



CERTIFICATION RULES

The certification rules aim to present the main stages of the certification process of management systems, the responsibilities of the certification body of "EURO CERTIFICATIONS" EOOD management systems, called in the following text Certification body to the certification candidates and to the certified clients.

"EURO CERTIFICATIONS" EOOD is a company that carries out certification and auditing activities of:

- quality management systems in accordance with the requirements of BS EN ISO 9001: 2015 (ISO 9001: 2015);
- environmental management systems UNI EN ISO 14001: 2015 (ISO 14001: 2015) and the relevant legislation;
- health and safety management systems at work in accordance with the requirements of BS OHSAS 18001: 2007 and the relevant legislation;

These rules are applied to all organizations - clients (entities) who want to certify the management system / expand / transfer an existing certification.

The verifications for the certification of management systems are audits by an independent third party and carried out by the Certification Body. Certification schemes for which certification is performed are specified in the specific rules listed above. The evaluation subject are the standards requirements for each specific economic and geographic area in which the Certification body operates.

Company information and its activities could be:

- From the official website of the company www.eurocertifications-bg.com
- By e-mail request info@eurocertifications-bg.com
- Or by phone: (+359) 2 444 1033

The Certification Body treats as confidential any information regarding the client's business to which it is accessing, and uses it only for the purposes of certification. Documents provided to the Certification Body cannot be transferred to third parties. An exception to this rule is permitted if requested by a competent judicial / regulatory authorities or by the Accreditation body (in this case "BAS - The Bulgarian accreditation body").



How to apply for certification?

If you want to certify the deployed management system you must apply for certification, which is available for download in electronic format at: <http://www.eurocertifications-bg.com>.

You can first read the terms and conditions under which the management systems certification process takes place, such as:

- ✓ By the official website of the company www.eurocertifications-bg.com;
- ✓ by inquiry to the address of the company: ul. Kosta Lulchev № 10 – 1113 Sofia, Bulgaria / Lyulin 3, ul. “Georgi Drajev” bl. 386 – 1336 Sofia, Bulgaria / e-mail: info@eurocertifications.com;
- ✓ contact us on our office telephone number: (+359) 2 444 1033

The Certification Body will respond as soon as possible to each request / question and, if necessary, will arrange a meeting at our office.

The application for the certification management system must be submitted to the Certification Body office or sent by post. It must be signed by the applicant or an expressly authorized person for that purpose. It must contain all the information specified in the application published on the site, the information must match the actual conditions of the company.

Review the certification application

The Certification Body examines any certification request received in terms of completeness of the information, the possibility of its implementation, and to eliminate any potential differences before commencing any type of transaction within five days of filing it with the Organization office. As a result of the exam, the possibilities are:

- In case of completeness of the management certification process information and data, the Certification Body will inform you in writing of the next stage of the process and will provide an offer containing information on the steps and fees to be paid for the certification services that will be provided. The offer will then be signed in case of acceptance;
- In case of gaps or ambiguities in the documentation of the certification system, the Certification body will inform you in written form where it will give you detailed instructions about information / documents and including a pre-established deadline for submitting



- The certification body refuses to carry out certification or its continuation in the following cases:
 - The inability of the Certification Body to carry out the activities indicated in the certification scheme, including the deadlines;
 - Refusal by the applicant to submit further information within the time limit prescribed by the notification date;
 - Valid reasons – the repetition of non-compliance with the requirements for certification of the management system; Certification provided by another certification body and not the client's intention to transfer it etc.
 - The candidate for certification does not accept the requirements of the certification scheme that is applied;

To extend the scope of certification, you will have to promptly with (underlined) new information (eg sites, new locations, processes, and activities).

Confirmation of the offer / stipulation of the certification contract

After the review and after establishing the possibility of carrying out the certification process, the certification body submits the offer. The offer must be made according to the legislation in force, the provisions of BS EN ISO / IEC 17021-1. In the case of acceptance the tender must be signed and returned by the applicant at the office of the Certification Body. The signed offer-contract is considered as a contract made under current legislation (law of obligations and contracts, business law) and the provisions of BS EN ISO / IEC 17021-1.

The offer concerns a complete certification cycle, it means 3 (three) years.

Within 2 (two) months before expiry of the certificate you are required to request its renewal.

Audit

The audits carried out by the Certification body are:

- Preliminary audit (on request);
- Initial certification audit;
- Surveillance audit;
- Audits for renewal of certification (recertification);



- Additional audit;
- Audit for the transfer of an accredited certification;
- Extraordinary audits - audits to expand the purpose of certification, unexpected audits (for complaints, significant variations in terms of when certification was granted, certificate recovery audit).

