Egyptian Accreditation Council
EGAC

Criteria For Certification Body Accreditation In The Scope Of Product, Process and Service Certification

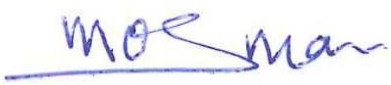
Global G.A.P & Organic Products

Prepared by: Product CBs Manager

Mohamed El Feky

Authorized by: EGAC Accreditation Director

Mohamed Osman



. BackgroundandIntroduction

This document sets out the requirements (accreditation criteria) for bodies seeking accreditation by the Egyptian Accreditation Council(EGAC), to assess and certify product, process and service certification schemes. It is important to understand that these are the requirements that have to be met by Certification Bodies(CB).They are not requirements that have to be met by the organizations that are audited by the CBs. The requirements that must be met by those organizations can be found in the appropriate certification standard and scheme requirements. Accreditation in compliance with these general requirements acknowledges that CBs possess the necessary competence and reliability to operate such conformity assessment schemes.ISO/IEC17065:2012 is an International Standard which sets out the conformity assessment requirements for bodies certifying products, processes and services.

Accredited CBs must appreciate that where their scope of accreditation refers, either directly or indirectly, to requirements laid down by a regulatory authority, the requirements of that regulatory authority, as a mended from time to time, must be applied by EGAC in addition to the requirements laid down in this document. In some instances, there may be a memorandum of understanding or other formal agreement between EGAC and a regulatory authority in that regard. Where there is conflict between this document and requirements specified in a formal agreement between EGAC and a regulatory authority as to the requirements that shall be met by an accredited certification body, the terms of that agreement shall take precedence.

1. Scope

This document applies to externally owned scheme, Global G.A.P.& Organic Products for accrediting CBs in line with General Regulations Part III, Clause2,3. Reference is made to applicable Global G.A.P. General Regulations in which accreditation requirements have been clearly stipulated.

2. NormativeReferences

ISO/IEC17065	Conformity assessment-Requirements for bodies certifying products, processes and services
ISO/IEC17067	Fundamentals of product certification and guidelines for product certification schemes
ISO/IEC17030	General requirements for third-party marks of conformity
ISO/IEC17026	Example of a certification scheme for tangible products
ISO/IEC17028	Guide lines and example of a certification scheme for services
Global G.A.P. Part III	General Regulations Part III–Certification Body and Accreditation Rules

3. Terms and definitions

3.1 Scheme Owner:
An identifiable organization which has established a conformity assessment scheme(s) and which is also responsible for the design and management of such scheme(s). Examples of scheme owners include CABs, manufacturers or their associations that have established a scheme, organizations that use services provided by the CABs, organizations that buy or sell products subject to conformity assessment activities or in dependent organizations.

3.2 Conformity Assessment Scheme (hereafter, Scheme): a documented and publicly available set of requirements which establishes the following:

3.2.1 The object to f conformity assessment, i.e. product, processor service to be assessed for conformity;

3.2.2 The requirements against which conformity is to be assessed;

3.2.3 The mechanism by which conformity is determined, e.g. testing, inspection or auditing and any other supporting activities to ensure continued conformity;

3.2.4 Requirements placed on conformity assessment bodies (CABs) by the scheme owner, and any specific applications or interpretations thereof, where applicable.

3.3 IAF-Endorsed Scheme: Schemes that have been endorsed by the International Accreditation Forum (IAF) as published in IAF PR4.

3.4 GeneralandSpecificSchemeRequirements:documentedrequirementslaiddownbythe CAB in support of provisions stated under 3.2 above.

4. Minimum suitability elements for Product, Process and Services Schemes

The following explanations are relevant for a product/service/process certification scheme (the Criteria from the standard ISO/IEC17065areshowninboldprint):

4.1 The certificate of conformity issued by the certification body must relate to a clearly identifiedproduct,processorservice(criterion7.7.1).

