CERTIFICATION REGULATIONS

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APPROVED
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AMENDMENTS TO THE REGULATIONS

Item No.	Date of amendment	Amended document clauses

1 INTRODUCTION

These Certification Regulations define the process of management systems certification carried out by the management systems certification body Sistemų registras, UAB (hereinafter the certification body).

The Certification Regulations have been prepared in accordance with the requirements of the standard LST EN ISO/IEC 17021-1:2015 and documents of EA (European Co-operation for Accreditation) and IAF (International Accreditation Forum) regulating the activities of management systems certification.

The certification body performs management systems certification in accordance with the requirements of international standards – ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO/IEC 27001 and others – in accredited and non-accredited scopes. Information on the accreditation of Sistemų registras, UAB is publicly available on the website of the National Accreditation Bureau. http://nab.lrv.lt/.

The certification body does not provide consultancy services for the management systems it certifies.

In performing management systems certification activities, the certification body follows the requirements of the standard LST EN ISO/IEC 17021-1:2015 and the requirements of the certification body's management system, which have been prepared based on the aforementioned standard.

2 REFERENCES

LST EN ISO/IEC 17021-1:2015 Conformity assessment. Requirements for bodies providing audit and certification of management systems. Part 1. (Requirements (identical to ISO/IEC 17021-1:2015).

LST EN ISO/IEC 17000:2020 Conformity Assessment. Explanatory Glossary and General Principles (identical to ISO/IEC 17000:2020).

LST EN ISO 9000:2015 / P:2016 Quality management systems. Fundamentals and explanatory glossary (identical to ISO 9000:2015).

LST EN ISO 9001:2015 Quality management systems. Requirements (identical to ISO 9001:2015).

EN ISO 9001:2015/prA1 Quality Management Systems. Requirements. Amendment 1. Changes Related to Climate Change (ISO 9001:2015/Amd 1:2024).

LST EN ISO 14001:2015 Environmental Management Systems. Requirements and Guidelines for Use (identical to ISO 14001:2015).

EN ISO 14001:2015/prA1 Environmental Management Systems. Requirements and Guidelines for Use. Amendment 1. Changes Related to Climate Change (ISO 14001:2015/Amd 1:2024).

LST EN ISO 45001:2023 Occupational Health and Safety Management Systems. Requirements and application instructions (identical to ISO 45001:2018).

EN ISO 45001:2023/prA1 Occupational health and safety management systems. Requirements and instructions for application. Amendment 1. Changes related to climate change (ISO 45001:2018/Amd 1:2024).

LST EN ISO 19011:2018 Guidelines for auditing management systems (identical to ISO 19011:2018).

LST EN ISO/IEC 17021-2:2019 Conformity assessment. Requirements for bodies providing audit and certification of management systems. Part 2. Competence requirements for conducting and certifying environmental management system audits (identical to ISO/IEC 17021-2:2016).

LST EN ISO/IEC 17021-3:2019 Conformity assessment. Requirements for bodies providing audit and certification of management systems. Part 3. Competence requirements for conducting and certifying quality management system audits (identical to ISO/IEC 17021-3:2017).

ISO/IEC TS 17021-10:2018 Conformity Assessment. Requirements for bodies providing audit and certification of management systems. Part 3. Competence requirements for conducting and certifying occupational health and safety management system audits

LST EN ISO/IEC 17030:2021 Conformity Assessment. General Requirements for Third-Party Marks of Conformity (identical to ISO/IEC 17030:2021).

EA – 7/04 M:2017 Assessment of Legal Compliance when Certifying ISO 14001:2015 Systems in an Accredited Scope

IAF MD 1:2023 IAF Mandatory Document for the Audit and Certification of a Management System Operated by a Multi-Site Organisation

IAF MD 2:2023 IAF Mandatory Document on the Transfer of Accredited Certification of Management Systems

IAF MD 4:2023 IAF mandatory Document for the use of Information and Communication Technologies (ICT) for Conformity Assessment Processes

IAF MD 5:2023 IAF mandatory document on the Determination of Audit Time of Quality, Environmental, and Occupational Health & Safety Management Systems

IAF MD 11:2023 IAF mandatory document on the application of ISO/IEC 17021-1 when conducting integrated management systems audits.

IAF MD 22:2023 Application of ISO/IEC 17021-1 Standard for the Certification of Occupational Health and Safety Management Systems.

IAF MD 28:2023 IAF Mandatory Document for the Upload and Maintenance of Data on IAF Database.

3 DEFINITIONS, TERMS AND EXPLANATIONS

These Certification Regulations use the terms and definitions provided in the standards LST EN ISO/IEC 17000:2020, LST EN ISO/IEC 17021-1:2015 and LST EN ISO 9000:2015, as well as in the certification body’s management system procedure PR08 "Certification":

LST EN ISO/IEC 17000:2020

Conformity assessment – demonstration that a product, process, system, person or body meets specified requirements.

Certification – attestation of products, processes or personnel carried out by a third party.

Appeal – a request by the provider of the conformity assessment object to the conformity assessment body or accreditation body for reconsideration of a decision made by that body regarding that object.

Complaint – unlike an appeal, a submission of dissatisfaction by an individual or organisation regarding a conformity assessment body or accreditation body, with the expectation of a response.

LST EN ISO 9000:2015:

Audit objectives – actions defining what is to be achieved during the audit.

Audit scope – the extent and boundaries of the audit. The audit scope typically includes a description of physical locations, organisational units, activities and processes, and the time period covered.

LST EN ISO/IEC 17021-1:2015:

Customer – an organisation whose management system is being audited for certification.

Certified customer – an organisation whose management system has been certified.

Impartiality – presence of objectivity. Objectivity means that there is no conflict of interest or that it is resolved in a manner that does not influence the subsequent activities of the certification body.

Certification audit – an audit carried out by an audit organisation independent from the customer and the parties relying on the certification, with the aim of certifying a management system.

Note 1: Certification audit includes initial, surveillance, and recertification audits, and may also include a special audit.
Note 2: Joint audit – where two or more audit organisations conduct an audit of a single customer.
Note 3: Combined audit – where a customer is audited simultaneously against the requirements of two or more management system standards.
Note 4: Integrated audit – where a customer has incorporated the requirements of two or more management system standards into one management system and is audited against more than one standard.

Escort / accompanying person – a person appointed by the customer to assist the audit team.

Observer – a person who accompanies the audit team but does not perform auditing.

Technical area – an area characterised by common processes related to a specific type of management system and the intended outcomes.

Audit duration – the time needed to plan and conduct a comprehensive and effective audit of the customer organisation's management system.