The Certification Body will inform you in writing about the upcoming audit by sending a certification plan after the contract is confirmed.

The certification body's management will indicate the audit team, competent, impartial and independent, to carry out the certification process in line with the data stated in the certification application.

Against the participation of a member of the audit team can reasonably be challenged in writing (in terms of competence, independence, impartiality, etc.). In this case, the selection procedure will be repeated and a new audit team will be selected.

The length of the audit is different and depends on the number of employees (part-time and full-time), leases (sites, including temporary ones) included in the purpose of certification of the management system, type and purpose of audit, The specific characteristics of the processes / activities and so on.

The initial certification audit

The initial certification audit must be carried out in two stages (Stage 1 and Stage 2) according to the requirements of BS EN ISO / IEC 17021-1: 2015 (ISO / IEC 17021-1: 2015). During the audit, the applicable standards, operating rules and procedures of the "EURO CERTIFICATIONS" EOOD Management Systems Certification Body are used. During the conduct of the audit, the instructions of the BS EN ISO 19011:2011 (ISO 19011:2011) "Guidelines for conducting the audit of management systems" are followed.

During Stage 1:

- evaluating the level of compliance of the management system under audit with the requirements of standards and regulation
- determines the readiness of the organization to move to the implementation and planning of the Stage 2 of the audit certification;
- evaluating of the planning, conducting and documentation of internal audits and management review;



- discussing the purpose stated in the application for certification;
- Identify problems that can be classified as discrepancies for Stage 2 of the audit etc.

Stage 1 may be done in the office in case of very specific conditions and situations.

The Lead Auditor will inform the organization about the outcome of Stage 1 during the Stage 1 closing meeting and through the report.

Between the two phases the certification audit it is necessary that the organization eliminates any problems (in case there were), if they are not deleted they pass in non-compliance in the next step.

If the organization does not demonstrate the readiness to conduct Stage 2 of the certification audit, Lead Auditor may propose to close the certification process. The period between the two phases may not exceed six months.

The Stage 2 of the certification audit

During Stage 2, evidence is collected on the degree of implementation and effectiveness of the customer management system. During Stage 2 all requirements of applicable standards are checked. The audit team has the task of:

- evaluate the collected evidence and management system information on compliance with the requirements of the proposed standard and other relevant documents;
- evaluate the compliance of the management system and the objectives achieved by the customer in accordance with the applicable rules;
- evaluate the monitoring, measurement, reporting and balance of results achieved with the objectives of the customer management system, including responsibilities and commitment of the organization's leadership to implement policies and objectives;
- assess relations between requirements, policies, objectives and tasks;
- evaluate the results of internal audits and review of management, conclusions and solutions for improving the management system;
- monitor and evaluate the results and practices of the customer's expertise, etc.



Stage 2 of the audit is only charged after the client informs in writing of the actions taken to resolve any discrepancies found during Stage 1.

The certification candidate must:

- Provide documents and records of the management system, personnel and audited activities;
- provide access to sites (location) that relate to the management system;
- to give the opportunity to monitor the processes;
- ensure the presence of the management of the organization / authorize the persons to conduct the opening and closing meetings of the audit, and, if necessary (interviews related to the management's duties regarding the management system, the context of the Organization, policy and objectives of the organization, etc.);
- provide the necessary conditions and resources to carry out an efficient audit;
- define contact persons and those who assist during the audit.

Site audits begin and end with meetings during which the lead auditor informs the client of audit objectives and criteria, presents team members and their tasks, informs on the audit methods that will be used by the team, confirms the 'Commitment to the preservation of professional secrecy and impartiality of the members, agrees who will be the reference people for the communications and how they will be done etc.

In case of non-compliance found, these are communicated to the customer while they are found, and then they return during the audit closing meeting and are documented in the tab of non-compliance.

The certification body provides its customers with audit reports, which contain information on the compliance of the management system with the applicable requirements of the relevant standard / scheme and the proposed certification decision.

The audit result can be:

- Establish compliance according to applicable requirements;
- Establish the possibilities of improvement - Establish the possibilities of improving the management system, established and discussed with the management during the audit. It is not compulsory to take actions with reference to the advice given;



- Establish non-conformities. Non-conformities are classified in two degrees according to the impact and risk that lead to the operation of the management system and the applicable requirements and are as follows:
 - Significant (major) non-conformity – failure to comply with one or more of the requirements of the management system that influences the auditor's ability to achieve the objectives and casts doubt on the efficiency of the management system;
 - Non-significant (minor) non-conformity – failure to fulfill one or more requirements of the standard that do not affect the ability of the management system in attaining its objectives.