4.2 The certification body must employ a scheme in which the certification activities have been laid down (criterion7.1.1).The requirements against which the product, the service or the process are assessed must be clearly specified (criterion7.1.2).This is possible by referring to other documents such as legislation, standards or technical specifications. EGAC will make use of ISO/IEC 17007, Appendices A, B, C and D as a guide in assessing the specified requirements, where applicable. The way in which the requirements are described must make objective determination of conformity possible. Annex B of ISO/IEC17065 applies specifically to the certification of services and processes.

4.3 If requirements are also made of the (quality) management system within the scheme such as ISO9001,these must be regarded as supporting requirements and may not lead to the issuance of a certificate of conformity for this management system (criteria4.4.4,7.7).

4.4 The evaluation activities of the certification body used to establish conformity (criterion7.4) may consist of, for example, testing, inspection and the performance of audits or combinations of these activities. The methods employed for this must be demonstrably suitable for the intended purpose. The method must also describe whether and how spot checks are carried out (and for example samples are taken). The scheme must guarantee that the se activities are carried out on a harmonized basis and that account is taken of the relevant testing, inspection and audit requirements (criterion6.2).It is also important that he method of conformity assessment be clearly specified in line terminology from ISO/IEC

17065:2012(Criteria6.2.1&2.2.2,i.e.testing,inspectionandaudit).Onthisnote,EGAC will also cover compliance with the relevant requirements of accreditation standards ISO/IEC17021, ISO/IEC17025 and ISO/IEC17020, where applicable.

4.5 A scheme must describe the way in which the evaluation results are to be interpreted and what the consequences are (criteria7.4,7.5,7.6,7.10,7.11).This also means that it must be laid down which non-conformities prevent certification or are reason for suspending or with drawing a certificate. If legal requirements have been included in the scheme, the non-fulfillment of such requirements must always prevent certification or be reason for suspending or withdrawing a certificate.

4.6 Requirements to be made of the competences for personnel involved in the certification process must be laid down in the scheme (criterion6.1).

4.7 The scheme must describe the way in which supervision is implemented (criterion7.9).If supervision exists, the type of product certification scheme under ISO/IEC17067 must be taken into consideration in this regard.

4.8 The certificate of conformity (criterion7.7) issued on the basis of the certification evaluation must be in accordance with the assessment carried out. A scheme describes the way in which the scope of certification (criterion7.7) is defined if relevant.

4.9 Where the certification gives entitlement to the use of a certification mark (criterion4.1.3), the general requirements under ISO/IEC17030apply.

5. SpecificAccreditationAssessmentRequirements

In addition to the requirements above, the following provisions shall apply:

5.1 OfficeClientFileReviews

The following guide lines shall be applied during file reviews:

5.1.1 At least one complete client file (i.e. from application to certification) per product group/scheme must be available for review during the initial assessment, this includes a representative sample of at least 2files of the evaluators, or as applicable to sampled files. A product group means products with, for example, the same technology, the same materials or same use.

5.1.2 For surveillance assessment and re-assessments, at least one (1) client file per scheme, or one fifth of the square root of the number of valid certificates (1/5vn), with a maximum of eight (8) client files, shall be reviewed in totality as illustrated below:

No.of valid certificates	<25	<100	<225	<400	<625	<900	<1225	<1600	>1600
No.of files tobe assessed	1	2	3	4	5	6	7	8	8

5.1.3 The sample size in 5.1.2 is applicable over a 3 – year accreditation cycle, with all schemes to be covered in two successive accreditation cycles.

5.2 WitnessingAssessmentActivities

The aim of the witnessing performed by EGAC is to verify that the CB has implemented the procedures on site (at the CB's client) and to verify that the CB covers all the necessary certification scheme requirements and that the auditors used by the CB are appropriately qualified. The witnessing report shall be completed in full on the relevant EGAC checklist (F1P19Pd) and must include an accurate account of the activity witnessed. It may be necessary for the EGAC assessor to witness more than one auditor during a witnessing assessment.

It is not necessary that the same auditor be witnessed through out the activity. When selecting witness activities for initial or re-assessments, it is preferable that witnessed audits planned by the CB cover the highest requirements as regards the competence of the selected client and are for initial or re-certification in order that the full process can be evaluated by the EGAC assessor. It is the responsibility of the CB to ensure that EGAC is given the necessary access to perform the witnessing. A witnessing activity shall last for at least the whole day or also ngas the evaluation activities such as inspection, testing or audit are completed. The following shall apply for witnessing activities.