Duration of the management system certification audit – part of the audit duration that covers audit activities from the opening meeting to the closing meeting.

Note 1: Audit activities typically include:
- Conducting the opening meeting;
- Document review during the audit;
- Communication during the audit;
- Assignment of responsibilities and duties of accompanying persons and observers;

- Gathering and verification of information;
- Identification of audit findings;
- Preparation of audit conclusions;
- Conducting the closing meeting.

Audit criteria – the set of policies, procedures or requirements used as a reference against which objective evidence is compared.

Nonconformity is a failure to comply with the requirement.

Major nonconformity – a nonconformity that affects the ability of the management system to achieve the

intended results.

Note 1: A nonconformity may be considered major in the following circumstances:

- ✓ If there is significant doubt that effective process control is implemented or that products or services will meet specified requirements.
- ✓ Several minor nonconformities related to the same requirement or issue may be evidence of systemic failure, therefore the nonconformity is considered major.

Minor nonconformity – a nonconformity that does not affect the ability of the management system to achieve the intended results.

PR08 "Certification":

Opportunity for improvement – the customer's management system meets the requirements of the standards, but in the auditor's opinion, the management system could be improved / enhanced.

3.1 Explanations

Transition period – the period defined by the International Accreditation Forum (IAF) for the implementation of the requirements of international standards upon the release of a new version of the relevant standard.

4 GENERAL PROVISIONS

The management system of the customer organisation seeking certification must comply with the requirements of the currently valid international standards against which it seeks certification.

When a new version of the standard under which the customer was certified is issued by the Lithuanian Standards Board, surveillance audits during the transition period (the transition period is determined by the International Accreditation Forum (IAF)) are conducted according to the requirements of the version under which the certificate was issued, except in cases where the customer implements the requirements of the new version of the standard.

The certification body informs customers about the changed standards and the transition period to them.

When the customer implements the requirements of the new version of the standard, a new certificate is issued indicating the new version of the standard. The validity date of the certificate does not change.

The customer is responsible for the compliance of the organisation's management system with the requirements of the standards for which certification is sought, and not the certification body.

The customer's management system, according to the selected standards, within the specified scope of the management system, may be certified only if the customer performs the activity stated in the scope of the management system and can provide supporting documents.

In cases where the activity carried out by the customer, in accordance with the applicable legislation of the Republic of Lithuania, requires certificates, licences, accreditation, etc., these documents must be valid throughout the provision of services and during the entire validity of the management system certificate (three (3) years from the date of its issuance), or their validity must be maintained, otherwise the activity will not be included in the certificate or the scope of the certificate will be reduced.

The customer organisation seeking certification of its management system signs a service agreement with the certification body and its annex for the provision of specific certification body services, which defines the obligations of both parties.

The certification body, prior to initiating the certification process, requires customers with whom a certification service agreement has been signed to submit management system documents, internal audit, management review, and other necessary records.

A customer whose management system has been certified by the accredited body Sistemų registras, UAB during the three-year certification cycle has the right to choose another accredited management system certification body and to request in writing that all necessary information related to the certification be transferred to the customer's selected accredited certification body. The transfer of accredited certification to another accredited certification body is carried out according to the procedure established by Sistemų registras, UAB.

5 PREPARATION FOR MANAGEMENT SYSTEM CERTIFICATION

Preparation for management system certification includes:

- Submission of an application for management system certification.
- Review of the application for management system certification.
- Preparation of a commercial offer for management system certification.
- Signing of a service agreement.
- Determination of the audit duration.
- Formation of the audit team.
- Preparation of the audit plan.

5.1 Submission of an application for management system certification

5.1.1 Each company wishing to have its management system certified according to the requirements of selected standards must submit the completed document "Application for Management System Certification. " (F-08-01). The "Application for Management System Certification" form is available on the certification body's website at the following address. www.sertifikuoti.lt.

5.1.2 The certification body provides consultation on how to complete the application.

5.1.3 The company seeking certification may submit the application to the certification body in electronic or paper format.

5.2 Review of the application for management system certification

5.2.1 The certification body examines the completed application.

5.2.2 The certification body may request additional information about the company seeking certification or clarification of the information provided in the application.

5.2.3 Applications are reviewed in the order in which they are received.

5.2.4 The application is reviewed within no more than five business days.

5.2.5 Based on the data provided in the application, a commercial offer for the provision of services is prepared.

5.2.6 If the certification body decides not to initiate the certification process, the company seeking certification is informed, and the reasons for such a decision are provided.

5.3 Preparation of the commercial offer for management system certification and signing of the agreement

5.3.1 After evaluating the "Application for Management System Certification" (F-08-01) and deciding that, based on the customer's submitted data and the capabilities of the certification body, the certification process can be properly conducted, the certification body provides the company seeking certification with a "Commercial Offer for Management System Certification" (F-08-14).

5.3.2 If the customer agrees with the "Commercial Offer for Management System Certification" (F-08-14), the customer is provided with draft versions of the service agreement and its annexes.

5.3.3 The draft service agreement and its annexes may be negotiated until solutions acceptable to both parties are reached, except in cases where amendments to the certification service agreement threaten to result in non-compliance with the requirements of the standard LST EN ISO/IEC 17021-1:2015 and the requirements of the certification body's management system.

5.3.4 In cases where a non-standard agreement is signed for certification services, the certification body reserves the right to require the signing of an additional agreement prepared by the certification body, which outlines the obligations of both parties concerning actions about which the standard LST EN ISO/IEC 17021-1:2015 and the certification body's management system documents require notification and agreement. In cases where the customer refuses to sign the additional documents provided by the certification body, the certification body reserves the right not to issue a certificate bearing the accreditation mark, even if the audit is conducted within the accredited scope of the certification body.

5.3.5 In providing the services specified in the annexes to the service agreement, the certification body relies on the information submitted in the "Application for Management System Certification" (F-08-01), additional public information about the customer's organisation, and additional information provided by the customer.

5.4 Determination of audit duration

5.4.1 The duration of the management system audit, according to the standards selected by the customer, is determined in accordance with the certification body's approved work instruction DI01 "Determination of Audit Duration", prepared on the basis of the requirements of the following documents:

5.4.1.1 LST EN ISO/IEC 17021-1:2015 Conformity assessment. Requirements for bodies conducting audit and certification of management systems (identical to ISO/IEC 17021-1:2015).

5.4.1.2 IAF MD 5:2023 IAF mandatory document on audit duration for quality, environmental and occupational health and safety management systems

5.4.1.3 IAF MD 11:2023 IAF mandatory document on the application of ISO/IEC 17021-1 when conducting integrated management systems audits.

