for the product under consideration.

HACCP Training

Training that meets the guidelines outlined in the Food and Agriculture Organization's CODEX Alimentarius Commission. Hazard Analysis and Critical Control Point (HACCP) System and Guidelines for its Application – Annex to CAC/RCP 1 – 1969, Rev. 4-2003), – "A system, which identifies, evaluates and controls hazards which are significant for food safety." And this training shall be:

1. Recognized as a HACCP training course used extensively in a country.
2. Administered and delivered by an institution recognized as a food safety training center of excellence.
3. A minimum of two days (16 hours) in duration, or equivalent.
4. The acquired knowledge of the candidate shall be assessed as part of the training program.

Hazardous Chemicals and Toxic Substances

Solids, liquids or gasses that are radioactive, flammable, explosive, corrosive, oxidizing, asphyxiating, pathogenic, or allergenic, including but not restricted to detergents, sanitizers, pest control chemicals, lubricants, paints, processing aids, bio-chemical additives, which if used or handled incorrectly or in increased dosage may cause harm to the handler and/or consumer. Hazardous or toxic chemicals may be prescribed by regulation as "dangerous goods" and may carry a "poison," "Hazmat" or "Hazchem" label depending on the jurisdiction.

Industry Code of Practice

Industry norms, rules or protocols established by industry groups which provide practical, industry specific guidelines on meeting regulations while meeting industry needs.(e.g. GOP's)

Key Drop

Deliveries by suppliers or distributors during hours when no staff is present to receive deliveries at a site.

Legality

Legality refers to national federal, state and local regulations applicable to the certified product in the country of manufacture and intended markets.

Licensed Certification Body (LCB)

An entity which has entered into a license agreement with the SQFI authorizing it to manage the auditing and certification of site's SQF System.

Mandatory Elements

System elements that must be implemented and audited for a site to achieve SQF certification; system elements that cannot be exempted during a certification/re-certification audit.

Multi-site Certification

Multi-site certification involves the designation a central site (i.g. corporate brand owner) for which a network of certified sub-sites (e.g. restaurants) all performing similar activities are certified. The central site and all sub-sites are all located in the one country and operate under the same food safety legislation (refer to SQFI's multi-site program requirements).

Multi-site Program

An SQF multi-site program is comprised of a central-SQF certified site under which activities are planned to manage and control the food safety management systems of a

	network of sub-sites under a legal or contractual link (refer to SQFI's multi-site program requirements).
Multi-site Sampling Program	As defined by the Global Food Safety Initiative Requirements Document, a program of sub-site audits defined by the certification program owner, but will be determined by the certification body based upon specified criteria.
Non-conformity (or Non-conformance)	<p>Refers to the following definitions:</p> <p>A minor non-conformity is an omission or deficiency in the SQF System that produces unsatisfactory conditions that if not addressed may lead to a risk to food safety but not likely to cause a system element or good practices element breakdown.</p> <p>A major non-conformity is an omission or deficiency in the SQF System producing unsatisfactory conditions that carry a food safety risk and likely to result in a system element or good practices element breakdown.</p> <p>A critical non-conformity is a breakdown of control(s) at a critical control point, a pre-requisite program, or other process step and judged likely to cause a significant public health risk and/or where product is contaminated.</p> <p>A critical non-conformity is also raised if the site fails to take effective corrective action within the timeframe agreed with the certification body, or if the certification body deems that there is systemic falsification of records relating to food safety controls and the SQF System.</p> <p>Critical non-conformities cannot be raised at desk audits.</p>
N/A	<p>Stands for "not applicable" and may be reported during the SQF food safety audit by the food safety auditor when an element does not apply immediately but the site is still responsible for the element.</p> <p>N/A may also be reported to avoid double debiting, for example where a non-conformity has been raised against a similar, but more appropriate element. In this case, the element will be reported as "N/A."</p>
Organization	Any foodservice business involved in the creation of meals or packaged products for immediate sale to its customers and has, or agrees to have, a certification body carry out audits and certification of its SQF System.
Pests	Vermin, including birds, rodents, insects, or other unwanted species that can carry disease and pose a risk to packaging, feed or food.
Pet Food	Any substance intended for consumption by domestic animals and specialty pets. It includes dry and moist pet foods and treats, semi-raw, canned, chilled, or frozen product.
Plan	As defined by ISO 9001, a document(s) used to establish the objectives and processes necessary to deliver results in accordance with regulatory requirements and the organization's policies. (refer to Food Safety Plan, Food Quality Plan).
Potable	Water that is safe to drink.
Pre-requisite Program	A procedural measure that when implemented reduces the likelihood of a food safety hazard occurring, but one that may not be directly related to activities taking place during operations.
Pre-Packaged	Finished products that are delivered to the organization's site(s) that are packaged and ready to be displayed for sale.
Product Program	Those products that apply to a specific food sector category as defined by the SQFI.
	A plan(s) used to establish the objectives and processes necessary to deliver results in accordance with regulatory requirements and the organization's policies." Examples include allergen management program or an environmental monitoring program.
Purity	The absence of contaminants that could cause a food safety hazard.

