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## Management system certification

The certificate obtained of an organization appealing for the certification confirms that such organization has implemented and maintained the management system in conformity with all requirements set by related international standards or national regulations, such as:

- **ISO 9001:2015 for quality;**
- **ISO 22000:2018 for the field of food safety;**
- **ISO 14001:2015 for the field of environmental protection;**
- **ISO 50001:2018 for the field of energy management**
- **ISO 45001:2018 for the field of occupational health and safety**
- **ISO 37001:2016 for the field of anti bribery security or**
- **ISO/IEC 27001:2013 for the field of information security**

A certified management system is generally accepted, if a certificate was issued by an independent and accredited certification body, it means, the one which fulfills all requirements of relevant accreditation body. If certification applicants require the management system in their companies to be accepted at international level, they should choose such certification body which obtained the accreditation from any internationally recognized accreditation body.

Company **ASTRAIA® Certification, s.r.o.** successfully passed the process of accreditation in the field of stated management systems by the Slovak national accreditation service for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, ISO/IEC 27001: 2013, ISO 50001:2018, ISO 45001:2018 and ISO 37001:2016. Slovak national accreditation service is a signatory of the contract about mutual accreditation acceptance, so the accreditation certificates issued by it are valid internationally.

Management system certification brings to certified subject besides of prestige development and marketing advantages also more other benefits. It allows to the certified subject to use the certification mark by the propagation of management system certification. The profit from the certificate increases to the certified subject the possibilities of cooperation with the existing and potential partners; in many cases it places the certified subject into the better starting position by the selection procedures and tenders announced by significant buyers and customers acting in the market (big companies, international concerns, etc.). However the surveillance of independent experts over the certified management system ensures the continuous control of main managing activities creating the relevant management system. This is not just for maintenance, but also for improvement of management effectivity in stated field.

Certification of management systems is rather complicated process, which has tightly stated procedure by the accreditation rules as well as conditions for certificate awarding. Whole certification process consists from six phases, which are described as follows.



### 1. Conclusion of the contract, pricing

Each organization interested in the assessment of related management system and obtaining a certificate from the company **ASTRAIA® Certification, s.r.o.**, has to contact the certification body **ASTRAIA® Certification, s.r.o.** or its commercial partner by sending enquiry (mail, phone call, etc.) for these services.

The employees of company **ASTRAIA® Certification, s.r.o.** check, if CB is able to perform the certification of management system according to the requirements of potential client and according to the procedures of CB and accreditation rules. If yes, CB prepares the draft of Contract for certification. Contract is usually sent by certification body on the request of the interested. When concluding the contract, the client should for ISO 45001, ISO 22000 as well as ISO / IEC 27001 to specify further details of its OHSMS, FSMS / risks related to ISMS.

The price of the performance of assessment / certification is always based on the price offer made or negotiations with the customer prior to the conclusion of the contract. The company **ASTRAIA® Certification, s.r.o.** provides its services under the condition that the contract with the applicant for the certification has been concluded.

### 2. Preparation for assessment


After the contract has been signed by both parties, the certification body assembles the audit team appropriate for the given assessment. For each certification area there must be a qualified employee in the audit team. The number of audit team members depends on the size of the customer's company and areas to be certified. The audit team shall be composed of independent specialists who are in no way involved in the activity of a customer. A customer is entitled to give an opinion on the composition of the audit team and to propose the replacement of its members at the very latest 3 days before audit performance. Realization manager is responsible for monitoring of number of auditors in relation to the number of employees of the client in auditing process, in the case that the audit team consists of more than 1 auditor.

An organization assessed (customer) is obliged to provide the documented information for the purpose of the assessment to the audit team as follows:

- detailed organizational structure;
- scope and extent of certification (divisions, activities);
- structure of the documented information;
- further actual documented information of management system, especially:
  - management system manual;( when is processed)
  - management system policy and objectives;
  - the context of the organization, risks and actions to manage risk in relation to management system
  - description of processes, environmental aspects or occupational health and safety threats;
  - main administration procedures (directives, instructions etc.);
  - specific requirements for the audit performance (including the occupational safety and health protection, health eligibility).

Subsequently, the audit team is obliged to study the customer documented information and to assess whether the documented information provided:

- meets the minimum requirements of related normative criteria in full extent for documented information;
- establishes clear, unambiguous and logic procedure and responsibilities for the performance of the administration activities;
- exhaustively describes the management system being examined and provides the sufficient projection of its functionality.