5.4.1.4 IAF MD 22:2023 Application of ISO/IEC 17021-1 for the Certification of Occupational Health and Safety Management Systems

5.4.2 In calculating the audit time, the certification body relies on the information submitted in the "Application for Management System Certification" (F-08-01), additional public information about the customer's organisation, and additional information provided by the customer.

5.5 Formation and coordination of the audit team

5.5.1 To carry out the certification process, the certification body forms the audit team and appoints the audit team manager.

5.5.2 The audit team consists of:

5.5.2.1 audit team manager.

5.5.2.2 auditors.

5.5.2.3 technical experts (if necessary).

5.5.2.4 trainee auditors (if any).

5.5.2.5 other observers, e.g. representatives of the National Accreditation Bureau or others (if any).

5.5.3 The Audit Plan is sent to the customer by e-mail, as described in section 5.6, in which customers are informed about the candidates for the audit team.

5.5.4 The customer may request more detailed information about the candidates for the audit team. The certification body undertakes to provide the customer with additional information about the audit team candidates, except for information that is confidential and contradicts personal data protection or may violate individuals' privacy.

5.5.5 The customer may approve the candidates for the audit team (in writing or verbally) or provide a reasoned written explanation of refusal. If the customer submits a reasoned refusal regarding one or more audit team members, the certification body proposes alternative candidates for the audit team.

5.5.6 If the customer does not confirm approval of the candidates for the audit team within two business days but also does not express disagreement, it is considered that the customer agrees to the audit team candidates.

5.6 Preparation of the audit plan

5.6.1 Before each audit and its individual stages, the certification body sends the "Audit Plan" to the customer by e-mail, after coordinating it with the customer by telephone. (F-08-06.1 or F-08-06.2).

NOTE: The "Audit Plan" (F-08-06.1) is used for planning the first stage of the initial certification audit and the first stage of the recertification audit if the certification body, for objective reasons, decides that the first stage must be conducted during recertification.

5.6.2 The "Audit Plan" (F-08-06.1 or F-08-06.2) specifies the audit date, time, addresses, applicable standards, audit type, audit objective, criteria, audit activities (scope of certification), audit team and other information.

5.6.3 The certification activities in the "Audit Plan" (F-08-06.1 or F-08-06.2) are indicated with reference to the stage of the certification audit, the size of the customer's organisation, operational sites, fields of activity, and the "Audit Programme" prepared by the certification body (F-08-03).

5.6.4 The "Audit Plan" (F-08-06.1 or F-08-06.2) is submitted by the certification body to the customer no later than 2 business days before the agreed audit date.

5.6.5 The "Audit Plan" (F-08-06.1 or F-08-06.2) may be amended at the customer's request in the event of unforeseen circumstances leading the company to shorten, operate on a non-standard schedule or suspend its activities, e.g. weather conditions affecting employee health and safety or the quality of technological processes, and other unforeseen circumstances.

5.7 General information about the audit

5.7.1 The management system audit, according to the standards chosen by the customer seeking certification, is conducted by analysing the customer's management system documents (this may be performed off-site) and assessing the customer's management system on the company's premises and at temporary operational sites (e.g. construction sites), if any.

5.7.2 Each audit and its individual stages begin with an opening meeting between the audit team members and the customer organisation's management and other responsible persons, during which the audit team manager introduces the audit team members in more detail, discusses any changes to the audit plan, and allocates audit activities.

5.7.3 Each audit and its individual stages conclude with a closing meeting, during which the audit team manager presents the audit findings to the representatives of the customer organisation.

5.7.4 During the audit, information related to the audit objectives, scope and criteria (including information regarding the interrelation of functions, activities and processes) is gathered by sampling and verified to become audit evidence. As the audit is conducted using sampling, it inherently contains an element of uncertainty.

5.7.5 Audit findings are collected by:

5.7.5.1 Analysing documents and records.

5.7.5.2 Observing activities.

5.7.5.3 Interviewing management and employees.

5.7.6 The certification body ensures that the members of the audit team and the persons making certification decisions are impartial towards the customer being certified and that the certification decision is made based on objective audit findings.

5.7.7 During an audit carried out on the customer's premises or temporary operational sites, each auditor must be accompanied by a guide.

5.7.8 The audit may be observed by representatives of the National Accreditation Bureau, representatives of the customer organisation, trainee auditors from the certification body, management systems consultants or other individuals. Observers may not interfere with the audit process or influence the audit findings.

5.7.9 All information obtained during the audit will be treated as confidential, except for information that the customer has publicly disclosed.

5.7.10 The management system certification audit is not an audit of the company's compliance with applicable legal requirements.

6 INITIAL MANAGEMENT SYSTEM CERTIFICATION

The initial management system certification process, according to the standards chosen by the customer, consists of the following main stages:

- Initial certification audit, which comprises:
  - ✓ Stage 1 of the initial certification audit.
  - ✓ Stage 2 of the initial certification audit.
- Analysis of audit findings and decision-making regarding certification.
- Issuance of the certificate.

6.1 Stage 1 of the initial certification audit

6.1.1 Stage 1 of the initial certification audit is carried out in accordance with the "Audit Plan" agreed with the customer (F-08-06.1).

6.1.2 Stage 1 of the initial certification audit is conducted by assessing the customer's management system documents (this may be performed off-site) and assessing the customer's management system on the company's premises.

6.1.3 The audit team manager documents the findings of Stage 1 of the initial certification audit in the "Audit Report" (F-08-10.1).

6.1.4 The "Audit Report" (F-08-10.1) indicates areas of concern that may be treated as nonconformities during the second stage of the certification audit.

6.1.5 The "Audit Report" (F-08-10.1) is submitted to the customer no later than 14 business days after the first stage of the certification audit, but not later than 2 business days prior to the scheduled second stage of the certification audit.

6.1.6 The "Audit Report" (F-08-10.1) is the property of the certification body.

6.1.7 The period between the first and second stages of the initial certification audit may not exceed 6 months.

6.2 Second stage of the initial certification audit

6.2.1 The second stage of the initial certification audit is conducted in accordance with the "Audit Plan" (F-08-06.2) agreed with the customer (F-08-06.2).

6.2.2 The second stage of the initial certification audit is conducted at the customer's premises and temporary operational sites (e.g. construction sites), if any.

6.2.3 Upon completion of the second stage of the initial certification audit, the certification body documents the audit findings in the "Nonconformity Records" (F-08-15) and the "Audit Report". (F-08-10.2).