5.2.1 At least one sector specification shall be witnessed for each of the product group / certification scheme for which accreditation is sought.

5.2.2 At least two weeks before the witnessing activity, EGAC shall be provided with the following documentation:

- A copy of the client's certificate in the event that a surveillance, follow-up audit (how ever named) or are certification audit is scheduled for witnessing,
- An audit/evaluation plan, detailing the objectives of the conformity assessment activity;
- Information on any special requirements such as safety, dress code, security clearance etc. at least 2weeks prior to the audit date;
- a copy of the selected auditor's CV and a competency assessment report two weeks prior to the audit; and
- Anaudit/evaluationreportafterwitnessingactivitieswithintwoweeksafter whichEGACshallissueawitnessingreporttotheCB withintwoweeks.

5.2.3 The appointed EGAC Assessor shall clarify his/her role as an Observer to the CB Auditors and shall not involve themselves directly in the audit proceedings or in convenience the CB's client in any way. However, the assessor must be allowed to ask questions for clarification purposes during the team's interim meetings so as to ensure a clear understanding of the audit process taking place and find out if there are any adjustments to the audit plan. It is expected that the EGAC Assessor will be provided with access to the client's documentation that the CB reviews as part of its evaluation and any documentation reviewed by the CB during audit/evaluation proceedings should be made available to the EGAC Assessor to review.

5.2.4 If it happens that the EGAC Assessor observes a non-conformance in the CB's client's operations which is not reported by the audit team, the EGAC Assessor shall record this on the F10P9G and inform the team about such findings during the post-witness feedback session rather than in front of the CB's client. The only exception is when the EGAC Assessor observes a practice that presents an immediate risk to health and safety for all involved. In such cases the EGAC Assessor has a duty of care to report the issue without delay.

5.2.5 All activities of the CB's audit/evaluation should be witnessed, including the opening and closing meetings, unless directed otherwise by the EGAC Accreditation Manager. The EGAC Assessor shall hold a closing meeting with the representatives

from the CB as soon as practicable after the CB's closing meeting with their client. The Assessor should provide clear findings to the CB in a form of a recommendation report. EGAC F5P9G "Outcome of Certification Witnessing" and It may be necessary to revise or refine the findings following further discussion with the certification body after the witnessing has finished. Where it is not possible to conduct this meeting at the end of the witnessing activity, it may be conducted after the witnessed assessment by additional meeting.

5.2.6 The CB is to ensure that EGAC receives corrective actions for the non- conformances raised with in stipulated time frames,

5.2.7 After the initial assessment and the CB having been accredited, EGAC disperses the witnessing activities throughout the 4-year cycle, with full coverage of all accredited schemes to be achieved in two successive accreditation cycles.

5.2.8 All annual witnessing's for maintenance of accreditation shall preferably be conducted be for the office assessments. The AM can reduce the number of witnessing activities to a minimum of one per certification scheme based on the history of the CB, the number of certifications performed and the confidence as a result of consistent demonstrated competence.

5.2.9 The CB shall, upon request by EGAC, provide a schedule of audits planned to take place in a certain period in order to facilitate informed selection of audits for witnessing purposes.

5.3 Scope Extensions

The following assessment methods are used in case of an application for an additional scope extension:

5.3.1 Desk-review of documents and records (Method1);

5.3.2 A visit to the office of the CB for file reviews and to verify documents and records and to interview relevant staff, especially in the case of multiple specifications/scopes up for extensions (Method2);

5.3.3 A witness assessment (Method3).

As a minimum, the defined competence requirements in that sector, records of the qualification process for evaluators/auditors for that sector, and a complete client file in that sector will be verified in a scope extension assessment. Normally, methods 1 or 3 will be applied for 1 or 2 specifications falling within the product group of an already accredited scheme. In case of multiple specifications within the same product group, method 2 will be utilized. In case of multiple specifications in various product groups, method 2 and 3 will be used in a complementary manner. Method 3 will in most cases be used to target those sectors with the highest competence requirements. In case of a new sector altogether for a scheme which the CB is not accredited for, a witness assessment shall be conducted.