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Before this phase is concluded, the audit team assesses whether the documented information is compiled in appropriate extent and includes all requirements. In case the documented information has not been compiled in conformity with the requirements of the related normative criteria, the audit team informs the established representative of an organization being assessed without any delay and at the same time it specifies which criteria requirements have not been accepted in a suitable way. After that, the lead auditor arranges with the representative of an organization being assessed the date by when the documented information will be completed and up-dated. When needed, the assessment schedule will be adjusted as well.

As soon as the documented information has been assessed, the audit team prepares the audit plan and the organization being assessed gives an opinion on it together with the established representative of the company **ASTRAIA® Certification, s.r.o.** The lead auditor may carry out the amendments in the draft of the audit plan based on their requirements. No amendments in the audit plan concerning the extent or any limitation of binding requirements of related standards are allowed. The audit plan will be approved by the customer along with the representative of the certification body. In case the witness audit is performed on the request of accreditation body, the lead auditor has to involve in audit plan the participation of accreditation body members during the opening and closing meeting.


### 3. Assessment and audit report

Certification of all management systems are performed in two stages. The objective of the first stage is to obtain the data about the fulfillment of key requirements of relevant norm. The objective of second stage is to perform the assessment of all requirements of relevant norm criterions. The audit performance in an organization being assessed is managed by the lead auditor in accordance with the approved audit plan. Each assessment carried out by the company **ASTRAIA® Certification, s.r.o.** begins with the initial meeting. The audit team informs all participants of this meeting about the audit objectives. The purpose of the initial meeting is to confirm the extent and audit criteria, approve the audit plan and arrange the organization of further measures, including the assurance of persons who will accompany the audit team and occupational safety for the members of audit team. The audit team may inspect the area of a customer prior to the audit performance in order to familiarize the members of the audit team with the structure of production plant, if the audit team decides so. In case of witness audit required by Accreditation body, the assessors of Accreditation body are also presented in audit on site (in premises of customer).

The audit performance consists in the carrying out of interview with selected employees of a customer, performance monitoring of particular activities, study of requested documented information and their comparison with the facts. The auditors usually do not perform any measurements or sampling, but if it is necessary for the verification of the conformity with the audit criteria, then they may request the carrying out of measurements and analysis of sampling under the assistance of customer employees.

The client must invite for performance of each audit the relevant specialists who carry out professional activities for the organization in the area required by the regulations (eg ABT - authorized health and safety technician, PZS - Occupational Health Service, environmentalist, water management technician, etc.) as well as a competent person for the given issues such as responsible person under consent / license / authorization or IT techniques for ISMS. At the same time, it is required that during the final meeting of OHSMS audits a representative of a PZS or a working doctor is presented.

The audit team usually keeps the representatives of an organization being assessed informed about important partial conclusions made during the audit. The audit team exhaustively informs the management of an organization examined about the non-conformities found at the final meeting which takes place always after the conclusion of the audit in the premises of an organization being assessed. The purpose of the final meeting is to inform the representatives of an organization

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examined about all defects and problems detected, classification and significance of the non-conformities found, answer the questions of employees of an organization examined concerning the conclusions and non-conformities found and state whether the audit team recommends the issuance of certificate for the management systems assessed. At the final meeting the lead auditor submits the prepared records containing the description of non-conformities found. An authorized representative of an organization examined confirms by signing the stated records that he/she was familiarized with the non-conformities. The representatives of an organization examined are obliged to take relevant measures in order to eliminate the non-conformities found and inform the lead auditor about these measures within 10 days. During the final meeting the lead auditor will also clarify further progress of activities which depends on the number and significance of the non-conformities found.

If there were significant non-conformities found which manifest that the integrity of an examined management system is not available in full extent, first of all, these non-conformities have to be eliminated and subsequently the decision-making concerning the issuance of certificate can take place. The lead auditor is also required to inform the client that if the certification body is not able to verify the implementation of correction and corrective actions taken to solve any identified non-compliance type 1 to 90 days of the day of the final meeting at a client, so must be performed at the client repeated audit before recommending issue the certificate. The performance of corrective actions is verified personally by the lead auditor who visits an organization being assessed, if the number of non-conformities is not too high. If there are much non-conformity found it is necessary to repeat the certification audit. If the serious non-conformities are found during the first stage of audit, the assessed subject is obliged to eliminate them till the date of second stage of audit (maximally till 90 days from the date of the first certification audit stage). If the non-conformities are not eliminated, there is necessity to repeat the first audit stage.