6.2.4 In cases where nonconformities are identified by the certification body during the second stage of the initial certification audit (definitions of nonconformity are provided in Section 3 "Terms, Definitions and Abbreviations" of these "Certification Regulations"), the audit team manager documents the identified nonconformities in the "Nonconformity Records". (F-08-15).

6.2.5 The "Nonconformity Records" (F-08-15) are completed during the final meeting of the audit team on the last day of the audit.

6.2.6 If the audit lasts more than one day, the audit findings of the intermediate days are presented to the customer orally. At the customer's request or for other reasons, the audit findings of the intermediate days may be documented as provided for in clause 6.2.4.

6.2.7 The audit team manager presents the identified nonconformities at the closing meeting with the audit team and responsible persons of the company.

6.2.8 The responsible persons of the customer organisation must indicate in the "Nonconformity Record" (F-08-15) the cause of the nonconformity, the intended correction and corrective actions, and the deadline for implementing the correction and corrective actions.

6.2.9 The audit team manager evaluates the cause of the nonconformity, and the appropriateness of the planned correction and corrective actions intended to eliminate the cause of the nonconformity.

6.2.10 The decision on the appropriateness of the actions is documented by the audit team manager in the "Nonconformity Record". (F-08-15).

6.2.11 The originals of the "Nonconformity Records" (F-08-15) remain with the certification body, and copies are provided to the customer.

6.2.12 In exceptional cases, where the customer is unable to indicate the causes of the nonconformity, the customer must send the "Nonconformity Records" (F-08-15) to the certification body within 5 business days after the last day of the audit, specifying the cause of the nonconformity and the planned correction and corrective actions, the appropriateness of which is evaluated and documented in accordance with the procedure set out in clauses 6.2.9 and 6.2.10. The customer is informed about the appropriateness of the stated causes and correction and corrective actions within 14 business days from the submission of the completed "Nonconformity Records" (F-08-15) to the certification body.

6.2.13 In cases where audit findings are classified as a "minor nonconformity", the customer must implement the planned corrective actions before the management system surveillance audit or a follow-up audit, if the nonconformity is identified during the second surveillance audit.

6.2.14 The effectiveness of the correction and corrective actions to eliminate the cause of the "minor nonconformity" is evaluated by the certification body during the management system surveillance audit.

6.2.15 The audit team manager documents the effectiveness of the implementation of the correction and corrective actions to eliminate the cause of the identified "minor nonconformity" in the "Nonconformity Record" (F-08-15), which contains the content of the nonconformity.

6.2.16 In cases where audit findings are classified as a "major nonconformity", the customer must implement the planned correction and corrective actions within no more than 3 months from the last day of the audit and submit evidence thereof to the certification body. For justified reasons, this period may be extended by up to 2 months. If the customer submits evidence of the implementation of corrective actions for the identified "major nonconformities" later than 5 months after the last day of the audit, the certification body, prior to making a certification decision, shall carry out an unplanned audit, the scope of which corresponds to the scope of the audit during which the nonconformities were identified, and the customer shall cover the related costs.

6.2.17 Based on the audit findings, the audit team manager shall decide and inform the representatives of the customer organisation at the final meeting of the second stage of the initial certification audit whether it is sufficient to submit evidence of correction and corrective actions to eliminate the nonconformity or whether an additional full audit or limited audit is required for the purpose of evaluating the effectiveness of the correction and corrective actions to eliminate the nonconformities.

6.2.18 The audit team manager must document the effectiveness of the implementation of the correction and corrective actions intended to eliminate the cause of the identified nonconformity in the "Nonconformity Record" (F-08-15), which contains the content of the nonconformity.

6.2.19 Detailed evidence of the customer’s management system conformity with the requirements of the standard for which the customer is being certified and with other audit criteria is provided in the "Audit Report" (F-08-10.2).

6.2.20 The "Audit Report" (F-08-10.2) is submitted to the customer no later than 14 business days, calculated as follows:

6.2.20.1 In cases where the audit findings are classified as a "minor nonconformity" – 14 business days are counted from the confirmation of the appropriateness of the correction and corrective actions (the appropriateness is confirmed by the certification body);

6.2.20.2 In cases where the audit findings are classified as a "major nonconformity" – 14 business days are counted from the date of submission of evidence of nonconformity elimination to the certification body or from the date of the additional full audit or limited audit, depending on the decision of the audit team manager (see clause 6.2.17 of the present "Certification Regulations").

6.2.21 The "Audit Report" (F-08-10.2) contains evidence of the customer organisation's conformity with the specified audit criteria, as well as opportunities for improvement of the customer organisation's management system and nonconformities.

6.2.22 The customer organisation must consider the opportunities for management system improvement provided by the certification body and, if appropriate, implement them before the next audit by the certification body.

6.2.23 The "Audit Report" (F-08-10.2) is the property of the certification body.

6.3 Analysis of audit findings and decision-making on certification

6.3.1 The audit team manager, based on the audit findings, informs the responsible persons of the customer's organisation during the final meeting about the certification recommendation that will be submitted to the certification body so that it may take a decision on the certification of the customer organisation in accordance with the standards selected by the customer.

6.3.2 The certification body shall make a certification decision no later than 14 business days after the submission of the documents by the audit team manager regarding the conformity of the customer organisation's management system to the specified audit criteria (the documents and records to be submitted for evaluation are specified in the document "Certification Decision" (F-08-11)).

6.3.3 The certification decision is formalised in the document "Certification Decision". (F-08-11). This document is the property of the certification body.

6.3.4 The certification decision is drawn up by a competent employee of the certification body who did not participate in the audit and is authorised by the certification body.

6.3.5 In cases where a "major nonconformity" is identified during the initial certification audit, the audit team manager does not submit the audit findings to the certification body for a certification decision until the customer provides evidence of the elimination of the "major nonconformity" and its cause.

6.3.6 If the customer fails to provide the certification body with evidence of the elimination of the "major nonconformity" and its cause within the prescribed time limit, and does not request an extension of the deadline for justified elimination of the "major nonconformity" and its causes, or does not eliminate the "major nonconformity" within the extended period, the audit team manager submits a recommendation to the certification body not to issue the certificate.

6.3.7 If the certification body decides not to issue the certificate, the certification process is not continued, and the customer must pay for the work performed.

6.4 Issuance and validity of the certificate

6.4.1 The certification body, having made the decision to issue the certificate, issues a certificate of the prescribed form to the customer organisation on the date of the certification decision.