- **Requirements to the Accreditation body**

An accreditation body shall provide accreditation services in accordance with accepted established principles of quality system management and the internationally agreed requirements and recommendations for the accreditation activities mentioned in ISO/IEC17011 and in accordance with the requirements of both the International Accreditation Forum (IAF) & the International Laboratory Accreditation

Cooperation (ILAC**).**

The accreditation body has to prepare procedures and instructions dealing with the accreditation audit for the CAB. Beside others, information has to be given about the amount of conformity assessments to be witnessed and the amount of man/days per witnessed conformity assessments.

Amount of conformity assessments to be witnessed

The conformity assessment consists of 3 main parts:

a) Evaluation of the technical documentation of the Client
b) Clarification of the result of the evaluation between Client and CAB
c) Conformity assessment(s) which consists of the type examination together with one of the modules C2, D, E, For only of module G.

For these modules/module combinations the accreditation body shall define the amount of witnessed conformity assessments and the amount of man/days per the CAB's conformity assessment.

The amount of witnessed assessments depend on the modules/module combinations applied by the CAB for accreditation. The modules are detailed described in item 6.1 and in annex III

1. ModuleB-Type examination

Acomplete type examinationhastobe witnessed.In case the type examination has been performed by a different CAB only the type examination certificate has to be controlled. For the same product, the type examination performed, is valid for all the modules C2, D ,E, and F.

2. Module C2 and F

On the base of the witnessed type examination a conformity assessments acc. to module C2 and another acc. to F has to be witnessed.

3. Module D and E

On the base of the witnessed type examination a conformity assessments acc. to module D And another acc. to E has to be witnessed.

In case a CAB asks for accreditation for both modules together, it is enough to witness the conformity assessment of one of the modules. For the other module the control of the documents, prepared by the CAB and used for conformity assessment is sufficient.

4. Module G

A conformity assessment acc. to module G has to be witnessed.

2.2 Amountof man days perwitnessedconformityassessments

- The amount of man days per assessment depend on the complexity of the Product,
- Amount ofpieces produced within aperiod defined,
- Amount of product checks performed during manufacture by the manufacturer per a defined period,
- Used solution for compliance with the essential requirements (Egyptian standard or other solutions totally or partly).

The amount of man/days per conformity assessment is already defined by the CAB in its

regulation for and will be approved by the accreditation body. Therefore the amount of man days for witnessing should cover one complete conformity assessment.

3. Basic requirements to theConformity assessmentbody

A conformity assessment body shall:

-Be established under the national law of a State and have legal personality.

-Be a third-party body independent of the organization or the appliance or the fitting it assesses

-Not be the designer, manufacturer, supplier, installer, purchaser, owner, user or maintainer of the appliances or the fittings which they assess, nor the representative of any of those parties.

-Not be directly involved in the design, manufacture or construction, the marketing, installation, use or maintenance of those appliances or fittings, or represent the parties engaged in those activities

-Not be engaged in consultancy services.

-Ensure that the activities of their subsidiaries or subcontractors do not affect the confidentiality, objectivity or impartiality of their conformity assessment activities.

-Be free from all pressures and inducements, particularly financial, which might influence their judgment

-Be capable of carrying out all the conformity assessment tasks assigned to it.

For each conformity assessment procedure and each kind or category of appliances or fittings in relation to which a conformity assessment body has been designated, It shall have:

a) Personnel with technical knowledge and sufficient and appropriate experience
b) Descriptions of procedures in accordance with which conformity assessment is carried out
c) Procedures for the performance of activities which take due account of the size of an undertaking, the sector in which it operates, its structure, the degree of complexity of the appliance or fitting technology in question and the mass or serial nature of the production process.

The personnel shall have the following:

a) Sound technical and vocational training covering all the conformity assessment activities
b) Satisfactory knowledge of the requirements of the assessments
c) Appropriate knowledge and understanding of the essential requirements of the applicable Egyptian Standards;
d) The ability to draw up certificates, records and reports
e) The impartiality shall be guaranteed.

