

# FORCE Certification A/S

## ABC-Sys

### General terms for certification of management systems, incl. ISO 3834.

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#### 1. INTRODUCTION

The special requirements in this ABC shall be complied with in order to obtain and maintain a management system certification according to international and national standards, accreditation requirements and guidelines including modules D, D1, E, E1, H or H1 related to EU Directives and Regulations.

The requirements in this ABC cannot be dispensed and overrules all other terms.

On our homepage [www.forcecertification.com](http://www.forcecertification.com) we have published an informative guide describing the certification process. This guide gives a broader understanding of the process, and a guide to the information which shall be available. The informative guide cannot replace the requirements described in this ABC.

Issued certificates are the property of FORCE Certification A/S.

In this ABC a certified customer is the company, whose management system has been certified.

#### 2. GENERAL

The preliminary certification audit of a management system shall be carried out in two steps: Stage 1 and Stage 2. However, stage 1 is not mandatory when certifying according to ISO 3834.

The customer shall in due time before audit be notified of the names of the audit team and, when requested, receive available background information on each member of the audit team, so the client has the opportunity to object to the appointment of any member.

The customer shall:

- establish the necessary data to determine the extent of the certification (e.g. use our application forms see [www.forcecertification.com](http://www.forcecertification.com));
- supply our audit team with information which enables it to ascertain whether the customer’s management system has been documented in accordance with current requirements;
- give the audit team access to facilities, personnel and records in order that the audit team can verify that the customers management system has been established and maintained;
- co-operate with the audit team when handling non-conformities;
- before the stage 2 visit collect information from relevant authorities concerning agreements and outstanding conditions relevant for the certification;

- at the stage 2 visit present documents, which concern any agreements, authorizations, approvals, obligations, prohibitions, supervision reports and any outstanding conditions relevant for the certification;
- update and maintain management system documentation in accordance with the certification requirements. This documentation shall be document managed.
- special requirement to ISO 3834 certification: The customer shall keep record of all complaints made known to him relating to compliance with the certification requirements and make these records available to FORCE Certification A/S when requested. The customer shall document and implement appropriate corrective actions.

### **3. PREMATURELY TERMINATION OF AUDIT**

If FORCE Certification A/S's Lead Auditor or Certification Manager finds that the presented information not are sufficient to continue the process, the audit can be prematurely terminated. The client has to cover FORCE Certification A/Ss costs (manpower and travel) up to the written termination.

### **4. SURVEILLANCE VISITS**

In order to maintain the certification FORCE Certification A/S shall make regular surveillance visits at least once annually. The frequency will appear from the certification agreement.

FORCE Certification A/S gives the customer notice at least 2 weeks before a surveillance visit. The visit is carried out according to plan prepared by FORCE Certification A/S and includes selected parts of the overall requirements.

If FORCE Certification A/S notices conditions that require a further surveillance visit, such a visit may be held at short notice.

### **5. RECERTIFICATION**

FORCE certification A/S contacts the customer before the expiry date of the certificate so the recertification visit can be planned at least 3 months before the expiry date.

### **6. NON-CONFORMITIES, REMARKS AND PROBLEM AREAS**

Documentation for the customer's handling of given non-conformities/remarks/problem areas shall be forwarded to FORCE Certification A/S within an established time frame.

Corrections and corrective actions shall be carried out and verified within 90 days after non-conformities/ remarks/problem areas have been informed by FORCE Certification A/S.

In case the verification cannot take place within 90 days FORCE Certification A/S has the right to carry out a new evaluation, which can include a visit at the customer's premises.

### **7. MODIFICATION OF THE CUSTOMER'S MANAGEMENT SYSTEM**

If during the period of validity of the certificate the customer wishes to carry out essential management system changes, FORCE Certification A/S must immediately receive information and plans for this.

Essential changes include modifications concerning:

- legal, commercial, organizational status or ownership;
- organization and management, such as modification of managing, decision-making or technical key personnel;
- extent of staff;
- contact addresses and relevant addresses including physical facility areas;
- scope for tasks under the certified management system;
- production processes;
- product types and areas;
- management system.

The lead auditor evaluates whether the modifications and changes have any relevance for the validity of the certificate and whether an extraordinary surveillance visit at the customer should be carried out.

### **8. AUDIT VISITS WITH SHORT NOTICE OR WITHOUT NOTICE**

FORCE Certification A/S can carry out audit visits at short notice in connection with:

- following up of corrections and corrective actions;
- following up of suspended certifications, if any;
- examination of complaints, if any;

- modifications of the scope of the certificate.

