



**SGS INTRON CERTIFICATIE CERTIFICATION AND ATTESTATION REGULATIONS 2015**

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### 1. INTRODUCTION

SGS INTRON Certifications objective is to provide certification services as an independent institute accredited by the Dutch Accreditation Council.

The main areas covered by the institute's activities are the building and environmental sectors.

These Regulations describe the procedures for the issuance, maintenance and withdrawal of certificates and technical approvals.

The terms used in these Regulations are explained in the annex.

The application and validity of these Regulations extend to all certification schemes applied by SGS INTRON Certification, including those carried out without accreditation. However, in cases where, in consultation with other institutes, a joint Board of Experts or central Board of Experts has adopted a binding umbrella scheme, that scheme shall prevail. In such cases, however, SGS INTRON Certification Regulations shall apply in all situations not or insufficiently provided for by such a binding scheme.

Part of these Regulations are the Regulations governing the use of certification marks, published separately.

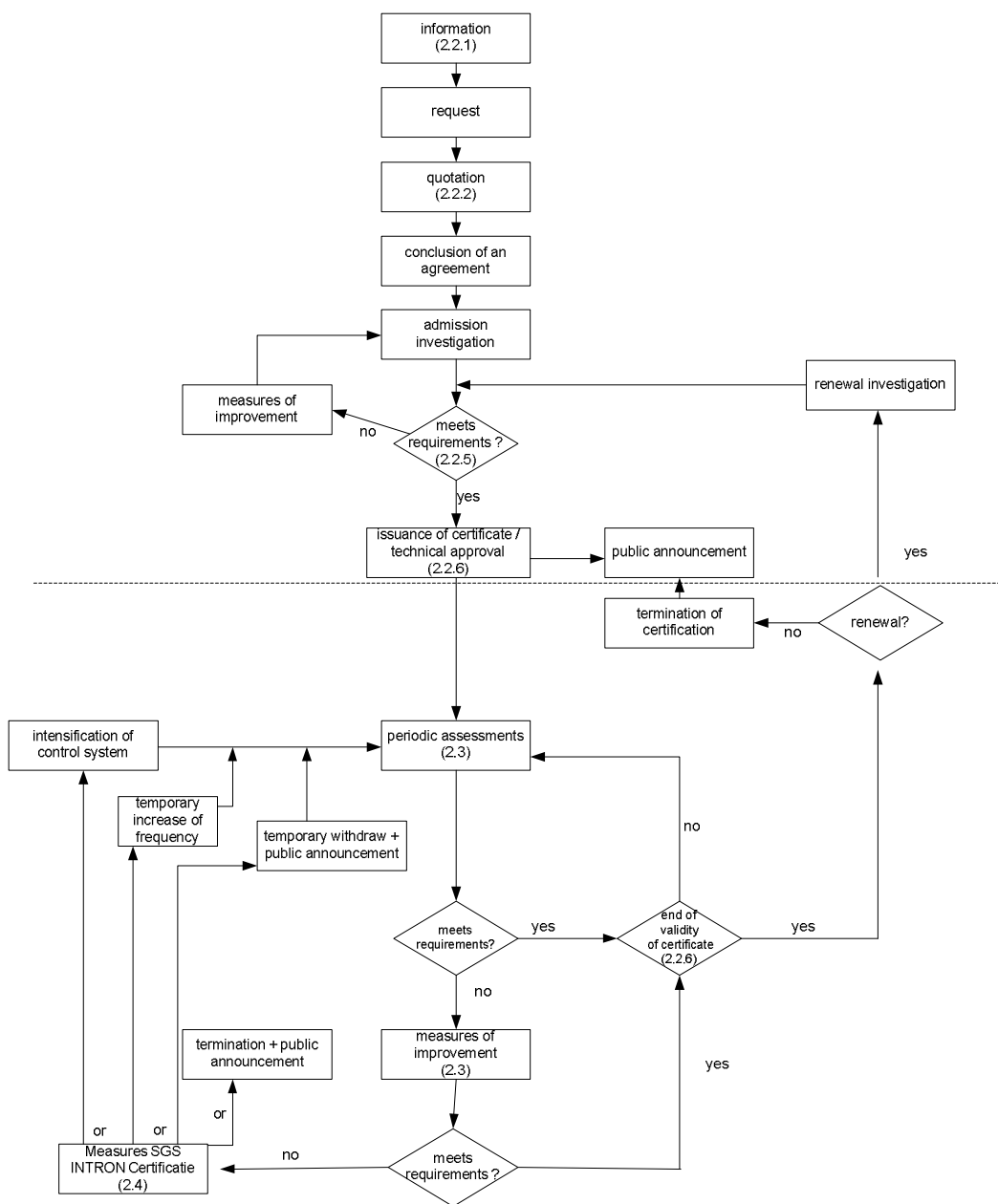
These Regulations, together with the General Conditions and the applicable norms and assessment guidelines, shall form the basis for certification and attestation by SGS INTRON Certificatie B.V.

