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## **0. INTRODUCTION**

This Regulation refers to the Evaluation and Certification of Management Systems by the Cyprus Certification Company (CCC). This document applies to Certifications pertaining to Management System Certificates of Compliance (MSCC), as well as Environmental Verification Declarations according to regulation 1221/2009 on the voluntary participation by organizations in a Community eco-management and audit scheme (EMAS) aiming at the registration in EMAS. All Clients that seek Certification to the aforementioned schemes, must comply with the requirements of this Regulation.

### **0.1 LEGAL FRAMEWORK**

As per the decision No.54.094 of the Council of Ministers on the 8<sup>th</sup> of August 2001, the Cyprus Certification Company Ltd was founded. CCC is managed by a 7-member Board of Directors. Cyprus Certification Company was founded and operates as a company under private law by virtue of the Companies Act Chapter 113.

The aim of its foundation is the provision of certification services as these are defined in its founding document and its operation is governed by its Articles of Incorporation.

Cyprus Certification Company provides Certifications (as e.g. according to the standards of the International Organization ISO) which are governed by the requirements of its Regulations and Operational Procedures.

As per the context of the present Regulation and the relevant Procedures, Cyprus Certification Company awards Certificates of Compliance and respective Certification Logos indicating compliance of products, processes, activities, organizations, systems and persons and/or a combination thereof, against the requirements of Standards/ Normative Documents.

### **0.2 TERMS/ABBREVIATIONS**

All terms used in this document that are related to Quality, the Environment and Health and Safety at Work, follow the standards EN ISO 9000:2015 "Quality Management Systems - Fundamentals and Vocabulary", CYS EN ISO 9001:2015 "Quality Management Systems - Requirements", EN ISO 14001:2015 "Environmental Management Systems - Requirements with Guidance for Use", EN ISO 14050 "Environmental Management - Vocabulary", BS OHSAS 18001:2007 - "Occupational health and safety management systems - Requirements" and CYS EN 45020 "Standardization and Related Activities - General Vocabulary", CYS EN ISO 50001:2011 & CYS EN ISO 50001:2018 "Energy management systems - Requirements with guidance for use", ISO 37001:2016 Anti-bribery management systems – Requirements with guidance for use, as well as by Regulation (EC) 1221/2009 on the voluntary participation by organizations in a Community eco-management and audit scheme (EMAS)", "L76 User's guide setting out the steps needed to participate in

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EMAS under regulation (EC) No 1221/2009".

**EMAS Verification** - the process of the conformity evaluation which is carried out from the environmental verifier, in order to demonstrate whether the environmental review, environmental policy, environmental management system and internal audit and its application by an organization comply with the requirements of Regulation (EC) No.1221/2009. This includes visiting the organization, reviewing documents/statements and interviewing staff.

**Validation of Environmental Statement** - the confirmation carried out by the environmental verifier in order to verify whether the information and data contained in the environmental statement and the updated environmental statement of an organization are valid, reliable and correct and meet the requirements laid down in Regulation (EC) No.1221/2009.

The abbreviations used in the present text are as follows:

ECMS: Evaluation and Certification of Management Systems

MSCL: Management System Compliance Logo

RCE: Register of Certified Enterprises

MSCC: Management System Certificate of Compliance - Cyprus Certification Company Certificate

ICC: Independent Certification Council

EA: European Accreditation

EN: European Norm

IAF: International Accreditation Forum

IEC: International Electro technical Commission

ISO: International Organization for Standardization

### **0.3 IMPARTIALITY, INDEPENDENCE, INTEGRITY (Third party)**

Cyprus Certification Company operates as an independent Management Systems Certification Body. The independence and impartiality of Cyprus Certification Company is ensured by the Legal Framework of its foundation and operation, its financial independence, the operation of the Certification Committee, the operation of the Independent Certification Council and its organizational structure.