Appendix A: Guidance on assessment and development of conformity assessment schemes

ELEMENTS	DESCRIPTIONOFCONTENTS
Subject	What is the subject of the scheme; - To which (group of)products, services, processes, systems or competences does your certificate relate? - About which aspect of the product, service, process, system or competencies your certificate on cerned?
Authors	By whom has the scheme been drawn up?
Certificate	What is your actual certificate of conformity? What are the conditions of validity of the certificate? - How long is the certificate valid? - How can the certificate lose its validity? - Where can the user check the validity? How is the applicable certification system mentioned or how is reference made to it?
Certificationmark	What do you communicate to the market assign if icance of the mark?
Certification requirements	Which standard or which normative document contains the requirements? - How do you show that assessable requirements have been formulated? - Have any legal requirements been included? - In what way are the legal requirements acted on? - Have only legal requirements been included? - Is there an explanation/interpretation of the requirements? - Has the explanation/interpretation been published?
Certification method	Which method do you have to reach decisions on the conformity? - How do you show that your method is suitable to support the certificate of conformity(product certification :ISO/IEC17065; Certification of management systems : ISO/IEC17021;certificationof competence :ISO/IEC17024)? - Which method do you have form on it or in that the certificate holder continues to meet the requirements? - How do you show that your method is suitable for monitoring that the certificate holder continues to meet the requirements?
Conditions	What provisions and evaluation criteria have you laid down for granting, maintaining, extending, curtailing, renewing, suspending or with drawing certification? - Is your definition of non-conformity in accordance with the definition in the accreditation standard and /or IAF guidance? - If the scheme contains legal requirements: are the legal requirements met by the granting of a certificate?

ELEMENTS	DESCRIPTION OF CONTENTS
	- What rights and obligations have you laid down for yourself and the applicants and/or certificate holders and in which documents? - How and in which document have you laid down that the certificate holder is continuing to meet the provisions? - What arrangements have you made regarding the recording of complaints by the certificate holders?
Procedures	Have you described your certification procedures? - How can you show that your procedures are appropriate? - In what way has validation taken place?
Competence	Which competence requirements have you described? - Which competence requirements have you described for your assessors? - Which competence requirements have you described for your deciders? - Which competence requirements have you described for other personnel? - How can you argue that your competence requirements are appropriate?
Openness	Which documents are in the public domain? - How are they brought in to the public domain? - How do you publish the list of certificate holders? - What information is provided in so doing?

No	Conformity assessment functions and activities a within product certification schemes	Types of product certification schemes b						
		1a	1b	2	3	4	5	6(N)d
1	**Selection**: including planning and preparation activities, specification of requirements, e.g. normative documents, and sampling, as applicable	x	x	x	x	x	x	x
2	**Determination of characteristics**, as applicable, by: a)testing b)inspection c)design appraisal d)assessment of services or processes e)other determination activities, e.g. verification	x	x	x	x	x	x	x
3	**Review** Examining the evidence of conformity obtained during the determination stage to establish whether the specified requirements have been met.	x	x	x	x	x	x	x
4	**Decision on certification** Granting,maintaining,extending,reducing,suspending,withdrawingcertification	x	x	x	x	x	x	x
5	**Attestation, licensing**							
	a)issuing a certificate of conformity or other statement of conformity (attestation)	x	x	x	x	x	x	x
	b)granting the right to use certificates or other statements of conformity	x	x	x	x	x	x	x
	c)issuing a certificate of conformity for a batch of products		x					
	d)granting the right to use marks of conformity(licensing)is based on surveillance(VI)or certification of a batch.		x	x	x	x	x	x
6	**Surveillance**						-	
	a)testing or inspection of samples from the open market			x		x	x	
	b)testing or inspection of samples from the factory				x	x	x	
	c)assessment of the production, the delivery of the service or the operation of the process				x	x	x	x
	d)management system audits combined with random tests or inspections						x	x

a) Where applicable, the activities can be coupled with initial audit and surveillance audit of the applicant's management system or initial assessment of the production process. The order in which the assessments are performed may vary and will be defined within the scheme.
b) A product certification scheme includes at least the activities1, 2,3, 4and5a).
c) The symbol N after 6 has been added to show an undefined number of possible other schemes, which can be based on different activities.

