

# **Certification Guide**

(G-CERTII-09-02)

**Certification Body** 



# G-CERTI Co., Ltd.



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#### 1. Certification Procedure

#### 1-1. Inquiry

The overall procedure or method for certification is guided. (Please refer to the certification guide in home page of G-CERTI)

#### 1-2. Proposal

We, G-CERTI will guide audit days and cost after review of standard, scope, number of employees when applying companies send application of certification forms filled up.

#### **1-3 Certification Guide**

Note) Prior to certification contract, G-CERTI informsapplying companies of audit cycle and surveillance control method related to certification through Certification Guide (Please see the certification guide in home page of G-CERTI)

#### **1-4 Certification contract**

After receipt of the application and contract agreement will be signed. After the signing of the contract, Each requirement between clients and G-CERTI shall be met reviewing certification contract and clients requests. Companies applying for certification must comply with certification procedures of the certification program. G-CERTI must keep the information strictest confidence; must not release or disclosure the confidential information to any person without client's permission; must not use or disclose any confidential information; must make confidential information available to any person only if disclosure is expressly authorized by the law, and disclosure notice to clients.

#### **1-5 Certification application**

The audit fee shall be decided and requested by G-CERTI within this guideline. When a certification application is available with completing a reviewing contract, audit fee shall be calculated according to MANDAY TABLE and Audit Fee Guideline (FI-09-04) shall be recorded, approved by Administrative Manger and officially dispatched to prospective clients through Fax, e-mail or E-mail.

#### 1-6 Assignment of audit team, and Notification of audit plan

G-CERTI composes the audit team and audit plan is notified to applying companies when audit schedule is set up in agreement with applying companies. In case of appeal regarding the audit schedule, audit plan will consider and reflect the opinions of applying companies.

#### Note) Audit plan procedure

- 1) Establishment of the audit plan or schedule
- 2) Ensuring the competence of the auditor and the Audit Team Leader
- 3) Selecting the appropriate audit team and their roles and responsibilities
- 4) Audit performing
- 5) Performing the follow-up measures
- 6) Maintaining the record of audit plan
- 7) Monitoring the performance of audit programme and its effectiveness
- 8) Reporting the whole actual result to CEO.
- If it is a small organization, the above activities may be processed with one procedure.

#### 1-7 Audit

The audit programme shall include a two-stage initial audit, surveillance audits in the first and second years, and a recertification audit in the third year prior to expiration of certification. The three-year certification cycle begins with the certification or recertification decision.

Certification audit is possible only where the activities of a organization perform and maintain in accordance with documented procedure and method( in case of performance as to the production of product and the operation of service is available) and internal audit and management review conduct at least more than once after the establishment of the related management system, documentation.

#### 1-7-1 Stage 1 Audit

Stage 1 audit is to determine whether clients' system is implemented with appropriate management system in relative standards and other requirements

a) audit the client's management system documentation;

b) evaluate the client's location and site-specific conditions and to undertake discussions with the client's

personnel to determine the preparedness for the stage 2 audit;

c) review the client's status and understanding regarding requirements of the standard, in particular with

respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;

d) collect necessary information regarding the scope of the management system, processes and location(s)

of the client, and related statutory and regulatory aspects and compliance (e.g. quality,

environmental, aspects of the client's operation, associated risks, etc.);

e) review the allocation of resources for stage 2 audit and agree with the client on the details of the stage 2

audit;

f) provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in the context of possible significant aspects;

g) evaluate if the internal audits and management review are being planned and performed, and that the

level of implementation of the management system substantiates that the client is ready for the stage 2

audit.

#### 1-7-2 Stage 2 Audit

The purpose of the stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 audit shall take place at the site(s) of the client. It shall include at least the following:

a) information and evidence about conformity to all requirements of the applicable management system standard or other normative document;

b) performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);

c) the client's management system and performance as regards legal compliance;

d) operational control of the client's processes;

e) internal auditing and management review;

f) management responsibility for the client's policies;

g) links between the normative requirements, policy, performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document), any applicable legal requirements, responsibilities, competence of personnel, operations, procedures, performance data and internal audit findings and conclusions.

