



# Information Bulletin

## New certification

To all agents and suppliers

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Further to the Information Bulletin that was issued on November 7, 2007 concerning the temporary postponement in accepting Order Renewal Request forms, we would like to inform you that the SAQ will be implementing a new product certification process. The current certification by supplier, which is known as SRSE, will be replaced with a brand new certification by product.

First and foremost, we would like to inform you that, for all categories, most of the speciality products that are procured in lots and purchased by the SAQ will receive certification. Only products that have experienced quality problems within the past two years or that have not been received by the SAQ during this time period will be excluded from the certification.

The new certification will be divided into two components, independent<sup>1</sup> one from the other:

- Label certification
- Liquid certification

There will be 4 possible cases of certification:

- Label certification
- Liquid certification
- Label certification and Liquid certification
- No certification

In the case of a Renewal Request, the items that are required in order for a product to be evaluated by the SAQ Quality Control Department (laboratory) will consist of:

| <b>You have this certification</b>           | <b>The SAQ's will request:</b>                  |
|--|---|
| Label certification                          | samples of the liquid                           |
| Liquid certification                         | only a sample of the label                      |
| Label certification and Liquid certification | no items will be requested                      |
| No certification                             | samples of the liquid and a sample of the label |

It is important to note that the SAQ reserves the right to request analysis reports in lieu of liquid samples.

A certified product will remain certified as long as no irregularities are detected, and as long as it has maintained a buying history during the previous two years. More specifically, this means that the SAQ must have received at least one order of the product during this period.



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Shipments of non-compliant products will be refused, and remain subject to the policies and standards in effect. In cases of default, the conditions outlined in the document entitled [Fees for non-compliant products](#) will apply.

In such a case, the product will lose its certification, and must demonstrate an impeccable history of quality for two years in order to recover this certification.

There are several benefits that are directly related to this new certification:

- The number of certified products will increase significantly;
- If a product does not adequately satisfy the requirements, only the product in question will be required to repeat the certification process, and not all of the products of the supplier;
- The processing time required for renewing a certified product will be shortened.

The SAQ will update the list of certified products on a regular basis (a periodic review is anticipated). Agents and suppliers will not be required to submit a request.

For more information, please contact the  
**Service d'Assistance aux Relations d'Affaires**  
(Business Relations Assistance Service)  
by e-mail, at [sara@saq.qc.ca](mailto:sara@saq.qc.ca), or by phone, at 514-254-2711.

<sup>1</sup> A product that does not comply with the labelling standards will lose its Label certification, but may retain its Liquid certification, and vice-versa.