WEBSITE CONTENT MANAGEMENT PROCEDURE

1. Purpose

The purpose of this procedure is to ensure that the EPAC website content is accurate, updated, and compliant with:

- SFDA requirements for transparency and information disclosure related to the issuance of Certificates of Conformity (CoC) for cosmetic products.
- SAAC accreditation requirements regarding public information, impartiality, and credibility of the CB.

2. Scope

This procedure applies to all information published on the EPAC official website, including but not limited to:

- Company profile, accreditation details, and scope.
- Certification procedures, processes, and requirements.
- List of accredited activities and approved CoC programs (including SFDA cosmetics).
- Contact information and complaint/appeal handling process.
- Public disclosure requirements mandated by SFDA and SAAC.

3. Responsibilities

Role/Position	Responsibility
Content Owner	Draft and propose content updates; ensure accuracy of technical/program information.
Top Management /Authorized Approver	Approve all major content updates before publishing.
Website Administrator	Upload approved content; maintain website functionality and security.
Designated Website Compliance Representative (WCR)	Monitor and maintain website compliance; ensure inclusion of website review in internal audits and management reviews.

4. Procedure

4.1 Regular Review and Update Schedule

- Website content shall be reviewed quarterly (every 3 months) or earlier if:
  - SFDA issues new/updated requirements.
  - SAAC accreditation rules change.
  - Internal audits identify nonconformities.
- Any obsolete, misleading, or outdated content must be removed or corrected immediately.

4.2 Content Approval Process

1. Draft content prepared by Content Owner.
2. Compliance Officer reviews against SFDA and SAAC checklist.
3. Top Management (or delegated authority) gives final approval.
4. IT/Website Admin publishes approved content.

4.3 Compliance Checklist

Before publishing or updating any content, the Compliance Officer ensures the following:

☑ Accreditation status (SAAC) and scope are accurately displayed.

☑ Certification process, requirements, and decision rules are publicly available.

☑ Complaints and appeals process is published and accessible.

☑ Contact details are current and functional.

☑ No misleading, false, or unauthorized use of logos (e.g., SFDA, SAAC).

☑ Confidential information of clients is not disclosed without consent.

4.4 Website Compliance Responsibility

  - Quarterly reviews are conducted and documented.
  - Website compliance is included in internal audit checklists.
  - Website-related findings are reported in Management Review Meetings.

5. Records

The following records shall be maintained:
- Website Review Logs.
- Content Approval Forms.
- Completed Compliance Checklists.
- Audit reports covering website compliance.
- Management review minutes addressing website compliance.

6. References

- SFDA Guidelines for Cosmetic Products CoC Issuance.
- SAAC Accreditation Requirements for Certification Bodies.
- ISO/IEC 17065:2012, Conformity assessment – Requirements for bodies certifying products, processes and services.
- EPAC Quality Manual and Internal Audit Procedure.

-EPAC Website- https://epacsigma.com/

7. Revision History

Version	Date	Description of Change	Approved By