#### **1-8 Verification**

When initial, re-certification, and active certification audits of stakeholders are completed  $\rightarrow$  Lead Auditor submits documents  $\rightarrow$  Verification Committee (verifycertification :Audit Verification Report)  $\rightarrow$  Each identified nonconformance(corrective action request.)

#### **1-9 Issuing the Certification**

If the Initial audit or Re-assessment audit carried out successfully, the certification is officially issued after approval by the Verification part. The valid term of certification is for 3 years from the date of certification approval.

#### 1-10 Surveillance Audit

The objective of surveillance audit is to ensure that the system of the certified company continually, validly, and effectively conforms to the International standards and continually meets certification requirements even though the status of systems may be changed. The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date.

#### 1-11 Re-certification Audit

A Re-certification audit shall be conducted in every 3 year, and shall be audited within valid date of certification. Audit plan, audit scope and audit procedure shall be performed as Initial

#### 2. Certified clients Regulation

#### **2-1 Clients compliance**

- 1. Certified clients must comply with the requirements of laws related certification scheme. In this regards, The client shall co-operate for Surveillance with ACCREDITATION to develop the certification system.
- 2. Necessary data for certification application
- 1) Application form
- 2) Company's general status
- Company name, address, legal position, production status and process (Technical and human resources as necessary).
- 3) Applied certification scope and business location(s)
- 4) Construction situation and overview of Quality and Environmental management system (Application form and other documents)

#### 2.2 Limitation of Using Mark

- 1) The mark must not be directly used on products or product packages.
- It also must not be used in a way of showing an indication of the product conformance, but can be used on packaging for transport of the product. (It never use the individual package that goes to customers.) X Refer: ISO /IEC 17030
- 2) A certification body shall not permit its marks to be applied to laboratory test, calibration or inspection reports, as such reports are deemed to be products in this context.
- 3) The mark may be used from the issuing date of certification.
- The certified client must observe the below.
- 4) When the client mentions about the condition of certification via internet, brochure, advertising, or any other documents, the client shall observe the requirement from G-CERTI.
- 6) Certification that may be misunderstood cannot be permitted.
- 7) It is not permitted that using certification documents or some parts of certification documents with misunderstanding.
- 8) If the case of suspension or withdrawal of certification, all advertising materials cannot be used according to G-CERTI directions.
- 9) If the case of reducing the scope of certification, all advertising materials shall be changed.
- 10) It shall not be mentioned of corresponded products or process about management system.
- 11) The Certification shall not be applied for other activities.
- 12) The Certification shall not be used to a method to lost the public confidence and to damage credit of G-CERTI /certification system.

#### 2-3 Suspension condition

The following is in Suspension condition (the whole scope of the certification).

- Certified clients cannot continuously meet the certification requirements or the effectiveness of management system.
- Failure for clients to allow Surveillance or Re-assessment audit to regularly perform
- Clients request for Suspension or Withdrawal
- No corrective action for major nonconformance is completed within 3 months after Surveillance audit.
- The certification scope is exceeded than applied
- Clients breach the limitation of the 3.4 certification mark in
- In case of that the audit fee is not payed after 6 months from the Certification Audit.

#### Issue of Certification and Use of Mark and Logo Guideline (G-CERTII-12).

#### 2-4 Withdrawal

1) G-CERTI can withdraw the certification (whole) as followings.

- a. The license of manufacturing and servicing is cancelled.
- b. The client does not request to release the Suspension within 6 months from the decision date.
- c. The corrective action of the nonconformance during Surveillance is fail to fulfill within 3 months.
- d. The client's request to withdraw the certification (Verification is unnecessary)

#### 3. Audit Fee Table & Audit Day

3-1) For audit fee, audit man-day of Quality, Environment is applied and the fee is based on ???. The maximum ??% and the minimum minus ??% are applied. But in case of beyond this range, the case shall be approved by impartiality committee.