All audit statements and conclusions, including the identified non-conformities and corrective actions taken will be stated by the audit team in the audit report. As soon as a responsible employee of the company **ASTRAIA® Certification, s.r.o.** has approved the audit report; it will be delivered by the employees of the certification body to the representatives of an organization being assessed. An organization being assessed is entitled to give an opinion on the report content within 15 days so that possible objections against the audit conclusions or other facts stated in the audit report could be taken into consideration during the decision-making about the certification.


#### **4. Decision-making about the certificate awarding**

The management of the company **ASTRAIA® Certification, s.r.o.** decides about the awarding of the certificate on the basis of the information and facts stated in the audit report, objections against the audit conclusions or other additional information and documents, such as auditor questionnaires and notes, requests for corrective actions etc. made by the representatives of an organization being assessed. The management of the certification body decides about the awarding of the certificate, if the audit conclusions and overall evaluation of the management system being assessed objectively confirm, as follows:

- full integrity of the system being assessed and fulfillment of all requirements of related standard concerning a given management system;
- provision of trust in the further integrity and effectiveness of the management system being assessed based on the establishment of an organizational structure, definition of responsibilities and procedures, performance of internal audits and personal attitude of all involved employees;
- implementation of all required mechanisms and management procedures including the management review already performed.

Before the submission of the certificate itself and the certification marks, the client receives the Ordinance about the certificate awarding from company **ASTRAIA® Certification, s.r.o.** The



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company **ASTRAIA® Certification, s.r.o.** performs the surveillance of the certified organization by the way of surveillance audits. The company top management states the frequency of performance of particular audits in the Ordinance according to the audit conclusions, especially due to the overall evaluation of system's functionality and identified non-conformities. The frequency of performance of surveillance audits can be stated to minimally 4 months, maximally 12 months. Surveillance audits should be performed at least once in a calendar year. In the Contract for certification the binding rules of certification marks use and reference to the certification are determined. The violation of these rules can lead to the revocation of certificate.

### 5. Surveillance audit of certified organization

Program of surveillance audits for the period of certificate validity is compiled by the certification body in order to gradually verify the compliance with the requirements of related standard and to examine all organizational units of a certified organization which belong to the certification area during this period.

By the performance of surveillance audits the audit team proceeds in the same way as by the performance of certification audits, but the extent of surveillance audit is determined in the program of surveillance audits which is a part of the Ordinance.


The audit team should verify during each surveillance audit, as follows:

- Management of areas where significant changes appeared;
- Way of planning, conducting and evaluation of 3 pillar elements of system - internal audit, management review, preventive and corrective activity and realization of conclusions and measures;
- Relevant complaints, objections and incentives sent by involved parties and way of respond of certified subject including the measures implied on handling these complaints, objections and incentives
- Changes in documented information related to assessed subject
- Realization and efficiency of corrective action accepted for removing of non-conformities from previous audits and measures introduces for solving and examining accident , near miss, incident, emergency situation, nonconformity products and situations, leading to creation of nonconformity products,
- Effectiveness and efficiency of particular system from the perspective of pursuance of particular policy and objectives;
- Improvement in assessed area;
- Functionality and application of certified subject procedures for periodical evaluation and accord examination with particular legal requirements including operational control;
- Violation of rules and assessed penalties by state administration bodies in connected areas;
- Keeping the conditions and rules of certification mark use and referring to certification.

The audit team specifies all audit statements and conclusions in the audit report. Customers are entitled to give an opinion on the report content, but they have to do so within 15 days from the date of issue of report so that objections can be taken into consideration by the company **ASTRAIA® Certification, s.r.o.** during the decision-making whether or not the certificate remain valid. Certificate remains valid in case all conditions under which the certificate was issued are fulfilled and a certified organization eliminates all non-conformities found in an appropriate way.

### 6. Recertification

If a certified organization is interested in the renewal of certification which is about to run out, it may apply for the re-certification. Since the certification body performed the surveillance audits of a certified management system for three years, the re-certification audit usually takes shorter time than the certification audit and longer time than the surveillance audit. For this reason the price of re-certification is generally lower than the price of certification of the same subject.