***In addition, Cyprus Certification Company, within the framework of its operation, as a Certification Body, is not involved in any way in the provision of consulting services for the organization and application of the Management Systems of the interested enterprises.***

All enterprises that contact Cyprus Certification Company, within the framework described in the present

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Regulation, are treated equally. The Certification terms are uniform for both, potential interested enterprises, as well as Certified Companies.

In order to ensure integrity, objectivity and impartiality, Cyprus Certification Company has furthermore adopted the following policies:

- **Cyprus Certification Company personnel is not in any way involved in the planning, organization and application of the Management Systems of the enterprises that are being audited by Cyprus Certification Company.**
- Cyprus Certification Company personnel that participates in the evaluation and certification procedures, does not have any financial, commercial or any other kind of relationship with the enterprises that are being evaluated nor any of its competitors.
- Every person or organization interested in certification has unhindered access to the certification services of Cyprus Certification Company. The terms of the Certification are the same, both for the interested enterprises and for Certified Companies.
- The applicable certification regulations and the relevant informative documents are freely accessible to any interested party.
- Business certification decisions are taken by individuals who did not participate in their evaluation audit.
- Cyprus Certification Company personnel that is involved in the evaluation and certification procedures are not engaged in training activities of the inspected enterprises, to standards it has inspected for at least 3 years since the last audit.

#### **0.4 Independent Certification Council (ICC)**

The Independent Certification Council (ICC) of **Cyprus Certification Company** was established as a result of a decision by the CCC Board of Directors and it operates in accordance with the “Independent Certification Council (ICC) Regulation”.

The Independent Certification Council (ICC) notwithstanding the

- evaluation of the proper administration of the awarded System Management Certificates
- the examination of objections and appeals against Cyprus Certification Company,

also has an advisory role towards the Board of Directors of Cyprus Certification Company on the following topics:

- Policies and Regulations
- Issues of impartiality and objectivity
- The safeguard of unhindered access of all interested parties to the services of CCC

The Independent Certification Council (ICC) ensures impartial decision-making, through equal

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representation of the interested parties, in its composition, without any of the parties or interests involved being dominant.

The members of the Independent Certification Council (ICC) have knowledge, experience and broad scientific training in the Cyprus Certification Company's sectors of activity.

## **0.5 DISCRETION-CONFIDENTIALITY**

Cyprus Certification Company ensures discretion and confidentiality vis-à-vis its clients, at all levels of its operation. The Independent Certification Council (ICC), the Certification Committee, its auditors as well as all its external associates, are responsible for the management of documents, data and any information that comes to their knowledge or is in their possession during their collaboration with Cyprus Certification Company, as strictly confidential. This information will be used only for the purposes of the Audits and any other certification activities they undertake.

Specifically:

- Cyprus Certification Company handles all client documents in its possession in absolute confidentiality. All information and contents of documents and/or electronic data that may come to the knowledge of Cyprus Certification Company and/or its auditors remain completely confidential.
- All Cyprus Certification Company's auditors and personnel operate strictly within Cyprus Certification Company's procedures and are bound by a Code of Conduct.
- Through a "Risk Analysis assessment" all activities and involvement of Cyprus Certification Company's personnel have been evaluated and conclusions and specific provisions on discretion and confidentiality issues have been drawn.
- Client-related information may be shared with other entities, such as the accreditation body in a way that does not compromise confidentiality. The client is aware of such cases.

In case legal disclosure of information to a third party is required, Cyprus Certification Company shall inform the client accordingly.

**Cyprus Certification Company gives the utmost importance to issues of confidentiality and applies strict policies of confidentiality and information security at all levels of its services and activities.**

## 1. OBJECT

This “Regulation for the Evaluation and Certification of Management Systems” concerns the procedures that Cyprus Certification Company applies for the Evaluation and Certification of Management Systems, according to the standards CYS EN ISO 9001:2015, CYS EN ISO 14001:2015, BS OHSAS 18001:2007, CYS EN ISO 50001:2011, CYS EN ISO 50001:2018, ISO 37001:2016 or other respective European/International standard or Normative Document, the Regulation (EC) 1221/2009 as this is amended and in effect each time (on eco-management and audit schemes). The overall management and award of the Management System Compliance Certificate meets the requirements of the Standard CYS EN ISO/IEC 17021-1:2015 and the respective EA and IAF Guidelines.