3-2) Traveling (Business Trap) Fee and Miscellaneous expense Travel expense is applied as follows (Unit : )

region		
fee		

(But, in case of ??? of the expense cannot excess ???USD /day and in case of business trip for audit abroad, the moving is based on the criteria of Seoul area and the moving by air and transportation expense are paid by the related company (organization)

#### 4. ISO 9001 Manday Table

MD Table of Quality Management System (Unit : Manday)								
인원기준 Number of Employees	최초심사 Initial Stage 1- Stage 2 (M/D)	사후심사 Surveillance	갱신심사 Re-certification					
1~5	1.5	1	1.5					
6~10	2	1	1.5					
11~15	2.5	1	2					
16~25	3	1	2					
26~45	4	1.5	3					
46~65	5	2	3.5					
66~85	6	2	4					
86~125	7	2.5	5					
126~175	8	3	5.5					
176~275	9	3	6					
276~425	10	3.5	7					
426~625	11	4	7.5					
626~875	12	4	8					
876~1175	13	4.5	9					



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10701 이상	위와같이증가 Follow progression above					
8501~10700	22	7.5	15			
6801~8500	21	7	14			
5451~6800	20	7	13.5			
4351~5450	19	6.5	13			
3451~4350	18	6	12			
2676~3450	17	6	11.5			
2026~2675	16	5.5	11			
1551~2025	15	5	10			
1176~1550	14	5	9.5			

① Effective Number of Personnel :*Non-permanent (seasonal, temporary and contracted personnel) and part time personnel who will be present at the time of the audit shall be included in this number* 

(2) The MANDAY standard is estimated by requiring time for all necessary activities including documents reviewing, briefing for the audit team, planning, auditing and audit reporting. Business sites, transferred sites and preview activities are excluded in the requiring time for auditing.

④ Temporary sites : In situations where the certification applicant or certified client provides their product(s) or service(s) at temporary sites, such sites shall be incorporated into the audit programmes.

(5) Auditor time as referenced in chart is stated in terms of "Auditor Days" spent on the assessment. An "Auditor Day" is typically a full normal working day of 8 hours. The number of Auditor days employed may not be reduced at the initial planning stages by programming longer hours per work day.

6 Certification audit days reduce or extend for "Extension of certification audit days or reduction factors"

(I) In case of surveillance activity, It is unlikely that a surveillance audit will take less than one (1) audit day.

(8)<sup>1</sup>/<sub>2</sub> day with 2 auditors may not be as effective as a one day auditwith 1 auditoror 1 audit day with one lead auditor and one technical expert is more effective than 1 auditor day without the technical expert).

(9)30 part time personnel working 4 hours/day equates to 15 full time personnel.

#### QMS – Risk of categories

**High Risk** :Food; pharmaceuticals; aircraft; shipbuilding; load bearing components and structures; complex construction activity; electrical and gas equipment; medical and health services; fishing; nuclear fuel; chemicals, chemical products and fibres.

#### Medium risk

Where failure of the product or service could cause injury or illness. Examples include but are not limited to: Non load bearing components and structures; simple construction activities; basic metals and fabricated products; nonmetallic products; furniture; optical equipment; leisure and personal services.

#### Low risk

Where failure of the product or service is unlikely to cause injury or illness. Examples include but are not limited to: Textiles and clothing; pulp, paper and paper products; publishing; office services; education; retailing, hotels and restaurants.