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The exact extent of the re-certification audit and the price of provision of such services is fixed by the agreement with the client, when the client confirms his interest about recertification.

Recertification audit should be planned and executed in a timely manner to ensure the execution of a new certificate decision before the expiry date of the original certification.

Recertification audit should be planned so that the assessed subject will have average time to eliminate the nonconformities of type 1, which should be removed before the decision about issue the certificate after recertification audits.

In case that has been observed nonconformity of type 1 at the client, certification body cannot decide positively about issuing of certificate until corrective actions are effectively implemented to eliminate these nonconformities.

Certification body accepts the recertification at the client and sets the date of expiry of the certificate for recertification audit of one of these three options, whichever is relevant:

I. If the client allows to finish all recertification activities before the expiry of the original certificate so the date of expiry of the new certification will be the same as the date of expiry of the original certification plus three years, if this is not limited by validity of normative audit criteria (applicable for the revision of standards). At the same time on the certificate will be written term of first certification of subject (date of the first certification) because it will be fully maintained continuity of validity of certificates.

II. If the client does not allow to complete all recertification activities, for example. does not submit corrective actions or doesn't give standpoint to the audit report or not remove some nonconformities of type 1 until validity of original certificate, may term of issuing of new certificate to move a maximum of 120 days, but this will shorten the period of validity of certificates and the newly issued certificate must bear the date of re-certification audit and the date of the previous certification cycle. At the same time on the certificate will be written since when is the entity certified. Note: The validity of certificate will be the same as indicated in point I.

III. If the client does not allow carrying out a recertification audit by the date of validity of the initial certificate may apply only to perform the certification audit. In this case it is not re-certification but the certification process, as there was no continuity in surveillance activities of the entity.

#### **Extension of certificate's validity**

During the validity of certificate, the certified company can anytime request for the extension of the certification extend. This extension should be made by out after signing the request for modification of the scope of certification. Certification body verifies usually in the way of extraordinary audit, if the certified management system in fully extend consists also the areas which are the part of certification extension. In case the audit team ascertains the integrity of the management system being assessed in these areas as well, the top management of the certification body decides the extension of certification and after that it issues a new certificate to a customer. The validity period of extended certification is the same as the validity period of the original extent of certification.

In case of narrowing the scope of activities at the client, the certification body's review and for the appropriate fee replace the original certificate for a new one, where will be adjusted the range of activities carried out by certified companies within the certified management system.

#### **Suspension, limitation of validity extend, revocation of certificate**

In case the certification body finds out or it has a suspicion that a certified customer grossly violates the standard requirements according to which the certificate was issued or it violates the rules of use of certification marks or reference to the certification, is the subject of

proceedings conducted (a lawsuit runs against him) / investigations relating to food safety, its products are withdrawn from the market because of food safety hazards, there are indications of non-compliance with regulations concerning food safety, seriously jeopardize the health and safety of workers in the event of a serious incident, infringements of health and safety, which requires the involvement of the relevant regulator or is seriously endangered environment is authorized to perform the extraordinary audit. The purpose of extraordinary audit is to examine the extent of violation, circumstances under which it came to the violation of standard requirements or conditions stipulated in the contract and way of elimination/solving of the defects found. The performance of extraordinary audit goes beyond the framework of audit program stipulated in the ordinance always at the expenses of a certified organization.

If there are serious non-conformities found during the extraordinary audit, the management of the certification body decides the revocation, suspension or limitation of extent of the certificate validity.

The certification body usually decides the limitation of extent of the certificate validity, when the integrity of a management system does not apply to some organizational units (branches, departments, workplaces).

The certification body decides the temporary suspension of certificate validity in case the integrity of the management system does not apply to the entire organization, but the approach of all involved employees of a certified organization is a certain guarantee that the integrity of the certified management system could be renewed within the period of 90 days. In such cases the certificate of a certified organization can be temporarily withdrawn until the renewal of its validity.

If there is no sufficient guarantee that the personnel of a certified organization is really interested in the renewal of certificate and actively works on the elimination of non-conformities found, the certification body decides the revocation of the certificate validity and it permanently revokes the certificate of a given organization.