FORCE Certification A/S makes unannounced audit visits when requirements are made in orders, directives/regulations or other requirements concerning the area.

#### **9. CHANGES OF THE CERTIFICATION'S SCOPE**

In case of an application for extension of the scope for an already assigned certification FORCE Certification A/S will go through the application and decide whether an audit visit is required.

If the customer continuously or seriously does not meet the certification requirements to the relevant parts of the scope FORCE Certification A/S will limit the scope to omit the parts that do not meet the requirements.

A certification agreement including the Multiple Site principle cannot be reduced by omitting one or more areas. A new agreement must be made.

#### **10. CERTIFICATE SUSPENSION AND WITHDRAWAL**

FORCE Certification A/S has the right to suspend a certificate at any time during its period of validity:

- If the certified customer voluntarily and in writing has asked for suspension.
- If FORCE Certification A/S is not able to verify corrections / corrective actions within an agreed time limit.
- If the customer's certified management continuously or seriously does not meet the certification requirements.
- If the certified customer does not permit that surveillance or recertification audits are carried out with the required intervals.
- If the customer in any way misuses the certificate or the certification mark.
- If the certified customer does not keep the financial conditions of the certification contract.
- If the certified customer in any way brings discredit on FORCE Certification A/S.

During the period of suspension – normally 90 days - the customer's management system certification is temporarily invalid.

At any time FORCE Certification A/S has the right to withdraw the certificate during the time of validity in the event of non-compliance of the system or if the certified customer omits to correct the conditions that lead to suspension within the time limit decided by FORCE Certification A/S.

Immediately after the information about withdrawal the customer's management system certification is invalid and the customer must at once return the certificate to FORCE Certification A/S.

#### **11. CHANGE IN STANDARDS, RULES OF ACCREDITATIONS AND GUIDELINES**

If the requirements to achieve and maintain a certification according to the international and national standards, accreditation requirements and guidelines are changed within the period of validity of the contract the customer shall implement these requirements in his management system before their date of commencement. The certification contract shall be changed accordingly.

#### **12. RULES FOR COMMUNICATION OF THE CERTIFICATION**

At every reference of the customer's certification, the customer must make sure that

- the requirements of FORCE Certification A/S are met when the customer refers to his certification status in the media such as the Internet, brochures or advertisements or in other documents;
- there is made no misleading declaration about the certification;
- no use in a misleading manner of a certification document or part thereof is allowed;
- all advertising literature is corrected when the scope of the certification has been reduced;
- it cannot be permitted that reference to the system certification is used in such a way as to give the impression that FORCE Certification A/S has certified a product (incl. services) or a process;
- the impression will not be given that the certification is valid for activities beyond the scope of the certification;
- the certification will not be used in such a way that could bring discredit on FORCE Certification A/S and/or the certification system and reduce the trust of the public;
- all documentation or communication, which refers to the certification is to be stopped immediately if the certification is suspended, withdrawn or the scope is reduced.

### 13. RULES FOR USE OF CERTIFICATION MARK

After successfully having been FORCE Certification A/S will forward the certificate together with the applicable certification mark. The certified company may use the FORCE Certification A/S certification mark when supplying information regarding the specific certification. It is recommended, that FORCE Certification A/S accepts the layout and design for which the certification mark is sought before any use on home pages, brochures, letterheads etc.

*As a condition for employment of the certification mark the company commits itself to comply with the following requirements:*

- to monitor, that the application of the mark does not conflict with the terms of use below;
- to implement corrective actions for any non-compliance observed by FORCE Certification A/S, and to implement these within the specified timeframe;
- to record all complaints presented to the company regarding the use of the mark and to make these available to FORCE Certification A/S;
- that the company shall not allow other companies, subsidiaries or customers to use the brand

*The company commits itself to comply with the following terms of use of the certification mark:*

- all use of the mark must be terminated immediately upon expiration of the surveillance/certification contract;
- all use of the mark and all documentation, promotion and references that mentions the certificate shall be terminated immediately if the certification is suspended or withdrawn, if the scope of certification is reduced, or if the requirements for use of the mark are changed;
- the mark may solely be used in a manner, that clearly links the mark to the certification of the management system scheme;
- the mark for a certified management system may be used on product packaging or on accompanying information to a product. This shall not indicate, that the product is certified. To use the certification mark on product packaging or accompanying information the mark must hold the logo of the company. When use of the certification mark on products the company should forward their logo to FORCE Certification A/S for incorporation in the certification mark;
- the mark may not be used in connection with the company's laboratory testing, calibration certificates / reports, inspection reports;
- the mark shall not discredit the achieved certification;
- the mark must be reproduced in its entirety at least 15 mm high and no larger than the company's own logo.