6.4.2 For the certification scope(s) for which the National Accreditation Bureau has granted accreditation to the certification body, a certificate of the prescribed form is issued with the mark of the National Accreditation Bureau, except where the customer whose management system is being certified does not agree to the audit being observed by representatives of the National Accreditation Bureau, or in the case referred to in clause 5.3.4 of these "Certification Regulations".

6.4.3 For the certification scope(s) for which the certification body has not been granted accreditation, a certificate of the prescribed form is issued without the mark of the National Accreditation Bureau.

6.4.4 In cases where the certification simultaneously covers scopes for which the certification body has accreditation from the National Accreditation Bureau and scopes for which it does not, two separate certificates are issued, one with the accreditation mark and one without it. Upon the customer's request, a single certificate may be issued indicating the certification scopes for which the certification body has accreditation from the National Accreditation Bureau and those for which it does not; in such cases, the certificate is issued without the National Accreditation Bureau accreditation mark.

6.4.5 The certified organisation is entered in the certification body's "Register of Certified Customers". (F-08-16).

6.4.6 The certification body does not publicly disclose information about its certified customers. Information about customers certified by the certification body is provided to interested parties in cases where the interested party contacts the certification body and inquires about the certification status of a specific organisation. In cases where interested parties inquire anonymously about the certification status of a specific organisation, the certification body does not provide information.

6.4.7 The certificate is valid for 3 years from the date of its issuance, except in the following cases:

- ✓ cases where the certificate is suspended, suspension is lifted, the certificate is withdrawn, or the certification scope is expanded or reduced, as provided for in Chapter 9 of these "Certification Regulations" – "Reduction or Expansion of Management System Certification Scope, Suspension or Withdrawal of Certificate";
- ✓ cases where the ISO (International Organisation for Standardisation) issues a new version of a standard and IAF (International Accreditation Forum) and ISO determine the deadline for transition to the new standards.
- ✓ cases where the certificate is issued following a repeat certification audit upon a positive certification decision and a new certificate is issued earlier than the expiry of the existing certificate.
- ✓ cases where accredited management system certification is transferred from another accredited management system certification body.

7 SUPERVISION OF CERTIFIED MANAGEMENT SYSTEMS

7.1 General provisions and organisation of supervision of certified management systems

7.1.1 The certified customer organisation's management system is audited according to the "Audit Programme" (F-08-03) prepared by the certification body, following the principle that the entire activity of the certified customer, with regard to the scope of the management system, is to be verified at its operational sites (based on the conducted DI02 site selection).

7.1.2 The surveillance audit is conducted at least once per calendar year (within the three-year period, at least two scheduled surveillance audits of the certified customer’s management system are carried out). The first surveillance audit is conducted no later than 12 months from the date of certificate issuance.

The frequency of surveillance audits may be adjusted taking into account the seasonality of the customer’s activities, operations at temporary locations, or provision of time-limited services by the customer. Scheduled surveillance audits may also be conducted more frequently, depending on the size of the customer organisation, the scope of certification, customer preferences, or other reasons.

7.1.3 Prior to the surveillance audit, the certification body informs the customer of the proposed audit team candidates. Information on the audit team candidates is provided to the customer and further coordination of the audit team candidates is carried out in accordance with the procedure set out in Section 5.5 "Formation and coordination of the audit team" of these "Certification Regulations".

7.1.4 Surveillance audits are carried out at the customer’s site and/or at temporary operating locations, in accordance with an "Audit Plan" agreed in advance with the customer. (F-08-06.2).

7.1.5 Before conducting the surveillance audit, the certification body may request management system documents and required records if the certified customer's management system or the certification scope has changed, or for other reasons. The certification body may also request other documents or data related to the supervision of the customer’s management system.

7.1.6 Surveillance audit findings are analysed and documented in the same manner as second-stage findings of the initial certification audit, following the procedure set out in Section 6.2 "Second stage of the initial certification audit" of these "Certification Regulations".

7.1.7 The validity of the certificate is extended by the certification body based on a positive recommendation by the audit team manager without further independent evaluative analysis.

7.1.8 In cases where the audit team manager recommends suspending the validity of the certificate, withdrawing the certificate, reducing the certification scope or expanding the certification scope, the decision to suspend the certificate, withdraw the certificate, reduce or expand the certification scope, is made by a competent authorised employee of the certification body who did not participate in the audit, following the procedure set out in points 6.3.1, 6.3.2, 6.3.3, 6.3.4 and 6.3.7 of Section 6.3 "Analysis of audit findings and decision-making on certification" of these "Certification Regulations".

8 RECERTIFICATION

8.1 General provisions and organisation of recertification of management systems

8.1.1 An organisation whose management system was certified by Sistemų registras, UAB and which wishes its management system to be recertified, completes the "Application for Management System Certification". (F-08-01) (the "Application for Management System Certification" form is published on the certification body's website at the address www.sertifikuoti.lt) and submits it to the certification body for evaluation preferably no later than one month before the expiry date of the certificate.

8.1.2 The evaluative analysis of the application is carried out following the procedure set out in Section 5.2 "Evaluative analysis of application for management system certification" of these "Certification Regulations".

8.1.3 The certified customer is informed about the upcoming expiry of the certificate and the planned recertification 3 months before the certificate expires.

8.1.4 The recertification audit is conducted at the customer's premises and temporary operating locations in accordance with an "Audit Plan" (F-08-06.2) agreed with the customer, after prior agreement of auditor candidates as specified in Section 5.5 "Establishment and coordination of the audit team" of these "Certification Regulations".

8.1.5 Unlike the initial certification audit, the recertification audit is carried out in one stage unless the certification body decides otherwise for objective reasons.

8.1.6 The findings of the recertification audit are documented as the findings of the second stage of the initial certification audit, following the procedure set out in Section 6.2 "Second stage of the initial certification audit" of these "Certification Regulations".

8.1.7 In cases where the recertification audit is successfully completed before the expiry of the currently valid certificate, a new certificate is issued with the expiry date of the existing certificate. For example, if the first certificate was issued on 12 May 2022, valid until 11 May 2025, and the recertification audit is completed before the first certificate expires, a decision on certification is made, and the certificate can be issued on 25 April 2025, and the expiry date of the certificate shall be 11-05-2028.

A new certificate is issued on the day of the certification decision or on the date specified in the certification decision, but not earlier than the decision on certification is made.

8.1.8 The certification decision is made following the procedure set out in Section 6.3 "Analysis of audit findings and decision on certification" of these "Certification Regulations".

8.1.9 For a customer whose management system certification has expired, and the certification body has not initiated recertification activities before the certificate's expiry, the management system certification is organised, and the certification decision is made in the same way as during the initial certification audit, following the requirements of Section 6 "Initial management system certification" of these "Certification Regulations".