Re-certification	A re-certification by a certification body of a site's SQF food safety or quality System as a result of a re-certification audit, and re-certified shall have a corresponding meaning.
Re-certification Audit	An audit of the site's SQF food safety System within thirty (30) calendar days of the anniversary of certification.
Records	A completed form or written document that represents evidence of completed past activities.
Rework	Food, materials, and ingredients, including work in progress that has left the normal product flow and requires action to be taken on it before it is acceptable for release and is suitable for reuse within the process(see also Second Use Foods).
Root Cause	An underlying or fundamental reason for any failure of a safety observance, accident or issues related to human health, environment or quality.
Rules of Use	The rules and procedures contained in SQF Logo Rules of Use and includes the certificate schedule and any modification, variation or replacement of the SQF trademark rules of use.
Sanitary Drainage	A system of drains and piping that carries sanitary waste from toilet and hand sinks to municipalities sewer system or site septic system. In a sanitary waste system, the pipe will connect to horizontal drain lines from each floor. Waste will fall to the bottom of the stack where the piping will transition to a horizontal drain and out to the designated sewage handling system.
Scope of Certification	The food sector categories, those products and the site to be covered by the certificate.
Season or Seasonal	A period in which the major activity is conducted over not more than five consecutive months in a calendar year, for example s restaurants in seasonal tourist areas.
Second Use Foods	Food and/or ingredients that has been removed from the normal flow of meal preparation or left over after completion of serving or buffet time and are deemed to be suitable for reuse.
SQFI Select Site	Recognition stated on the SQFI certificate for sites who have undergone an annual unannounced re-certification audit.
Senior Management	Individuals at the highest level on site or corporately with responsible for the business operation and implementation and improvement of the food safety management system.
Site	Any food business involved in the production, manufacture, processing, preparation, transport, storage, distribution or sale of food, beverages, packaging, animal feed, or pet food, to the food sector and run by a person, company, cooperative, partnership, joint venture, business or other organization who has, or agrees to have, a licensed SQF certification body carry out audits and certification of its SQF System.
Site Audit	The second part of a certification audit that reviews the site's products and processes on-site to determine the effective implementation of the site's documented SQF food safety or quality System.
SQF Auditor	The same meaning as auditor.
SQF Consultant	A person who is registered by the SQFI to assist in the development, validation, verification, implementation and maintenance of SQF System on behalf of client site in the food industry categories appropriate to their scope of registration.
SQF Logo	Means the SQF logo depicted in SQF Logo Rules of Use.
SQF Practitioner	An individual designated by a site to oversee the development, implementation, review and maintenance that site's own SQF System. The SQF practitioner qualification details will be verified by the SQF food safety auditor during the certification/re-certification audit as meeting the following requirements:

- i. Oversee the development, implementation, review and maintenance of the SQF System, including food safety fundamentals outlined in 2.4.2, and the food safety plan outlined in 2.4.3.
- ii. Take appropriate action to ensure the integrity of the SQF food safety System.
- iii. Communicate to relevant personnel all information essential to ensure the effective implementation and maintenance of the SQF food safety and/or quality System.
- iv. Ensure that site personnel have the required competencies to carry out those functions affecting products, legality, and safety.