MD Table of Environmental Management System (Unit : Manday)													
인원기준		최초심	사 Initial		사후심사 Surveillance			갱신심사 Re-certification					
Number of	S	tage 1- S	tage 2 (N	//D)	~1			lice	생산점수 Re-ceruncation				
Employees	Н	М	L	Limited	Н	М	L	Limited	Н	Μ	L	Limited	
1~5	3	2.5	2.5	2.5	1	1	1	1	2	2	2	2	
6~10	3.5	3	3	3	1.5	1	1	1	2.5	2	2	2	
11~15	4.5	3.5	3	3	1.5	1.5	1	1	3	2.5	2	2	
16~25	5.5	4.5	3.5	3	2	1.5	1.5	1	4	3	2.5	2	
26~45	7	5.5	4	3	2.5	2	1.5	1	5	4	3	2	
46~65	8	6	4.5	3.5	3	2	1.5	1.5	5.5	4	3	2.5	
66~85	9	7	5	3.5	3	2.5	1.5	1.5	6	5	3.5	2.5	
86~125	11	8	5.5	4	4	3	2	1.5	7.5	5.5	4	3	
126~175	12	9	6	4.5	4	3	2	1.5	8	6	4	3	
176~275	13	10	7	5	4.5	3.5	2.5	2	9	7	5	3.5	
276~425	15	11	8	5.5	5	4	3	2	10	7.5	5.5	4	
426~625	16	12	9	6	5.5	4	3	2	11	8	6	4	
626~875	17	13	10	6.5	6	4.5	3.5	2.5	11.5	9	7	4.5	
876~1175	19	15	11	7	6.5	5	4	2.5	13	10	7.5	5	
1176~1550	20	16	12	7.5	7	5.5	4	2.5	13.5	11	8	5	
1551~2025	21	17	12	8	7	6	4	3	14	11.5	8	5.5	
2026~2675	23	18	13	8.5	8	6	4.5	3	15.5	12	9	6	
2676~3450	25	19	14	9	8.5	6.5	5	3	17	13	9.5	6	
3451~4350	27	20	15	10	9	7	5	3.5	18	13.5	10	7	
4351~5450	28	21	16	11	9.5	7	5.5	4	19	14	11	7.5	
5451~6800	30	23	17	12	10	8	6	4	20	15.5	11.5	8	
6801~8500	32	25	19	13	11	8.5	6.5	4.5	21.5	17	13	9	
8501~10700	34	27	20	14	11.5	9	7	5	23	18	13.5	9.5	
10701 이상	10701 이상 위와같이증가 Follow progression above												

#### \*ISO14001 Manday Table

① Effective Number of Personnel :*Non-permanent (seasonal, temporary and contracted personnel) and part time personnel who will be present at the time of the audit shall be included in this number* 

(2) The MANDAY standard is estimated by requiring time for all necessary activities including documents reviewing, briefing for the audit team, planning, auditing and audit reporting. Business sites, transferred sites and preview activities are excluded in the requiring time for auditing.

④ Temporary sites : In situations where the certification applicant or certified client provides their product(s) or service(s) at temporary sites, such sites shall be incorporated into the audit programmes.

(5) Auditor time as referenced in chart is stated in terms of "Auditor Days" spent on the assessment. An "Auditor Day" is typically a full normal working day of 8 hours. The number of Auditor days employed may not be reduced at the initial planning stages by programming longer hours per work day.

(6) Certification audit days reduce or extend for "Extension of certification audit days or reduction factors"

⑦In case of surveillance activity, It is unlikely that a surveillance audit will take less than one (1) audit day.

IA - Initial Audit / SR - Surveillance Audit / TR - Triennial Audit (re-certification)

1. The decimal point is rounded.

2. No of employees = total full time equivalent, including non-permanent, for all shifts.

3. IA duration includes Stages 1 and 2 Audits.

4. Audit duration includes time on site and time spent off site for planning and Audit Report writing. (however, time spent on site must be >80% of total audit duration).

5. Maximum reduction is 30%.

6. Minimum audit duration: IA = 1 day, SR & TR = 1 day, regardless of justification.

7 If the 'Justification Table' is used to reduce audit duration, a copy is to be forwarded to Head Office and a copy retained on file.