These Regulations shall replace the SGS INTRON Certificatie Certification and Attestation Regulations 2006.

## 2. PROCEDURES

### 2.1 SUMMARY

The flow-chart shown below gives a summary of the certification and attestation procedures. These procedures are described in greater detail in this Section 2.





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### 2.2 ADMISSION PROCEDURES

#### 2.2.1 Information

SGS INTRON Certificatie B.V. provides a company interested in certification information about the applicable norms or assessment guidelines, the procedures and an application form for filing the application. If desired, additional information about certification and related investigation procedures will be supplied.

#### 2.2.2 Quotations

After reviewing the application, SGS INTRON Certificatie B.V. provides a quotation which contains the following (minimum) information:

- a. a copy of the applicable regulations;
- b. a specification of the applicable norms or assessment guidelines;
- c. a specification of costs involved in obtaining and maintaining the certificate;
- d. the General Conditions of SGS INTRON Certification.

#### 2.2.3 Conclusion of an agreement

The party applying for a certificate signs and returns the quotation to SGS INTRON Certificatie B.V., after which the admission investigation is started.

#### 2.2.4 Admission investigation

Depending on the type of certificate and/or technical approval requested, the admission investigation will cover the individual elements described in the table on page 5.

The applicant will receive a review in writing on each individual element of the investigation and will be entitled to take, at any time, corrective actions prior to commencing the investigation. SGS INTRON Certificatie B.V. has the right to require that corrective actions are taken prior to commencing the investigation. The corrective actions implemented will, where possible, be assessed in writing or otherwise on site.

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ELEMENTS	TYPE OF QUALITY STATEMENT				
	PCC	PDC	ATT	CTG	MSC
<b>Assessment of documentation</b> Assessment of internal quality control scheme (IKB) or manual with related information/procedures	X	X		X	X
<b>Preliminary investigation (optional)</b> Opportunity for the applicant to gain a general impression of its own system before the investigation proper commences	X	X		X	X
<b>Laboratory research</b> Product inspection and/or performance investigations on randomly chosen samples. (External laboratory)		X	X	X	
<b>Work inspections</b> After approval of documentation, evaluation of work(s) in progress	X				(X)
<b>Drafting of Technical Approval (combined with Product Certificate)</b> The contents of the Technical Approval to be agreed between the applicant and SGS INTRON Certificatie B.V.			X	X	
<b>Audit</b> Assessment of the implementation of the system at the business location	X	X		X	X

### Key to abbreviations

PCC = Process Certificate;

PDC = Product Certificate;

ATT = Technical Approval;

CTG = Combined Technical Approval / Product Certificate;

MSC = Management System Certificate.

### 2.2.5 Decision

SGS INTRON Certificatie B.V. will investigate in accordance with the relevant system procedure to see whether the set criteria are being met.

Once the complete admission investigation has been finished, and after any additional investigation (if necessary), the applicant will be notified whether or not a certificate or technical approval will be granted.

In the case of a negative decision, the applicant may commission a new admission investigation. If so, SGS INTRON Certificatie B.V. shall decide which elements of the investigation will or will not need to be performed again.

A positive decision means that the certification and/or attestation will take effect.



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### **2.2.6 Issuance of a certificate/technical approval**

SGS INTRON Certificatie B.V. will supply the agreed number of certificates and/or technical approvals. In case of technical approvals the applicant first receives a draft version of the technical approval for checking.