The SQF quality practitioner shall also have responsibility and authority to oversee the

SQF Program	The SQF Food Safety Code and all associated System, rules, intellectual property and documents.
SQF System	A risk management and preventive system that includes a food safety plan implemented and operated by a site to assure food safety. It is implemented and maintained by an SQF practitioner, audited by an SQF food safety or quality auditor and certified by a licensed certification body as meeting the requirements relevant to the SQF Food Safety or Quality Code.
SQF Trainer	An individual contracted to a licensed SQF training center that has applied and met the requirements listed in the "Criteria for SQF Trainers" published by SQFI and, upon approval, is registered under the SQFI to provide consistent training on the SQF Program.
SQFI	The SQF Institute, a division of the Food Marketing Institute (FMI).
SQFI Assessment Database	The online database used by the SQFI to manage site registration, site audits, close out of corrective actions, and site certification.
System Elements	The SQF food safety management requirements applied by all sites throughout the supply chain for SQF certification.
Standard	A normative document and other defined normative documents, established by consensus and approved by a body that provide, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.
Sub-Contractor	See Contract Service Provider
Sub-site	An SQF certified site which operates under a contractual link to an SQF central site within an SQF multi-site program (refer to SQFI's multi-site program requirements).
Supplier	The entity that provides a product or service to the SQF certified site.
Surveillance Audit	An audit conducted approximately every six (6) months (or more frequently as determined by the certification body) as part of a site's SQF System where that system has previously been certified or re-certified and whose certification is current.
Technical Expert	An individual engaged by a licensed SQF certification body to provide a high level of technical support to the certification audit team. The technical expert shall be approved by the SQFI prior to the certification/re-certification audit, demonstrate a high degree of expertise and technical competence in the food sector category under study, a sound knowledge and understanding of the HACCP method and where possible be registered as an SQF consultant.
Third Party Operator	A separate business entity from the organization/site that holds residency within the organization's site(s) producing products and/or offering for sale/service under the organization/sites name or operators name.
Trademarks	All certification and service marks filed or registered in the name of FMI and the licensor in relation to the SQF Program.
Training Center	An entity which has entered into a license agreement with the SQFI to deliver SQFI-licensed training courses, including the "Implementing SQF Systems," "Implementing the Quality Code," "Quality Systems for Manufacturing" and "Advanced SQF Practitioner" training courses.

Unannounced Audit	A re-certification audit that is conducted once at a minimum within every three (3) certification cycles and thirty (30) days on either side the initial certification anniversary date without prior notice to the SQF certified site. A site may forgo the three year certification cycle requirement and voluntarily elect to have annual unannounced re-certification audits. Sites with annual unannounced re-certification audits shall be recognized on the SQFI certificate as an "SQFI select site."
Validation	As defined in the Food and Agriculture Organization's CODEX Alimentarius Commission. Hazard Analysis and Critical Control Point (HACCP) System and Guidelines for its Application – Annex to CAC/RCP 1 – 1969, Rev. 4-2003), – "A system, which identifies, evaluates and controls hazards which are significant for food safety. Essentially validation as applied to control limits seeks to prove that the intended result was achieved and that it actually worked.
Verification	As defined in the Food and Agriculture Organization's CODEX Alimentarius Commission. Hazard Analysis and Critical Control Point (HACCP) System and Guidelines for its Application – Annex to CAC/RCP 1 – 1969, Rev. 4-2003), – "A system, which identifies, evaluates and controls hazards which are significant for food safety. Essentially verification as applied to control measures seeks to prove that the control measure was done according to its design.
Verification Schedule	A schedule outlining the frequency and responsibility for carrying out the methods, procedures or tests additional to those used in monitoring, to determine that the HACCP study was completed correctly, that the relevant SQF System is compliant with the relevant food safety and/or food quality plan and that it continues to be effective.
Water Treatment	The microbiological, chemical, and/or physical treatment of water for use in processing or cleaning, to ensure its potability and suitability for use.