The classification of non-compliance is the responsibility of the lead auditor. For any non-compliance you will need to take corrective actions from the organization that will be evaluated by the Certification Body before making the certification / recertification / expanding purpose.

Depending on the degree of non-compliance and its impact on the ability of the management system to achieve the objectives, control is done as follows:

- Through the control of the corrective activities during the next planned audit;
- By submitting an action plan and documents within 10 (ten) days of the date of the non-compliance or at other reasonable times agreed upon during the closing meeting;
- An upcoming audit.

For significant (major) non-conformities, the audited organization must propose corrective actions and plan for their implementation, which will be evaluated by the audit team.

The client is required to demonstrate the effectiveness of corrective actions taken for significant (major) non-conformities within and not more than six months from the last day of the audit. After this period, the effectiveness of the corrective actions is verified by additional audit.

The Certification Body shall inform in writing of the results of the corrective action review.

In case of a refusal or failure by the customer to take corrective actions for non-conformity, the certification process is terminated.



The Lead Auditor may terminate the audit if the customer refuses to collaborate during the audit. The certification process can only continue if only if the customer requests a new audit in writing.

When non-conformities are found on a site (location), their distribution is also noted on the other sites.

The audit results are documented in the reports and these are provided to the audited entity within 3 (three) days of the audit.

The certification decision

The certification decision is taken within 14 business days of the last day of Stage 2 of the audit.

If successful, the Certification Body:

- Issues an official document - a certificate and an attachment (in the case of multiple locations (sites) included in the scope of certification). The certificate confirms the compliance of the management system according to the relevant standard for the purpose applied, controlled and confirmed by the audit team;
- Provides the certification symbol in electronic format.

Certification is issued on paper in the two languages chosen by the customer (Bulgarian / English / Italian). Upon request from the customer you may issue an additional certificate that is paid in addition.

The Certification body provides certification if there are the following conditions:

- confirmed the contract offer for the provided certification services;
- proposed the audit team and the motivation for issuing the certification;
- written decision on the issuance of certification / recertification / scope extension;
- absence of financial obligations linked to the services provided by certification.

The obligations of the certified organization:

- maintain the compliance of the certified management system with the applicable standard throughout the validity period of the certificate;
- use the certification / certification mark in accordance with WP 8.3 "Certification and certification marking rules of “EURO CERTIFICATIONS”



EOOD together and separately with the EA BAS accreditation symbol”, published on www.eurocertifications-bg.com only for the activities and sites covered by the certified management system without misleading the consumers of the products / services and the whole company;

- do not discredit the Certification Body and / or "EURO CERTIFICATIONS" EOOD in any way;
- know and respect the certification rules, an integral part of this offer-contract published on the official website www.eurocertifications-bg.com;
- know and comply with the certification rules / certification mark used (applicable to a certification granted);
- provide access to Certification Body Representatives to sites, documents and data relating to the certification process;
- information on the potential risks associated with the implementation of the audit plan (specific conditions for access, use of IPRs, etc.);
- actively support the audit team's work for the implementation of the audit plan;
- pay the sums due for certification services in time within 5 (five) days before the specific activity;
- promptly inform in writing the certification body on substantive changes regarding:
 - ownership and management of the company;
 - company address and certified sites;
 - the organization, processes and activities of the staff (managers, experts) of the organization included in the certification purpose;
 - other significant changes that might affect the management system

Surveillance

The certification body annually performs the surveillance audit (control) for the period of validity (3 years) in every certificate issued in order to preserve confidence and evaluate continued compliance with the applicable requirements for each specific certification scheme.

For a certification cycle, all the requirements of the standard are verified. Each monitoring audit is controlled, but not limited to:



- internal audits and management review;
- review of corrective actions on the non-conformities recorded during the previous audit;
- review of complaints against the certified management system;
- the effectiveness of the certified management system on achieving the targets set;
- complaints handling processes;
- development (status) of planned activities related to continuous improvement;
- process control;
- revision of all modifications;
- the use of the logo (brand) or other reference to the certification provided by the Certification Body of "EURO CERTIFICATIONS" EOOD etc.