The company **ASTRAIA<sup>®</sup> Certification, s.r.o.** informs a certified organization by the form of ordinance within 14 days from the date of decision about the revocation, suspension or limitation of certificate validity. In the document it also specifies the reasons which lead to the decision. In the ordinances there is information about the reasons of the decision. The company **ASTRAIA<sup>®</sup> Certification, s.r.o.** publishes the information of each revocation, suspension or limitation of certificate validity on its webpage and possibly in the media, where the information of issued certificates is usually published.

The limited or suspended certificate validity cannot be renewed in full extent until the employees of the certification body do not verify, if all measures were taken in order to eliminate the non-conformities found. The above-mentioned verification shall be performed within 90 days from the date of decision, so that the certificate validity can be renewed. The certification body informs a client about the renewal of certificate validity by the ordinance.

### Rights and duties of certified organization during the certificate validity

A certified organization is allowed to use the certification marks assigned during the validity period of certificates and refer to the certification as stated in the contract for the certification.

A certified organization is obliged to keep the company **ASTRAIA<sup>®</sup> Certification, s.r.o.** continuously informed about the documented information changes of a certified management system and to provide the updated documented information version to the certification body. At the same time a certified organization have to inform the certification body about amendments relating to the change of management structure, substantial changes of processes, production program/service provision program or other amendments concerning a certified management system, if they have an essential impact on:

- legal or ownership position of a certified organization;
- organizational structure of this organization;
- policy, management procedures or processes creating a certified system;
- localization of particular plants, administrative and production areas;
- the scope of activities involved in certification (especially if the scope of certification will reduce in comparison with scope defined on the certificate).

During the validity period of certificates a certified organization shall also enable the employees of the company **ASTRAIA® Certification, s.r.o.** to perform the surveillance and extraordinary audits in the area of a certified organization, allow the inspection of its documented information and communicate with the employees in order to assess the functionality of a certified management system. Inspection of documented information includes also the study of records of accidents, damages, injuries, investigations and activity of public administration bodies in the areas relating to a certified management system (for example occupational safety and health protection, environmental protection), further the study of records of complaints, claims made by customers and other involved parties of a certified organization.

Certified subject is obliged to perform of market surveillance through the visits of the accreditation body to determine the levels of trust in the processes of the certification body, monitoring of performing of auditors during the audit to determine whether the auditor continuously competent to perform the activity or monitoring the certified client by the certification body to examine the level of trust own certification process;


### Security of information obtained during the assessment

All information provided to the company **ASTRAIA® Certification, s.r.o.** and members of the audit team by a certified organization/organization being assessed are regarded as confidential and can be used merely within the framework of assessment process and certification of a given organization. They will be not provided to third party without the approval of certified subject with the exclusion of provision to named assessors of accreditation body. The company **ASTRAIA® Certification, s.r.o.** has right to provide mentioned information to the assessors for inspection for the purpose of assessment of company **ASTRAIA® Certification, s.r.o.** in the process of accreditation, under which was provided the service to assessed organization. The company **ASTRAIA® Certification, s.r.o.** forbids to all its employees to use the documented information on these organizations for other reason than assessment of an organization or decision-making about the certification. The provision of stated documented information to other persons than established employees of the company **ASTRAIA® Certification, s.r.o.** is subject to the approval of the director of the company **ASTRAIA® Certification, s.r.o.** and management of a given organization being assessed.

In the case, that the law or legal authority (court, supervisory authority, the investigator) required information about customers, this information, may be after approval of the director of the certification body given in the necessary extent, to fulfill the requirement of legislation. If the law imposes the certification authority the obligation to provide information without the client's consent, director of certification body may grant consent with providing the information without the consent of the client. In other cases, the consent of the client is always required.

The documented information of an organization being assessed/certified organization is provided to the members of the audit team prior to the preparation for assessment. After the conclusion of the assessment lead auditor is obliged to return the documented information to the certification body, including the documentation which was additionally requested by the members of the audit team from an organization being assessed. Beyond the assessment period and decision-making process about the certification the documented information is kept confidentially



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in the central registry of the company **ASTRAIA® Certification, s.r.o.** in the file of a given organization. Once the cooperation between the company **ASTRAIA® Certification, s.r.o.** and a particular customer is finished, the provided documented information will be returned or shredded as a customer wishes. If the documented information of client is in electronic form, the realization manager does not require returning the documented information, all principles of protection of information obtained during the assessment are the same as for the paper version of the documented information.