***The Management System Compliance Certificate (MSCC) is the document that indicates, upon evaluation, that the certified enterprise has documented, has implemented and maintains a Management System, in accordance with the requirements of the above-mentioned standards.***

***It is clarified, that the Management System Compliance Certificate (MSCC) is in no way related to the Evaluation and Certification of the products produced. Management System Compliance Certificates (MSCC) are not therefore Product Compliance Certificates and they should not be confused with or used as such.***

## 2.0 ORGANIZATIONS SUITABLE FOR CERTIFICATION / REGISTRATION FOR ISO 14001 AND EMAS

### 2.1 GENERAL

Organizations that can be certified/registered according to the present “Regulation for the Evaluation and Certification of Management Systems” can be distinguished in one of the following categories:

- Organizations operating in just one sector
- Organizations operating in different sectors:
  - a) with identical or similar products or services,
  - b) with different products or services
- Organizations that control temporary activity sites
- Organizations for which it is not possible to define a specific activity site
- Organizations that can, in exceptional circumstances, register an organizational unit smaller than one activity site
- Local authorities and State bodies

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Particularly regarding the EMAS registration, the following categories apply:

- Independent organizations registered as a single organization
- “Small organizations” :
  - (a) Very small, small and medium-sized enterprises as defined in Commission Recommendation 2003/361/EC
  - (b) Local authorities with less than 10000 inhabitants or other public authorities employing fewer than 250 people and having an annual budget of no more than EUR 50 million or an annual balance sheet not exceeding EUR 43 million.

The basic criteria that must be satisfied by any organizational category are:

- (a) the organization does not exceed the boundaries of a Member State. If the organization includes one or more activity sites, each site where EMAS is applicable shall comply with all EMAS requirements, including continuous improvement of environmental performance as defined in Regulation (EC) No.1221/2009.
- (b) the implementation of a unified environmental management system; and
- (c) the existence of a single administration, which:
  - is responsible for the environmental aspects and the relevant impacts of the Environmental Management System under Evaluation,
  - has the competence to determine the way the Environmental Policy is implemented, by defining its goals and objectives, as well as the programs for their implementation,
  - is expressly bound and takes responsibility for the compliance with the relevant environmental legislation
  - has the authority to provide adequate resources for environmental control and improvement.
- (d) overlaps with services or activities that are not fully integrated into the Environmental Management System (e.g. communal biological station) should be covered by the Environmental Management System under Evaluation (e.g. they should be included in the identification and evaluation of environmental aspects).

## **2.2 ORGANIZATIONS – SINGLE SITE**

This is the simplest case since in a single – site organization, the management system scope directly corresponds to the geographical location of the company.

The scope shall cover any site under the control of an organization at a specific location, including any associated or related to them storage of raw materials, by-products, intermediate and finished products and waste, as well as the equipment and infrastructure used for their service, irrespective of whether they are permanently installed. As far as EMAS is concerned, in this case the environmental verifier audits the site annually.

## **2.2 ORGANIZATIONS – MULTI-SITE**

When the organization operates a single Environmental Management System in more than one sites, a single Management System Compliance Certificate (MSCC) may be awarded to cover all sites or it can be registered as a single organization. In this case, the organization must be able to demonstrate that:

- (a) all activity sites are under its full management control,
- (b) all activity sites have been audited in accordance with the internal audit procedures and are subject to review by the Top Management,

In case of non-compliances detected at the main offices or in an activity site, the corrective action procedure should be applied to all relevant sites/units covered by the Management System Compliance Certificate (MSCC)/registration.