The period for conducting the surveillance audit is determined from the last day of the certification audit by 12 months. The annual surveillance audit may be carried out as soon as three months before the date of the audit. Delays after the scheduled date are undesirable and may lead to the revocation of the certificate.

If the customer does not provide the possibility of performing the surveillance audit by the scheduled date for the audit, the certificate will be temporarily suspended for a period of 6 (six) months. Within this period, the customer may request in writing the intention to restore the certification.

Audit for renewal of certification (recertification)

Certification renewal audits are carried out to confirm the continuity of compliance and the effectiveness of the certified management system, and its applicability to the purpose provided and the continuity of compliance with all the requirements of the specific schema. The renewal application for certification must be submitted 2 (two) months before the expiration date of the certificate.

Upon successful completion of the audit before the expiration date of the existing certification, as the date of commencement of the recertification, the expiration date of the existing certificate is taken. It is appropriate that the certification decision be taken within 1 (one) month before the expiration of the validity of the existing certificate.



Certification renewal is not recommended if the Certification Body fails to complete the audit for valid reasons, or if it is unable to verify that significant non-conformity corrective actions are found before the expiration date of the certificate. For this impossibility the client is informed in writing and in the letter explaining the reasons and consequences of the refusal.

The Certification Body may extend the validity of the current certificate within six months after the audit, if you successfully complete all certification activities. In this case, the validity of the certificate is as follows: as the beginning - the date of the decision and meanwhile as the end date is respectively the date of the previous certification cycle.

If all the activities related to the certification process are not completed within 6 (six) months, Stage 2 is repeated.

Extension of the certification scope

The audit for extending the certification scope is made on the basis of a statement that the scope of an existing certificate is to increase. The scope of the certification can be extended at any time during the validity of the certification, including during the surveillance audit and recertification audits.

The audit implementation and documentation process, including the decision, is executed in order and the consecutiveness of the certification audit and all requirements related to the scope of the audit are audited.

Upon successful completion of the scope extension procedure, the validity of the current certificate remains unchanged, but is reissued by updating the date that concerns the scope.

Extraordinary audit

It is done with little or no notice in the following cases:

- in the case of reports or complaints, including those relating to the violation of WP 8.3 "Certification rules of reference and the use of the "EURO CERTIFICATIONS" EOOD certification mark together and separately to the EA BAS accreditation symbol" published on: www.eurocertifications-bg.com;
- Receiving information about significant changes in the organization's structure, organization processes, or the requirements of the specific schema;



At the time of the selection and training of the team for the extraordinary audit, the certification body proceeds with great care and responsibility taking into account the fact that the customer does not have the possibility to refuse team members. The audit implementation and documentation are performed according to the order and sequence of the audit certificate and are subject to audit all the requirements related to the criteria, purpose and objectives of the audit.

Suspension, interruption and reduction of the certification scope

The Certification Body of "EURO CERTIFICATIONS" EOOD makes the decision to suspend the certification in the following cases but without limitation only to them:

- The customer management system has multiple or severe violations (including requirements for system efficiency), identified during the monitoring or otherwise not in accordance with the certification requirements for which were not taken corrective action;
- incorrect / misleading use of the certificate and / or certification logo (logo) of the Certification Body of "EURO CERTIFICATIONS" EOOD;
- the customer does not provide the possibility of performing the recertification / surveillance audit in the prescribed times and frequencies;
- upon written request from the customer.

The temporary suspension of the certification is made on a decision motivated by the Director of the Certification Body within the time limit of not more than 6 (six) months. The decision states the actions necessary to suspend the temporary interruption and to restore the validity of the certification in accordance with the requirements of the certification scheme. In this case, the certificate is temporarily invalid. The moment of the commencement of temporary interruption is that of the day when the decision is taken.

The certification is resumed after a written request from the customer during the temporary suspension period. When resolving the cause of the suspension, measures are taken to restore the certification. If it is impossible to remove the cause of the suspension, action is taken to withdraw the certification or reduce its purpose. If during the restore certification audit on the site occurs the same non-conformity with the requirements or the customer doesn't show a real will for the restitution of the suspended certification the actions for its withdrawal are taken.



The Certification body limits the scope of the certification by excluding areas / processes that do not meet the requirements in the case of repeated or significant point violations in the concrete scheme.

The customer is informed in writing of the decision of the Certification Body to reduce / restore the certification. The certificate is resubmitted and given to the customer with the changes made.