The management of the company **ASTRAIA® Certification, s.r.o.** classifies the violation of stated rules as gross violation of work discipline and usually terminates immediately such cooperation or employer-employee relationship.

The certification body provides the information about the requirements to client related to the preparing the actions, if necessary, by the adaptation of the observers by the audit performance. Certification body informs the client about the attendance of observers by the naming of audit team and notice the client, that if he has some confidential data, he has to warn the certification body before the audit performance.

#### **Informing about the changes in certification requirements**

If the certification body considers the changes of certification requirements, it informs about this the certified organizations and all applicants for certification. These subjects have the right to comment the proposed changes, which will touch them in the process of obtaining or keeping of certification. By the decision about the changes in the procedures and requirements of certification and date of their validity, the top management of **ASTRAIA® Certification, s.r.o.** considers the opinions and comments given from mentioned subjects. After that certification body informs about the changes in requirements and procedures of obtaining/extension/renewal of certification, rules of certification marks use and referring on the certification, date of validity from which the accepted changes are binding and the date to which the mentioned subject have to fulfill the changes requirements of certification. After the expiration of state term the certification body performs the control of required changes realization by the mentioned subjects.

#### **Informing about the awarded certificates**

Company **ASTRAIA® Certification, s.r.o.** informs about the certificates awarded by it, or suspended, restricted, extended or cancelled on its web page <http://www.astraiia.sk>. The same information can be stated on the information servers, in special catalogues, periodicals and publications, where are this information published also by other certification bodies.

Because of ensuring of the confidential information security of assessed/certified subjects, the company **ASTRAIA® Certification, s.r.o.** publishes without any special permission just this information as follows:

- exact name according to the commercial list, trade license, establishment document, etc. including the legal entity;
- exact scope of activities, which are related to the certification;
- exact specification of norm according to which the certificate was issued, including the year of its publishing;
- validity status of certification;

### Submission of complaints on certified organization

The interested parts have a right to submit to the company **ASTRAIA® Certification, s.r.o.** the objections and complaints on the subject with the certified management systems, if this company has certified them. These objections and complaints are analyzed by the employees of certification body. If are these ones justified and they are directly related to the management systems of certified by the company **ASTRAIA® Certification, s.r.o.**, they are investigated and solved during the next surveillance audit, in serious case by the performance of extraordinary audit.

Company **ASTRAIA® Certification, s.r.o.** after the solution of each objection/complaint/impulse informs the person, who files this impulse, about the found results of investigation and according to the situation also about the way of elimination of found deficiencies from the site of certified subject and the way of reaction of certification body related to the validity of relevant certificates.

### Transfer of accredited certification


Company **ASTRAIA® Certification, s.r.o.** can transfer on the basis of the valid accredited certificate stated management system issued by another certification body to certificate issued by company **ASTRAIA® Certification, s.r.o.**. The transfer is possible just in case, if the certificate was issued by certification body, which is accredited member of multilateral agreement of mutual recognition of accreditation results. Between these accreditation bodies belong members of these special associations: European co-operation for Accreditation, International Accreditation Forum, Pacific Accreditation Cooperation and Interamerican Accreditation Cooperation. The applicants which do not fulfill these criterions (if they have non-accredited certificates or certificates with the accreditation awarded by non-member of stated agreement) have to pass whole certification process as a new applicant for the certification. Certification is not possible to transfer, if there is multiple certification of relevant management system. However company **ASTRAIA® Certification, s.r.o.** can perform only the transfer of that certification, on which obtained the accreditation from organ, which is a member of multilateral agreement of mutual recognition of accreditation results.

### Independence, impartiality and quality ensuring

Our object is act always independently from the activities performed by clients as well as economic, commercial and politic pressures of all interested parts by the assessment and decision-making about the certification.

Auditors and other special employees determined on exact assessment are chosen just from those specialists, who were not involved in implementation or maintenance of assessed management systems in any way and by whom we can exclude that they are interested in any way on the activities of assessed subject. The competence of auditors of the company **ASTRAIA® Certification, s.r.o.** is to ensure by continuous special preparation in all fields, which are relevant to the subject of their acting. Most of the auditors have a lot of experiences with the assessment of management systems in various industrial or service providing organizations in whole the world.