### 5. Complexity Classification Standard Table (EMS)

		•	Management System MD)
Complexity Classification	Standard	Classification Standard by Environmental System	Business fields
High	High level in environmental aspects (Typical manufacturing or artificial tissues as to a variety of environmental aspects)	The first business type by Water Environmental Protection Law	<ul> <li>Mining Industry or Stone Quarrying Industry</li> <li>Oil or gas extraction</li> <li>Textiles or clothing tanning</li> <li>Pulping part of paper manufacturing including paper recycle process</li> <li>Oil refining</li> <li>Chemistry or medical supplies</li> <li>The first stage production - metal</li> <li>Nonmetal process, ceramic and cement</li> <li>Electronic creation by coal</li> <li>Constructing or dismantling</li> <li>Hazardous or non-hazardous waste disposal, ex: Waste Incineration</li> <li>Effluence and sewage treatment</li> </ul>
Mid.	aspects (Typical manufacturing organization as to	The second and third business type by Water Environmental Protection Law, The second and third business type by Air Environmental Protection Law	<ul> <li>Fishing industry, Agriculture industry, Hunting industry</li> <li>Textiles or clothing without tanning</li> <li>Board production, wood and wood product treatment / injection</li> <li>Paper manufacturing or printing without pulping</li> <li>Products including nonmetal process, glass, clay and lime production</li> <li>Basis surface or other chemical processing for metal excluding the first production stage</li> <li>Basis surface or other chemical processing for general mechanical engineering</li> </ul>
Low	assembly	The fourth and fifth business type by Water Environmental Protection Law, The fourth and fifth business type by Air Environmental Protection Law	<ul> <li>Rubber and plastic molding, forming, assembly - except rubber and plastic raw materials in the part of the chemicals</li> <li>Hot &amp; cold forming, metal manufacturing, or the first stage producing except surface treatment and other chemical basis processing</li> <li>Mechanical engineering assembly except surface treatment and other chemical basis</li> <li>Whole and retail sales</li> <li>Electrical and electronic equipment assembly except BARE PRINTED circui boards manufacturing</li> </ul>
Limit	Limited attributes in environmental aspects (Typical office organizations)		<ul> <li>Corporate activities and management, or HQ and holding company's business management</li> <li>transportation and distribution – management service of not having an actual vehicle to manage remote communications</li> <li>Commercial real estate brokerage, real estate management, industrial cleaning, sanitary cleaning, common business services except dry cleaning</li> <li>Education service</li> </ul>
	Special, additional and unique consideration in the audit planning stages	Needs of additional audit period	<ul> <li>Nuclear</li> <li>Nuclear electricity generation</li> <li>A large amount of hazardous metal saved</li> <li>Public administration</li> <li>Local authorized administration</li> <li>Organizations with environmentally sensitive products and services</li> </ul>

### ISO45001 Manday Table

MD Table of Occupational health and safety management systems (Unit : Manday)												
	이이키즈 키구시간 Initial											
인원기준 Number of	9	<u>죄소심</u> tage 1- S			사	후심사 S	Surveillar	nce	갱신	신심사 F	Re-certifi	cation
Employees	н	M		Limited	н	М	L	Limited	Н	М	L	Limited
1~5	3	2.5	2.5	2.5	1	1	1	1	2	2	2	2
6~10	3.5	3	3	3	1.5	1	1	1	2.5	2	2	2
11~15	4.5	3.5	3	3	1.5	1.5	1	1	3	2.5	2	2
16~25	5.5	4.5	3.5	3	2	1.5	1.5	1	4	3	2.5	2
26~45	7	5.5	4	3	2.5	2	1.5	1	5	4	3	2
46~65	8	6	4.5	3.5	3	2	1.5	1.5	5.5	4	3	2.5
66~85	9	7	5	3.5	3	2.5	1.5	1.5	6	5	3.5	2.5
86~125	11	8	5.5	4	4	3	2	1.5	7.5	5.5	4	3
126~175	12	9	6	4.5	4	3	2	1.5	8	6	4	3
176~275	13	10	7	5	4.5	3.5	2.5	2	9	7	5	3.5
276~425	15	11	8	5.5	5	4	3	2	10	7.5	5.5	4
426~625	16	12	9	6	5.5	4	3	2	11	8	6	4
626~875	17	13	10	6.5	6	4.5	3.5	2.5	11.5	9	7	4.5
876~1175	19	15	11	7	6.5	5	4	2.5	13	10	7.5	5
1176~1550	20	16	12	7.5	7	5.5	4	2.5	13.5	11	8	5
1551~2025	21	17	12	8	7	6	4	3	14	11.5	8	5.5
2026~2675	23	18	13	8.5	8	6	4.5	3	15.5	12	9	6
2676~3450	25	19	14	9	8.5	6.5	5	3	17	13	9.5	6
3451~4350	27	20	15	10	9	7	5	3.5	18	13.5	10	7
4351~5450	28	21	16	11	9.5	7	5.5	4	19	14	11	7.5
5451~6800	30	23	17	12	10	8	6	4	20	15.5	11.5	8
6801~8500	32	25	19	13	11	8.5	6.5	4.5	21.5	17	13	9
8501~10700	34	27	20	14	11.5	9	7	5	23	18	13.5	9.5
10701 이상				Ŷ	비와같이클	중가 Follo	ow progr	ession abo	ove			