Cessation of certification - the decision to suspend certification is taken in the following cases:

- cessation of client activity;
- the expiration of the validity of the certification issued without declaring the will of the customer for its renewal;
- not closed non-conformities after the end of the temporary suspension of the certification / absence of an explicit will to resume the suspended certification;
- impossibility to meet new requirements during the certification scheme changes;
- identified during the audit of repeated or serious non-conformity with the certification requirements;
- customer's written declaration of waiver of certification;
- failure to comply with financial obligations;
- incorrect and misleading use of the Certification / Certification Mark (logo) of the Certification Body.

The initial date of the suspension of the certification is the day the decision is taken or the day on which the certification has expired. The decision to withdraw a certificate is communicated to the customer in writing within 3 (three) days.

In case of interruption, reduction or suspension of certification the customer is obliged to stop using the certification mark of the Certification Body of "EURO CERTIFICATIONS" EOOD and the documents provided by the certification.

All variations in the scope of certification provided, including changes, are retained by the Certification Body.

Against the decision to reduce, suspend and discontinue certification, the customer may file an objection, which is evaluated as MP 9.7 "Complaint and Objection Review Procedure".



Changes after the issuance of the certification

Customer Certification can be changed in the following cases:

- changes to the standard under which the management system has been certified;
- changes due to significant changes from the customer.

In the event of changes in the requirements for the management system, the Certification Body shall inform in writing who owns the certificates of the day on which these changes will enter into force and / or indicate the necessary activities.

In the case of changes undertaken based on the express intention of the Certification Body related to the interruption, temporary suspension, withdrawal, etc. a certificate issued, this same informs the certification body and returns the certification documents.

If you a customer wants to expand the scope of a certification already issued, he must make a written request.

In case of interruption, reduction, temporary suspension and revocation of the certificate, the customer is obliged to stop using the symbol and the references to the certification, according to the deadline indicated in the notification letters and to return to the seat of the Certification body the Certification documents.

Complaints and objections

In case of disagreement with the decisions of the Certification Body, customers may file their objections in writing (at the seat of the Organization by letter with acknowledgment of receipt) within 14 days of the notification.

The Certification body has all the responsibilities for the decisions taken in connection with the process of reviewing complaints and objections. People responsible for reviewing complaints and objections are selected after an assessment that can guarantee their independence, competence and impartiality as regards complaints / objections.

The complaint management process includes:

- acceptance and registration;
- review of eligibility;
- examine the facts and circumstances surrounding the complaint;



- make the decision with the indication of the activities required by the results of similar complaints;
- monitoring and reporting of complaints.

Complaints regarding certification activities may occur during or with reference to:

- failure to comply with agreed deadlines;
- lack of transparency in applied procedures of certification of management systems;
- suspecting a conflict of interest;
- behavior of employees / collaborators of "EURO CERTIFICATIONS" EOOD.

In case of need, the claimant may be asked for additional information or seek third party related to the nature of the complaint.

Complaints against certified organizations are considered in relation to the management system and its operation. If necessary, additional information may be requested from the complainant or from third parties.

Once sufficient information is collected, one or a combination of the following activities is determined:

- clarifications are required from the certified organization against which the complaint was filed while providing information on the type of complaint but without providing the same claim or information about who filed the complaint;
- check the circumstances of the complaint during a scheduled audit of the organization (when this has already been scheduled within two months of receipt of the complaint);
- make an extraordinary audit of the certified organization that has had the complaint;

The deadline for a final decision on a complaint is one month, except for cases where an audit is required. If an audit is made, the decision on the complaint must be made within one month of the completion of the audit and no later than three months from the date of receipt of the complaint.

The complaint handling process is conducted in a way that does not harm or discriminate in any way the complainant.



Objections may arise during or in relation to:

- refusal to take into account the statement or decision to interrupt the certification procedure;
- the decision to refuse to issue, withdrawal, suspension of a certificate;
- interrupt the certification process of management systems.

The objections are examined by the Committee on the objections that arise for each concrete case.

To ensure objectivity and impartiality in resolving issues related to objections, the Representative and the members of the Committee sign a declaration of impartiality and independence and the protection of professional secrecy.

Objections are made through the Certification Body to the Objections Committee within 14 days of notification of the decision against which the objection is to be made. The decision on the objection is taken by the Committee within a month.

The Certification Body informs by letter who filed the complaint / objection and also the person / organization against whom it was made within a three-day time limit.

The Certification body of “EURO CERTIFICATIONS” EOOD discusses with the complaint / objection sender and / or client the possibilities to make public / announce the subject and the taken decision for each concrete case.