For companies certified according to FSSC additional requirements for use of the FSSC certification mark are given in the specific rules for FSSC.

Abovementioned obligations cannot be terminated by the company if the company uses the mark. FORCE Certification A/S may terminate the agreement, and withdraw all permission for using the mark, immediately, if the terms of use are not met.

DANAK's accreditation mark shall not be used on any certified products, any documents, or any kind of material (including electronic and digital use) created by the customer.

After issuing a certificate in conformity with a module D, D1, E, E1, H or H1 according to European Directives or Regulations, the customer may use the FORCE Certification A/S identification number 0200 on the types of products included in the certificate. Rules for marking of products are described in the relevant Directives or Regulations.

### 14. CONFIDENTIALITY

FORCE Certification A/S treats all information gained by its representatives, including any sub-suppliers during the certification process or in any other manner as strictly confidential – unless otherwise required by law - and will not pass on such information to unauthorized persons without the written consent of the company in question.

FORCE Certification A/S has taken measures to ensure that confidential information is not accessible to unauthorized persons. Irrespective of the above the customer must accept that FORCE Certification A/S is under an obligation, upon request, to supply DANAK or other accreditation authorities<sup>1</sup> with all necessary information for their surveillance with our accreditation.

FORCE Certification A/S is under obligation to receive surveillance visits by accreditation authorities<sup>1</sup>, and the company must accept that such a surveillance visit can include the certified activities at the customer's company.

*1. Including scheme owners*

*Provisions related to GDPR*

FORCE Certification A/S does not require general access to company registrations including registered personal data, and access to sensitive personal data must be cut off. FORCE Certification A/S will not select or extract personal data from the company's registrations.

FORCE Certification A/S must have the opportunity to judge a representative number of employees in order to assess the competence of the staff within the applied certification scheme. This review will mainly take place when visiting the company's premises. If, in case of applications or documentation of corrective actions, the company sends evidence of employee competence to FORCE Certification A/S, this documentation shall not contain any personally sensitive information including CPR numbers, special categories of personal data, union membership or health information. FORCE Certification A/S deletes documents containing personal data after the assessment.

**15. APPEALS AND COMPLAINTS**

An appeal against a decision made by FORCE Certification A/S shall be addressed in writing and be received by FORCE Certification A/S no later than 4 weeks after the customer has received the decision.

A complaint against FORCE Certification A/S's activities in connection with the certification shall be addressed in writing and be received by FORCE Certification A/S no later than 4 weeks after the date of certification.

A complaint against FORCE Certification A/S as a Notified Body can always be submitted directly to the appointing authority.

Information on contact and procedure for appeals and complaints appears from [www.forcecertification.com](http://www.forcecertification.com)

**16. PUBLICATION**

FORCE Certification A/S undertakes to publish an up-to-date list with the following information about the registered certificate holders:

- full identification (name, address(es));
- basis for the certification;
- special limitations with respect to products, technologies, etc.;
- validity of the certificate, including the original date of issue, renewals and date of expiry;
- status concerning suspension and withdrawal.

**17. CANCELLATION**

The agreement may be cancelled by both parties at 90 days written notice.

The validity of the certification can be supported during the period of cancellation provided the certification is maintained unchanged during the period.

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- Changes from 34<sup>th</sup> ed.:*
- Chapter 2: new paragraph regarding database of complains for ISO 3834
- Changes from 35<sup>th</sup> ed.:*
- Change and addresses
- Changes from 36<sup>th</sup> ed.:*
- Change in web-address in DK version
- Changes from 37<sup>th</sup> ed.:*
- Updated according to new EN ISO 17021:2015 in par. 7 and 14
- Changes from 38<sup>th</sup> ed.:*
- The conditions for use of certification mark are implemented in par. 13.
  - Minor editorial changes
- Changes from 39<sup>th</sup> ed.:*
- Provisions implemented in par. 14 regarding GDPR
- Changes from 40<sup>th</sup> ed.:*
- Scheme owners added in par. 14.
- Changes from 41<sup>st</sup> ed.:*
- Scheme owners added as footnote in par. 14.