9 REDUCTION OR EXPANSION OF THE MANAGEMENT SYSTEM CERTIFICATION SCOPE, SUSPENSION OF CERTIFICATE VALIDITY, CERTIFICATE WITHDRAWAL

9.1 Suspension of certificate validity

9.1.1 The certificate validity is suspended when:

9.1.1.1 the certified customer’s management system consistently or significantly does not meet certification requirements, including management system effectiveness requirements.

9.1.1.2 the certified customer prevents the conduct of the required surveillance or recertification audits.

9.1.1.3 the customer, whose management system is certified, voluntarily requests the certificate suspension.

9.1.1.4 the customer, whose management system is certified, fails to fulfil financial or other contractual obligations or appendices thereof.

9.1.2 The certificate validity may be suspended for no longer than 6 months.

9.1.3 The customer is notified in writing about the certificate validity suspension no later than on the suspension date, after prior notification by phone.

9.1.4 The certification body shall have the right to narrow the scope of the certification by deleting those parts of the scope which do not meet the requirements, and which do not consistently or substantially comply with the certification requirements.

9.1.5 The customer has the right to request a reduction in the certification scope.

9.1.6 If the certification scope is reduced, a new certificate is issued, retaining the previous certificate number. The validity date of the new certificate remains the same as the previous certificate.

9.1.7 Information about the suspension of the certified customer’s certificate validity is publicly available on the certification body’s website. www.sertifikuoti.lt.

9.1.8 The certified customer, from the suspension date onwards, must not use the certification body’s issued certification document, certification mark, or promotional materials referring to the certification status.

9.2 Revocation of certificate validity cancellation

9.2.1 The suspension of certificate validity is cancelled when the certified customer informs about corrective actions taken, provides evidence of the actions to the certification body, and allows the audit team to evaluate them at the certifying company's premises.

9.2.2 If the certificate validity was suspended at the customer's request, they must submit a request (verbally or in writing) to renew the certificate validity and allow the certification body to conduct an unscheduled audit to ensure that the customer's management system meets certification criteria and that the suspension of certificate validity can be lifted.

9.2.3 When the customer submits a request to renew the certificate validity, an unscheduled audit of the customer's management system is carried out, after which the audit team recommends either renewing or not renewing the certificate validity.

9.2.4 The decision on renewing the certificate validity is made following the procedure set out in Section 6.3 "Analysis of audit findings and decision on certification" of these "Certification Regulations".

9.2.5 The certification body informs the customer no later than 5 business days after the decision is made. If the decision is made to lift the certificate validity suspension, the customer is removed from the list of customers whose certificates have been suspended by the certification body. The information about the suspension of the customer's certificate validity is removed from the certification body's website at www.sertifikuoti.lt.

9.3 Withdrawal of certificate validity

9.3.1 The certificate validity is cancelled when:

9.3.1.1 the certified customer does not resolve the issue for which the certificate was suspended within the timeframe set by the certification body.

9.3.1.2 the certified customer, whose certificate validity was suspended, did not request the certification body to lift the suspension of the certificate validity.

9.3.1.3 the customer, whose management system is certified, voluntarily requests the certificate cancellation.

9.3.1.4 the customer, whose management system is certified, fails to fulfil financial or other contractual obligations or appendices thereof.

9.3.1.5 At the expiry of the standard under which the customer was certified, and if the customer has not met the requirements for transitioning to the new standard version during the transitional period.

9.3.2 The customer is informed in writing about the cancellation of the certificate no later than on the cancellation date, after prior notification by phone.

9.3.3 The certification body publishes publicly on its website at www.sertifikuoti.lt the information about the cancellation of the certificates of its certified organisations, except in cases where:

9.3.3.1 The certificate is cancelled due to technical errors on the certificate, or a change in the customer's address listed on the certificate.

9.3.3.2 New versions of the standards under which the customer's organisation is certified are issued, and during a surveillance audit, the customer is certified according to the new version(s) of the standard, and a new certificate is issued.

9.3.3.3 During surveillance audits, the certification scope is expanded or reduced, and a new certificate is issued.

9.3.4 In the cases listed in point 9.3.3, the customer organisation is informed about the certificate cancellation. This information is made available to interested parties upon request.

9.3.5 For customers whose certificate is cancelled, the management system certification is organised and carried out according to the procedures set out in Sections 5, 6, 7, and 8 of these "Certification Regulations".

9.3.6 The certified customer, from the certificate cancellation date onwards, must not use the certification body's issued certification document, certification mark, or promotional materials referring to the certification status.

9.3.7 The customer, whose certificate has been cancelled, must return the original certificate to the certification body.

10 SPECIAL AUDITS

10.1 Expansion of the certification scope

10.1.1 An organisation whose management system is certified and wishes to expand the scope of certification must complete and submit the "Application for Management Systems Certification" (F-08-01) to the certification body, if there have been changes in information and data since the previous application. The customer expresses their wish to expand the certification scope either in writing or verbally.

10.1.2 The evaluative analysis of the application is carried out following the procedure set out in Section 5.2 "Evaluative analysis of application for management system certification" of these "Certification Regulations".

10.1.3 A "Commercial Offer for Management Systems Certification" (F-08-14) is presented to the customer, and the signing of the contract annex is agreed upon following the procedure set out in Section 6.3 "Preparation of the commercial offer for certifying management systems and signing the contract" of these "Certification Regulations".

10.1.4 The audit for expanding the certification scope is carried out according to the "Audit Plan" agreed with the customer. (F-08-06.2).

10.1.5 The findings of the certification scope expansion audit are documented and managed as the findings of the second audit stage of the initial certification, following the procedure set out in Section 6.2 "Second stage of the initial certification audit" of these "Certification Regulations".

10.1.6 The certification scope expansion audit can be conducted together with the surveillance audit.

10.1.7 The decision on the expansion of the certification scope is made by the certification body following the procedure set out in Section 6.3 "Analysis of audit findings and decision on certification" of these "Certification Regulations".

10.1.8 When the certification scope is expanded within three years from the issuance of the valid certificate, the certified customer is issued a new certificate, supplementing the existing certification scope, except in cases where the certification areas, for which the certification body has accreditation from the National Accreditation Bureau, and the areas where the certification body does not have accreditation, are certified simultaneously. In this case, two separate certificates are issued, one with the accreditation mark and one without the accreditation mark. If desired by the customer, a single certificate can be issued indicating both areas, without the accreditation mark.