Except in cases where the relevant assessment guidelines or specific regulations provide otherwise, certificates are issued for an indefinite period and technical approvals for a period of five years, on condition that the holder of the certificate/technical approval continues to meet the relevant criteria. An up-to-date list of all the valid certificates/technical approvals and the names of the parties holding them is available on the website of SGS INTRON Certificatie B.V.

### **2.3 PERIODIC ASSESSMENTS**

All certificates - except for technical approvals - are subject to periodic assessment. The aim of the periodic assessment is to establish whether the holder of a certificate is still complying with the relevant obligations.

The contents and frequency of assessments and samplings are laid down in the applicable assessment guidelines/norms, regulations and procedures used in SGS INTRON Certification quality system.

Work inspections are carried out at the locations where the certified process is performed. The purpose of these inspections is to verify whether the certified process (still) conforms to the relevant process description.

Work inspections are carried out by or on behalf of SGS INTRON Certificatie B.V.

Audits are carried out at the business premises of the holder of a certificate and include an inspection of the documentation and the implementation in accordance with the relevant criteria, and of any corrective measures taken subsequent to the discovery of defects in previous product verifications, work inspections or audits. Correct use of the certification mark and other marks and symbols are also monitored. Audits are carried out by or on behalf of SGS INTRON Certificatie B.V.

The certificate holder will be sent a report on each inspection.

If defects are found, the certificate holder will be obliged to remedy them within the period set by SGS INTRON Certificatie B.V. If necessary the measures taken are verified between times.



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### 2.4 MEASUREMENTS IN THE EVENT OF DEFECTS

Amongst other causes, if nonconformities are repeatedly detected, if corrective measures due to a nonconformity are not carried out in due time and/or if corrective measures due to a nonconformity are insufficient, SGS INTRON Certificatie B.V. may impose one or more of the following measures:

- a. intensification of the monitoring system used by the holder of a certificate and/or technical approval;
- b. temporarily increase the frequency of SGS INTRON Certification own inspections;
- c. suspension the right to use the certificate or technical approval for a specified period;
- d. withdrawal of the certificate;
- e. premature termination the certification agreement;
- f. public announcement, through media to be specified by SGS INTRON Certificatie B.V., of the measures mentioned under (c) to (e) above.

SGS INTRON Certificatie B.V. will notify the certificate holder in writing of its decision and the reasons for it.

If a period as described in (c) above has been imposed, the certificate holder shall be obliged to implement adequate corrective measures within that period. If SGS INTRON Certificatie B.V. discovers that these measures have not been implemented, it shall withdraw the relevant certificate completely.

### 2.5 OBJECTIONS / APPEALS

If SGS INTRON Certificatie B.V. has acted as a governing body, appeals are handled by the General Administrative Law Act (algemene Wet bestuursrecht (awb)).

If SGS INTRON Certificatie B.V. acted as a private organization, the following rules apply:

Applicants for and holders of certificates and/or technical approvals have the right to file an appeal with SGS INTRON Certificatie B.V. against any decision imposed by SGS INTRON Certificatie B.V.

An appeal must be filed in writing and within seven days of receiving the decision from SGS INTRON Certificatie B.V. An appeal form will be sent to be filled out by the applicant for or holder of the certificate or technical approval and must be returned within 14 days upon receipt, supported by relevant facts and data that need to be considered as part of the appeal procedure.

All appeals are forwarded to SGS INTRON Certificatie B.V. and are submitted to the Appeals committee. SGS INTRON Certificatie B.V. must submit evidence to support its decision. Any decision by SGS INTRON Certificatie B.V. remains in force until the outcome of the appeal.



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The decision of the Appeals committee shall be final and binding for both the applicant for or holder of a certificate or technical approval and SGS INTRON Certificatie B.V. Once the decision regarding an appeal has been taken, for both parties a second internal appeal procedure is not possible. If the appeal is successful, no claims can be made against SGS INTRON Certificatie B.V. for reimbursement of costs or other damages.