Complexity category of OH&S risk	Business sector
High	<ul> <li>* fishing (offshore, coastal dredging and diving)</li> <li>* mining and quarrying</li> <li>* manufacture of coke and refined petroleum products</li> <li>* oil and gas extraction</li> <li>* tanning of textiles and clothing</li> <li>* pulping part of paper manufacturing including paper recycling processing</li> <li>* oil refining</li> <li>* chemicals (including pesticides, fabrication of batteries and accumulators), and pharmaceuticals</li> <li>* manufacturing of fibreglass</li> <li>* gas production, storage and distribution</li> <li>* electricity generation and distribution</li> <li>* nuclear</li> <li>* storage of large quantities of hazardous material</li> <li>* non-metallic processing and products covering ceramics, concrete, cement, lime, plaster, etc.</li> <li>* primary productions of metals</li> <li>* hot and cold forming and metal fabrication</li> <li>* manufacturing and assembly of metal structures</li> <li>* shipyards (depending on the activities could be medium)</li> <li>* aerospace industry</li> <li>* automotive industry</li> <li>* manufacturing of weapons and explosives</li> <li>* recycling of hazardous waste</li> <li>* hazardous and non-hazardous waste processing e.g. incineration etc.</li> </ul>

	* effluent and sewerage processing
	* industrial and civil construction and demolition (including building completion with electrical,
	hydraulic and air conditioning installation activities)
	* slaughter houses
	* transport and distribution of dangerous goods (by land, air and water)
	* defence activities/crisis management
	* healthcare/hospitals/veterinary/social works
	* aquaculture (breeding, rearing, and harvesting of plants and animals in all types of water
	environments)
	* fishing (offshore fishing is high)
	* farming/forestry (depending on the activities could be high)
	* food, beverage and tobacco – processing
	* textiles and clothing except for tanning
	* manufacturing of wood and wooden products including manufacturing of
	boards, treatment/impregnation of wood
	* paper production and paper products excluding pulping
	* non-metallic processing and products covering glass, ceramics, clay, etc.
	* general mechanical engineering assembly
	* manufacturing of metallic products
	* surface and other chemically based treatment for metal fabricated products excluding primary
	production and for general mechanical engineering (depending on the treatment and the size of the
	component could be high)
Medium	* production of bare printed circuit boards for electronics industry
	* rubber and plastic injection moulding, forming and assembly
	* electrical and electronic equipment assembly
	* manufacturing of transport equipment and their repairs - road, rail and air (depending on the size
	of the equipment, could be high)
	* recycling, composting, landfill (of non-hazardous waste)
	* water abstraction, purification and distribution including river management (note commercial
	effluent treatment is graded as high)
	* fossil fuel wholesale and retail (depending on the amount of fuel, could be high)
	* transport of passengers (by air, land and sea)
	* transport and distribution of non-dangerous goods (by land, air and water)
	* industrial cleaning, hygiene cleaning, dry cleaning normally part of general business services
	* research & development in natural and technical sciences (depending on the business sector
	could be high). Technical testing and laboratories
	* hotels, leisure services and personal services excludes restaurants
	* education services (depending on the object of teaching activities could be high or low)
	* corporate activities and management, HQ and management of holding companies
	<ul> <li>* wholesale and retail (depending on the product, could be medium or high, e.g. fuel)</li> <li>* general business services except industrial cleaning, hygiene cleaning, dry cleaning and</li> </ul>
	education services).
	* transport and distribution - management services with no actual fleet to manage
	* engineering services (could be medium depending on type of services)
Low	* telecommunications and post office services
	* restaurants and campings
	* commercial estate agency, estate management
	* research & development on social sciences and humanities
	* public administration, local authorities
1	* financial institutions, advertising agency