10.1.9 The validity date of the certificate with the expanded certification scope, or the new certificate issued following the procedure described in point 10.1.8, remains the same as the certificate issued after the previous certification decision.

10.2 Unscheduled audits

10.2.1 The certification body may need to conduct an unscheduled audit of certified customers when investigating complaints, checking corrective actions implemented by customers whose certificates have been suspended by the certification body, verifying that the customer has updated their management system(s) according to the new version(s) of the standard(s) under which they are certified, receiving information about more than three serious and/or fatal accidents occurring in the certified customer's organisation, responding to media reports about an environmental incident, a risk to employee health and safety, or a workplace accident, or reacting to changes related to the customer, such as:

10.2.1.1 Legal, commercial, organisational status and ownership rights.
10.2.1.2 Organisation and management.
10.2.1.3 Contact addresses or locations.
10.2.1.4 The scope of the certified management system.
10.2.1.5 Significant changes in the management system and processes.

10.2.2 Unscheduled audits are carried out according to the "Audit Plan" agreed with the customer. (F-08-06.2).

10.2.3 The findings of unscheduled audits are documented and managed in the same manner as the findings of the second stage of the initial certification audit, following the procedure set out in Section 6.2 "Second stage of the initial certification audit" of these "Certification Regulations".

10.2.4 In conducting unscheduled audits, the auditors' candidacies are not agreed upon, so the certification body pays additional attention to the appointment of the audit team to avoid conflicts of interest.

11 USE OF CERTIFICATION DOCUMENTS, REFERENCES, AND MARKS

11.1 The purpose and publication of the certification mark.

11.1.1 The certification mark is intended for the promotion of the certified management system.

11.1.2 The customer must use only the official certification body's certification mark, which must be used in the form and colours provided by the certification body. The certification mark may be enlarged or reduced, with the minimum permissible size being 15 mm.

11.1.3 The use of the management system certification mark does not imply product certification and does not exempt the customer from obligations related to product quality assurance.

11.1.4 The certification body provides the certified customer with the certification mark in electronic format along with the certificate.

11.2 Use of the certification mark and information about certified management systems

11.2.1 The certified customer is entitled to use the certification mark:

- 11.2.1.1 On organisational documents.
- 11.2.1.2 In promotional materials, online spaces, advertising only that activity area specified in the certificate.

11.2.2 The certification mark may not be used:

- 11.2.2.1 On the product.
- 11.2.2.2 On product packaging.
- 11.2.2.3 On documentation accompanying the product.
- 11.2.2.4 On labels affixed to the product.
- 11.2.2.5 In any other way that may be interpreted as a product conformity mark.
- 11.2.2.6 On laboratory test, calibration protocols, or inspection reports, as such documents are considered products.

11.2.3 An organisation whose management system is certified is entitled to publish information about certified management systems on product packaging or accompanying documentation, with text that must indicate:

- 11.2.3.1 The name of the certified organisation.
- 11.2.3.2 The certified management systems and standards.
- 11.2.3.3 The certification body that carried out the management systems certification.

EXAMPLE:

The product is manufactured by CERTIFIED ORGANISATION NAME, whose quality* (ISO 9001:2015), environmental (ISO 14001:2015), health and safety (ISO 45001:2018), ..., management systems were certified by Sistemų registras, UAB.

*The certified organisation is entitled to specify only the management system that is certified and the standard it complies with.

NOTE:

- ✓ Product packaging is considered to be a packaging that can be removed without dismantling or damaging the product.
- ✓ Accompanying documentation is considered to be an information provided separately with the product or easily detachable.
- ✓ Labels and identification plates are considered part of the product.

11.3 Control of certification documents, use of marks, and information about certified management systems

11.3.1 The certification body controls its ownership rights and takes action to address the improper use of references to certification status or misleading use of certification documents, marks, or audit reports.

11.3.2 In cases of incorrect references or incorrect use of certification documents, marks, or incorrect references regarding certified management systems, as specified in section 11.2.3 of these "Certification Regulations", the customer is warned in writing and required to correct the violations within the set time frame.

11.3.3 If the certified customer does not respond to the warning, the validity of the certificate is suspended, and they must follow the procedure set out in Section 9 of these "Certification Regulations" titled "Management System Certification, Scope Narrowing, Suspension of Certificate Validity, Cancellation of Certificate".

11.3.4 If the certified customer does not resolve the issue within the time specified by the certification body, leading to the suspension of the certificate, the certificate is cancelled.

12 HANDLING OF COMPLAINTS AND APPEALS

12.1 Appeals

12.1.1 Appeals may be filed by certified customers of the certification body and applicants (those seeking certification and who have submitted a completed "Application for Management Systems Certification" (F-08-01) to the certification body) regarding a negative decision made by the certification body within 30 business days of the decision date.

12.1.2 The appeal must be submitted in writing to the certification body’s management, clearly stating the essence and grounds of the appeal, along with contact details. Documents supporting the appeal (if any) must be submitted along with the appeal.

12.1.3 Upon request by the person submitting the appeal, they will be given the opportunity to participate in the appeal review process.

12.1.4 No later than 2 business days, the certification body’s management will inform the person submitting the appeal in writing about the registration of the appeal and its submission to the Impartiality Assurance Committee.

12.1.5 The Impartiality Assurance Committee consists of the certification body’s customers, representatives of customer organisations whose management systems are certified, representatives of training institutions, representatives of government supervisory bodies, and representatives of Sistemų registras, UAB.

12.1.6 The Impartiality Committee’s meetings for the review of appeals are scheduled no later than 30 business days after the appeal regarding the decision made by the certification body has been received.

12.1.7 If necessary, based on a reasoned decision by the committee, the total review period for the appeal may be extended by a further 10 business days.

12.1.8 The certification body's management informs the person who submitted the appeal in writing about the decision made by the Impartiality Assurance Committee.

12.2 Complaints

12.2.1 A complaint may be submitted to the certification body regarding the actions of the certification body or the actions of a certified customer of the certification body.

12.2.2 The complaint must be submitted in writing to the certification body's management, clearly stating the essence and grounds of the complaint, along with contact details. Documents (if any) supporting the complaint must be submitted together with the complaint.

12.2.3 No later than 2 business days after receiving the complaint, the certification body's management will inform the person who submitted the complaint in writing about the registration of the complaint and the intended further actions.

12.2.4 The complaint will be examined no later than 30 business days from the date of registration of the complaint.

12.2.5 If the certification body decides, for objective reasons, that the examination of the complaint will take longer, the review period may be extended by a further 10 business days.

12.2.6 The certification body's management will inform the person who submitted the complaint in writing about the results of the complaint review and, if necessary, the intended further actions.