The auditors obtain the results from the assessment by the independent assessment of real situations and conditions on the basis of facts and information obtained by the assessment and own special knowledge. The decision-making about the certification is in authority of top management members of certification body. The activities of all employees of company **ASTRAIA® Certification, s.r.o.** involved on the assessment and certification is controlled by certification committee. Certification committee is the supervisory body of the company established from experts representing various interested parts. Its task is to monitor, if the decision-making and acting is impartial and objective by the assessments and certifications, and if the accreditation rules and procedures and rules of the assessment stated by the company **ASTRAIA®**

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**Certification, s.r.o.** are fulfilled. The quality of provided services by the company is ensured by the maintenance of functional and effective quality management system, by usage of competent, qualified and reliable personnel and open approach to customers.

#### **Solution of complaints, appeals and disagreements**

Each customer of the company **ASTRAIA® Certification, s.r.o.** is authorized to file a complaint about the proceeding of the certification body and performance of particular activities by the employees of the company or to appeal against the decision of the certification body. In case a customer is not satisfied with the services of the company **ASTRAIA® Certification, s.r.o.**, it is necessary to inform the quality manager of the certification body.

The company **ASTRAIA® Certification, s.r.o.** tries to respond flexibly to every single customer suggestion and in the case of a complaint, it solves it within 30 days after the filling of a complaint or appeal. The company makes an effort to inform each customer about the way of solving of a given suggestion within 30 days. We would like to emphasize that the company pays a special attention to the solving of the complaints and appeals so that a customer and all involved parties have an opportunity to express their points of view. A complaint or appeal has to be submitted in writing within 1 year from the day on which the provision of a given service ended or from the date of decision. In both cases the limitation period is one year. The director of the certification body is in charge of all disagreements arisen in the course of the solution of complaints, appeals or suggestions of involved parties. All involved parties will be informed about the results of disagreement solved without delay.

#### **Rules of certification marks use and references to the certification**

Exact rules for use of certification mark and reference to the certification are always stated in the contract for certification, which each customer is obliged to accept/conclude with the company **ASTRAIA® Certification, s.r.o.** prior to the issuance of certificates. Each certified organization is allowed to use only the certification marks assigned to it by the certification body which refer to its certified management system merely under the condition that the company **ASTRAIA® Certification, s.r.o.** has neither suspended nor cancelled the validity of related certificate. The same rules apply to the reference to the certification.

#### **A certified client is allowed to:**


- use the certification mark only during the validity period of certificate;
- place the certification mark on headed papers, information and advertising materials;
- use the certification mark in order to promote its management system, for example on the billboards, in the media etc. ;
- present the certification mark always along with the trade name, logo or own trademark.

#### **A certified client should not:**

- use the certification mark after the expiration or suspension of validity of certificate;
- placed on the product or packaging
- use the certification mark in the accompanying product documentation of services (for example analysis reports, letters of guarantee, transport certificates etc.).

If the company **ASTRAIA® Certification, s.r.o.** detects the violation or it has a strong suspicion that the rules of use of certification marks have been violated, it proceeds in a following way:

- it initializes the carrying out of the special audit in order to examine the suspicion;
- it requires the elimination of defects found and performance of appropriate measures on the part of a certified organization;
- it requires that a certified organization in a suitable way informs about the fact that it was not authorized to use the certificate mark;

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- the management of the company **ASTRAIA® Certification, s.r.o.** may decide that it informs about the violation of above-mentioned rules by a given organization on own webpage.

Apart from the presentation of the certification mark, a certified organization may provide the information about the relevant management system certification also in the shape of a written reference to the certification, whereas the used text has to contain at least the information stated on the certification mark. The following statement can be regarded as such declaration: "The Company XY has a quality management system according to the ISO 9001:2015 standard certified by the company **ASTRAIA® Certification, s.r.o.**". If the rules of reference to the certification have been violated, the certification body proceeds in a similar way as in case of incorrect use of certification marks.

The subject may refer to the certification in the accompanying documentation or packaging of those products, that the packaging can be removed without the products deterioration. The type identification plate is considered as part of the product. Certified subject may only use in an appeal to the certification such a declaration, which will include references on certified client name, the type of certified management system, including the standard according to the system has been certified, stating that the company was certified by ASTRAIA® Certification Ltd. The subject may refer to the certification only on the packaging or in accompanying documents of the products (product, service) that have been produced as part of the certified management system, therefore, they belongs to the scope of the certification referred to the applicable certificate.