### **2.6 COMPLAINTS**

#### **2.6.1 Complaints about SGS INTRON Certificatie B.V.**

If anyone has reason to complain at SGS INTRON Certificatie B.V., the complaint is filed directly in writing to the Certification Manager of SGS INTRON Certificatie B.V. If the complaint is made against the Certification Manager, the complaint letter is addressed to the Business Unit Manager of SGS INTRON Certificatie B.V.

Upon receiving the complaint, its receipt is confirmed in writing. The complaint will be investigated independently by SGS INTRON Certificatie B.V. and closed in case of a satisfactory conclusion of the investigation. After closing the complainant is informed that the investigation is complete.

#### **2.6.2 Complaints about certificate holders**

Complaints from third parties concerning a product or service covered by a certificate or technical approval must be investigated and reported carefully by the holder of the certificate or technical approval in accordance with a fixed procedure. The party filing such a complaint must be notified of the findings of the investigation within a reasonable term.

If a complaint is found to be justified the holder of the certificate and/or technical approval will be obliged to reach a settlement with the complainant and to take the necessary measures to avoid repetition.

Holders of certificates and/or technical approvals are required to operate and maintain a system recording the registration of complaints and the actions taken to resolve them.

If a complaint is filed with SGS INTRON Certificatie B.V., it will be brought to the attention of the relevant holder of a certificate and/or technical approval without delay. The holder will then have three months in which to bring about an amicable solution to the complaint.

Throughout the above-mentioned three-month term, the party filing the complaint will be obliged to lend its full co-operation so as to make it possible to investigate the cause of the complaint.





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### **2.7 RENEWAL OF CERTIFICATES/TECHNICAL APPROVALS**

Except in cases where the relevant assessment guidelines or specific regulations provide otherwise, a certificate is issued for an indefinite period and a technical approval for five years. Prior to the expiry of the certificate's or technical approval's validity, a renewal investigation will be completed (if applicable). The structure and remit of this renewal investigation will be based on the results obtained in previous periodic assessments (see paragraph 2.3).

SGS INTRON Certificatie B.V. will inform the holder of a certificate or technical approval - at least three months prior to the end of the certificate's or technical approval's validity - about the contents of the renewal investigation and the costs of renewing and retaining the certificate or technical approval.

### **2.8 USE OF CERTIFICATION MARKS**

After issuing the certificate SGS INTRON Certification B.V. sends the applicable certification marks to the certificate holder. For usage of these certification marks the certificate holder is obliged to follow the Regulations governing the use of certification marks. Those Regulations are part of these Regulations for certification and attestation.

Improper use of certification marks is a nonconformity against the certification requirements and may result in suspension of the certificate.

### **2.9 GENERAL CONDITIONS**

On all activities of SGS INTRON Certification B.V. apart from these regulations the General Conditions apply as well. These are published in a separate document.

## **3. FINAL PROVISIONS**

These regulations may be cited as the SGS INTRON Certificatie Certification and Attestation Regulations 2015.

These Regulations, which shall also form an integral part of each certification agreement, shall be governed by Dutch law.

These Regulations shall come into effect on September 1st 2015.



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### ANNEX: DEFINITION OF TERMS

#### Assessment guidelines

Requirements to be met by a building component, product and/or process as set by the Board of Experts and declared obligatory by SGS INTRON Certificatie B.V. The requirements may relate to performance, the technical properties of a product, the characteristics of a process, safety, health, the environment and the certificate holder's own quality system.

#### Certificate (Technical Approval)

A document issued in accordance with the rules of a certification or attestation scheme to indicate that one may assume that a clearly defined item meets the requirements of the assessment guidelines. This item may be a product, process and/or care system and, in the case of a technical approval, the prototype or design of a building component.

#### Certification mark

A protected mark, used exclusively in the context of a certification scheme, which indicates that one may assume that the certified item in question meets the requirements of the assessment guidelines.

#### Certification agreement

An agreement which forms part of the system of certification and which records the rights and obligations existing between a certificate holder and a certification institution, including those regarding the use of the certification mark and (or) the certificate.

#### Certification scheme

A general collection of regulations and procedures regarding the administration and performance of certification.

#### Holder of a certificate/technical approval

A business with which a Certification Body has concluded a certification agreement which is still valid.

#### Defect or nonconformity

A deviation from the applicable assessment guidelines as found in an item, product, process or care system.