Appendix C: Types of product certification schemes

ELEMENTS	DESCRIPTIONOFCONTENTS
Schemetype1a	In this scheme, one or more samples of the product are subjected to the determination activities. A certificate of conformity or other statement of conformity(e.g.a letter)is issued for the product type, the characteristics of which are detailed in the certificate or a document referred to in the certificate. Subsequent production items are not covered by the certification body's attestation of conformity. The samples are representative of subsequent production items which could be referred to by the manufacture as being manufactured in accordance with the certified type. The certification body may grant to the manufacturer the right to use the type certificate or other statement of conformity (e.g. letter)as a basis for the manufacturer to declare that subsequent production items conform to the specified requirements.
Scheme type1b	This scheme type involves the certification of a whole batch of products, following selection and determination as specified in the scheme. Theproportiontobetested,whichcanincludetestingofalltheunitsinthebatch(100%testing),wouldbebased,forexample,onthe homogeneityoftheitemsinthebatchandtheapplicationofasamplingplan,whereappropriate.Iftheoutcomeofthedetermination,review and decision is positive, all items in the batch may be described as certified and may have a mark of conformity affixed, if that is included in the scheme.
Scheme type 2	Thesurveillancepartofthisschemeinvolvesperiodicallytakingsamplesoftheproductfromthemarketandsubjectingthemto determination activities to check that items produced subsequent to the initialattestationfulfilthespecifiedrequirements.Whilethisschememayidentifythe impactofthedistributionchannelonconformity,theresourcesitrequirescanbeextensive.Also,whensignificantnonconformitiesarefound, effective corrective measures may be limited since the product has already been distributed to the market.
Scheme type 3	The surveillance part of this scheme involves periodically taking samples of the product from the point of production and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfill the specified requirements. The surveillance includes periodic assessment of the production process. This scheme does not provide any indication of the impact the distribution channel plays on conformity. When serious non conformities are found, the opportunity may exist to resolve them before wide spread market Distribution occurs.
Scheme type 4	The surveillance part of this scheme allows for the choice between periodically taking samples of the product from the point of production, or from the market, or from both, and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfil the specified requirements . The surveillance includes periodic assessment of the production process. This scheme can both indicate the impact to f the distribution channel on conformity and provide a premarket mechanism to identify and resolve serious non conformities. Significant duplication of effort may take place for those products whose conformity is not affected during the distribution process.
Scheme type 5	The surveillance part of this scheme allows for the choice between periodically taking samples of the product either from the point of production, or from the market, or from both, and subjecting them to determination activities to check that items produced subsequent to the initial attestation fulfil the specified requirements. The surveillance includes periodic assessment of the production process, or audit of the management system, or both. The extent to which the four surveillance activities are conducted may be varied for a given situation, as Defined in the scheme. If the surveillance includes audit of the management system, an initial audit of the management system will be needed.

ELEMENTS	DESCRIPTIONOFCONTENTS
Scheme type 6	This scheme is mainly applicable to certification of services and processes. Although services are considered as being generally intangible, the determination activities are not limited to the evaluation of intangible elements (e.g. effectiveness of an organization's procedures, delays and responsiveness of the management).In some situations, the tangible elements of a service can support the evidence of conformity indicated by the assessment of processes, resources and controls involved. For example, inspection of the clean lines of vehicles for the quality of public transportation. As far as processes are concerned, the situations very similar. For example, the determination activities for Welding processes can include testing and inspection of samples of the resultant welds, if applicable. For both services and processes, the surveillance part of this schemes hold include periodic audits of the management system and periodic assessment of the service or process.