**High** - OH&S risks with significant nature and severity (typically the construction industry, heavy manufacturing or processing type organizations),

**Medium** - OH&S risks with medium nature and severity (typically light manufacturing organizations with some significant risks), and

Low - OH&S risks with low nature and severity (typically office based organizations).

#### 6. Appeals and Complaints (Right of the Clients)

If necessary, the **A** can inspect relevant manual, procedure and guideline related with Certification activities of the Management System of the **G-CERTI**.

1) All appeals and complaints are received by fax, email, written letters or verbal messages. Only clarified client's name and contact details shall be reported and received.

2) If appeals and complaints occur related with certification issues, the receiver shall initiate

Preventive/Corrective Action Request (FP09-01) and report to Administrative Manger.

If appeals and complaints are received through the G-CERTI web-site and they are simple cases, the receiver responds to the originator of the complaint.

3) All necessary measures shall be taken to preserve the confidentiality of information obtained during the investigation of a complaint.

#### 7. Certification Scope Change

1) In case of reduction/extension of certification scope, the Administrative manager must review the content of a change and request for relevant information to the client. The content must be presented in the Verification committee. If the scope is reduced, there will be no confirmation audit (visiting as necessary)

2) If the certification scope is changed, the scope must be audited by selected auditor. (If there is additional scope [E.g; from "TV, refrigerator and electric fan" to "TV, refrigerator, electric fan and Air-conditioner]

a. The audit procedure such as audit plan, audit performing and references must be followed according to Quality/Environmental procedure, Audit Plan Guideline, Audit Report Guideline. If the scope is extended, it must be audited with related standards.

b. The audit period is decided after discussion with the client.

c. After closing audit meeting, the procedure of re-cert certification must be the same as the Initial audit. 3) If the client wants to change the basic part of certification, if necessary, the visiting site may be required and the administrative manager shall re-issue the revised certification after approval.

#### 8. Using Your GCERTI Certification Marks

GCERTI registered clients are authorized and encouraged to use the GCERTI certification marks to promote their achievement.

Organizations can only use the logo in reference to the provision of goods and services contained within their scope of certification.

The marks can be used widely, but please note that there are regulations to their use, specifically to the marks which carry the IAS logo.

#### USING CERTIFICATION MARKS

The use of any of the management certification marks on products is strictly prohibited. This prohibition includes all primary and secondary packaging.

Where to u	ise the mark:	Where not to use the mark:			
Stationery	Letters (business card)	Product Packaging	Calibration Certificates		
Signs	Websites	Inspection Certificates	Product Conformity Statements		
Promotional Goods	Advertising	Products Certificates	laboratory test		
Boundaries	Primary & Secondary Packaging	IAS mark alone	IAF mark alone		

In case of incorrect reference to Certification status or misleading use of certification documents or marks, GCERTI may request corrective actions, suspension or withdrawal of certificate, publication of the transgression or, if necessary, legal action.

#### Where such a statement is used, it shall include reference to:

i) identification of the certified client; (e.g. brand or name)

- ii) the type of management system and the applicable standard; (e.g. quality, environment)
- iii) the name of certification body( e.g. GCERTI Co., Ltd.)

*Example* : "Manufactured by ABC Co., Ltd. whose quality management system is certified to ISO 9001:2015 by GCERTI"