13 WORK PERFORMANCE DEADLINES, PRICES, AND PAYMENT TERMS

Work performance deadlines, prices, and payment terms are agreed upon with the customer individually and confirmed by both parties in the annexes to the service agreement.

In cases where a contract draft submitted by the customer is signed, the certification body reserves the right to require that an annex be signed along with the contract, outlining the certification body's and customer's obligations and rights in accordance with the standard LST EN ISO / IEC 17021-1:2015 Conformity assessment. Requirements for institutions conducting audits and certifying management systems (ISO/IEC 17021-1:2015) and the certification body's management system requirements.

14 CERTIFICATION BODY AND CUSTOMER OBLIGATIONS AND RIGHTS

14.1 Certification body obligations

14.1.1 To provide comprehensive information about the certification process.

14.1.2 To provide services in accordance with the procedures established by the certification body based on the data provided by the customer, as well as the terms and prices agreed with the customer.

14.1.3 To ensure the prevention of conflicts of interest, impartiality, and objectivity in the certification process.

14.1.4 Not to disclose confidential information related to the customer to any third party, and to comply with confidentiality and data security obligations.

14.1.5 To refund the amount paid by the customer for the part of the services provided by Sistemų registras, UAB that was not provided due to the fault of Sistemų registras, UAB.

14.1.6 To publicly provide information about the suspension or cancellation of a certificate, except in the cases specified in paragraph 9.3.3 of this document.

14.1.7 To consider written complaints and appeals submitted by the customer.

14.1.8 To inform the customer by email about any changes to service performance requirements.

14.2 Certification body rights

14.2.1 Not to issue a management system certificate to a customer if their management system does not meet the requirements of the standards under which the management system is certified. In such cases, it is considered that the certification body has provided certification services properly, and the certification body is entitled to receive payment for the relevant stage of service provision.

14.2.2 To suspend the validity of the certificate, narrow the scope of certification, or cancel the certificate in accordance with the procedure set out in Section 9 of these "Certification Regulations", titled "Narrowing of the scope of certification of management systems, extension of the scope of management systems certification, suspension of the validity of the certificate, revocation of the certificate".

14.2.3 To submit audit findings gathered during the audit at the customer’s premises for evaluation to the representatives of the National Accreditation Bureau, conducting the certification body’s activity verification, to the Impartiality Assurance Committee, and to other institutions, in accordance with the applicable laws of the Republic of Lithuania or other normative documents.

14.2.4 To submit information to the IAF (International Accreditation Forum) database https://www.iafcertsearch.org/ about issued certificates with the accreditation mark. The data in the database is public, and publicly disclosed information includes the company’s name, addresses of operating locations, certification scope, certified management systems, certificate number, and certificate validity status.

14.3 Customer's obligations

14.3.1 To comply with certification requirements.

14.3.2 To provide all necessary means and data for performing certification services, including submitting the management system and other required documents and granting access to all processes, locations, records, and employees.

14.3.3 To inform employees and other interested parties participating in the certification audit process that their personal data may be provided to the certification body, Sistemų registras, UAB, and used for the purposes of management system certification and surveillance services.

14.3.4 To allow members of the audit team, agreed upon with the customer, to enter the premises and sites where the customer carries out its activities.

14.3.5 To allow representatives of the National Accreditation Bureau to observe how the certification body performs its services, so they can assess the quality of the services provided by the certification body.

14.3.6 To allow other individuals to observe the audit carried out by Sistemų registras, UAB, provided the customer has agreed to the selection of observers.

14.3.7 To inform the certification body about any issues that could affect the certified management system's ability to continue meeting the requirements of the applicable certification standard, such as changes in legal, commercial, or organisational status, ownership rights, changes in management, changes in contact addresses and locations, changes in the management system requirements, activities or processes.

14.3.8 To accept and pay the invoice in accordance with the procedure and deadlines specified in the annexes to the service agreement.

14.3.9 To enable an unscheduled audit to be conducted when complaints are investigated, when responding to changes, or when evaluating the effectiveness of corrective and corrective actions, in the context of the customer seeking the renewal of the certificate's validity.

14.3.10 To pay the costs of the unscheduled audit as per an additional service agreement annex.

14.3.11 Not to make any misleading statements about certification.

14.3.12 Not to use or allow the use of the certification document or any part of it in a misleading way.

14.3.13 To correct any promotional material if the certification scope is narrowed.

14.3.14 Not to use the certification mark, certificate(s), or promotional material that refers to the certification status from the date of certificate suspension or cancellation.

14.3.15 To the certification mark provided by the certification body in accordance with the procedures specified in the service agreement.

14.3.16 Not to use certification documents, the certification mark, or references to the certification status in such a manner that would harm the reputation of the certification body and/or the certification system and cause it to lose public trust.

14.3.17 Not to use or reproduce the International Accreditation Forum Multilateral Recognition Arrangement Mark (hereinafter referred to as the 'IAF MLA Mark') in any form or manner whatsoever.

14.3.18 To fully and fairly cooperate with the certification body to ensure or protect the International Accreditation Forum (IAF), which owns the IAF MLA mark, the right to use the IAF MLA mark.

14.3.19 To compensate the certification body for all expenses and losses (including, but not limited to, legal costs and/or paid taxes, etc.) incurred due to inappropriate actions involving the use or reproduction of the IAF MLA mark.

14.3.20 To return the original certificate if the certificate is cancelled.

14.3.21 To immediately inform the certification body about any serious or fatal accidents.

14.3.22 To immediately inform the certification body about any environmental protection emergency situations.

14.4 Customer's rights

14.4.1 To receive information about the certification activities.

14.4.2 To disagree with the proposed candidates for the audit team, providing justified reasons.

14.4.3 To expand or narrow the scope of certification.

14.4.4 To request the suspension or cancellation of the certificate's validity.

14.4.5 To lodge a written appeal or complaint about the certification body's certification decision or other actions of the certification body.

14.4.6 The customer has the right to submit a written request to the certification body for information or part of the information regarding the certificate issued to them, which is publicly disclosed in the IAF (International Accreditation Forum) database https://www.iafcertsearch.org/, to be kept confidential. In the written request, the customer must specify which information is subject to confidentiality requirements – company's name, addresses of operating locations, area of certification, management systems certified, certificate number, and provide the legal basis for such a request, which must be related to one of the following reasons – the certified organisation carries out activities that impact national security; the disclosure of the certified organisation's operational locations or certification scope poses a significant risk to the safety of the certified organization, its employees, or customers; the state or government imposes a confidentiality requirement for the corresponding information.