Appendix D: Guidance on conformity assessment conditions for product certification schemes

ELEMENTS	DESCRIPTIONOFCONTENTS
Sampling	Where applicable, the scheme should define the extent to which sampling of the product to be certified is required, and on what basis such sampling should be undertaken both at theselectionandsurveillancestages.Theschemeshoulddefinewhensamplingisrequired and who is permitted to undertake it. - NOTE :Useful information on this topic is given in ISO 10576-1,ISO2859-10,ISO 3951-1andISO22514-1.
Acceptanceof conformity assessmentresults	In some cases, clientsmighthaveobtainedtheresultsofdeterminationactivities,suchastesting, inspection or auditing, prior to making anapplicationforcertification.Insuchasituation,theconformityassessmentresultmaybefromasourcenotwithinthecontractual Control of the certification body. The scheme should define whether and under what conditions such conformity assessment results can be considered in the certification process.
Outsourcingofthe conformity assessment activities	If the scheme permits outsourcing(subcontracting)of conformity assessment activities such as testing, inspection or auditing, then the scheme should require these bodies to meet the applicable requirements of the relevant International Standards. For testing, it should meet the applicable requirements of ISO/IEC17025; for inspection , it should meet the applicable requirements of ISO/IEC17020;andfor Management system auditing, it should meet the applicable requirements of ISO/IEC17021.The scheme should state the degree to Which prior agreement to outsourcing needs to be obtained from the scheme owner or the client whose products are being certified under the scheme.
Complaintsand appealstothe schemeowner	The scheme owner should define the complaints and appeals process and who is responsible for undertaking this process. Appeals against the decision of the certification body and complaints about the certification body should be addressed to the certification body in the first instance. Appeals and complaints that have not been, or cannot be, resolved by the certification body can be addressed to the scheme owner.
Licensingand controlofthemark	Where the scheme provides for the use of certificates, marks or other statements of conformity, there should be a license or other form of enforceable agreement to control such use. Licenses can include provisions related to use of the certificate, mark or other statement of conformity in communications about the certified product, and requirements to be fulfilled when certification is no longer valid. Such licenses may be between two or more of the following: —schemeowner; —certificationbody; —clientof thecertificationbody
Surveillance	If surveillance is included ,the scheme should define the set of activities (see function 6 in Appendix A)that make up the surveillance functions. When deciding up on the appropriate surveillance activities, the scheme owner should consider the nature of the product, the consequences and probability of nonconforming - products and the frequency of the activities.
Non-conforming	The scheme should define requirements that apply when a product no longer fulfils certification requirements, such as product recall or

ELEMENTS	DESCRIPTION OF CONTENTS
products	Providing information to the market.
Reporting to the scheme owner	When reporting to the scheme owner is required, the content and frequency of reporting should be defined. Such reporting may be for the purpose of scheme improvement, for control purposes and for monitoring the extent of conformity by clients.
Subcontracting of the operation of the scheme	If the scheme owner subcontracts all or part of the operation of the scheme to another party, it should have a legally binding contract definingthedutiesandresponsibilitiesofbothparties.Agovernmentalschemeownercansubcontractoperationoftheschemeby Regulatory provisions.
Marketing	The scheme should define the policies and procedures related to marketing, including the extent to which certification bodies and clients can make reference to the scheme.
Fraudulent claim of certification	Actions and responsibilities for situations where certification under the scheme is being claimed fraudulently should be described.
Maintenance and improvement of a scheme	
Reviewofscheme operation	The scheme owner should define a process for reviewing the operation of the scheme on a periodic basis in order to confirm its validity and to identify aspects requiring improvement, taking into account feedback from stakeholders. There view should include provisions for ensuring that the scheme requirements are being applied in a consistent manner.
Changesinspecified requirements	The scheme owner should monitor the development of the standards and other normative documents which define the specified requirements used in the scheme. Where changes in these documents occur, the scheme owner should have a process for making the necessary changes in the scheme, and for managing the implementation of the changes(e.g. transition period)by the certification bodies, clients and, where necessary, other stakeholders.
Otherchangestothe scheme	The scheme owner should define a process for managing the implementationof other changes to the rules, procedures and managementof thescheme.
Scheme documentation	The scheme owner should create, control and maintain adequate documentation for the operation, maintenance and improvement of the scheme. The documentation should specify the rules and the operating procedures of the scheme, and in particular the responsibilities for governance of the scheme.

ADDENDUM1: Amendment Records

Proposed By:	Section	Change
AM	All	New Document split based on revision of the current P05 to cater for specific product certification requirements