Organizations operating in different sites are divided into two main categories:

- (a) organizations operating in different sites with identical or similar products or services and
- (b) organizations operating in different sites with different products or services

However, notwithstanding any of the above-mentioned categories, organizations must consider the risk of losing the common certification/registration for all sites in the event of a breach of regulatory requirements in only one site.

In the case of organizations operating in different sites with identical or similar products or services, it is possible to evaluate only some of the various sites on a selective basis. The samples are selected in such a way as to ensure that the view on the environmental performance of the organization is as objective and complete as possible. The selection of sites is made considering the following criteria:



- the results of previous evaluations/verifications and internal audits,
- the results of the Management Review,
- the complexity of the Environmental Management System, the importance of environmental aspects and impacts and the possible interaction with sensitive environmental sites
- the environmental policy and the program,
- the maturity of the Environmental Management System at the activity site
- the variations in the size of the sites, the activities and the working practices,
- the distribution of personnel in the sites,
- any shift work
- the history of environmental problems
- the differences in legislative requirements
- the views of the interested parties (complaints, public interest in an activity site).

If there are significant environmental aspects that are related to specific geographic locations, all these activity sites will be assessed separately. An activity site will be evaluated separately if:

- the size, scale and nature of the activities/operations carried out in the site have been recognized as important
- internal audits and Cyprus Certification Company's evaluations have shown the need for corrective action
- substantial changes have been made to the Environmental Management System or to the operations at the activity site since the last audit
- the activity site differs greatly from other sites regarding the following:
  - a) the size and working practices,
  - b) the type and importance of the environmental aspects,
  - c) the surroundings' sensitivity,
  - d) the current legal requirements,
  - e) the structure of the local Environmental Management System
  - f) the size, scale and nature of its activities/operations on site.

During the validity period of the Management System Compliance Certificate (MSCC) or a verification cycle period in EMAS, all sites, including the Main Offices, should be evaluated, based on the above-mentioned sampling of sites.

In the case of organizations operating in different sites with different products or services, sampling techniques cannot be used as the operational procedures and impacts on each activity site are different. In this case, each activity site is evaluated separately.

Regarding EMAS, a registered multi-site organization is visited each year (covering one or more activity sites). In the context of this audit program, it is ensured that each activity site included in this specific organization's certification is visited (and fully verified) twice every 36 months. This means that prior to the first registration, the environmental verifier is required to visit all the activities of a multi-site organization.

#### **2.4. ORGANIZATION CONTROLLING TEMPORARY ACTIVITY SITES**

In the case of organizations operating in activity sites that are not owned by them, for specific time periods, the Environmental Management System of the organization and its environmental performances shall be evaluated by selecting temporary activity sites which are representative of the organization's environmental management. The organization will provide evidence that the procedures and technologies it has adopted are applicable and that they are appropriate for the specific activity site in which it must operate temporarily. Where applicable, these procedures shall include at least the following:

- appropriate technology and training
- appropriate environmental evaluation of the sites prior to commencement of the activity
- preparing recovery plans or solutions to improve the environmental conditions in the affected site at the end of the operation

## 2.5 ORGANIZATIONS FOR WHICH IT IS NOT POSSIBLE TO DETERMINE A SPECIFIC ACTIVITY SITE

In the case of organizations for which an activity site cannot be easily determined (e.g. transport, telecommunications), the coverage of the Management System Compliance Certificate (MSCC) is determined by the activities of the main offices of the organization and the provision of the service.

In this case, the operational and infrastructure scope must be clearly defined and fully integrated into the management system, the responsibilities for the management of significant environmental aspects should be clearly defined and the appropriate control procedure for those aspects must be applied.

Because these organizations generally operate in large sites, including cities or metropolis, the organization must provide evidence, as appropriate, certifying that:

- it has examined the dangers for the environment and the population,
- it has examined the infrastructure under its control,
- it has adopted appropriate plans in order to inform the public on how to deal with emergencies.

## 2.6 ORGANIZATIONS WHICH, IN EXCEPTIONAL CASES, MAY REGISTER AN ORGANIZATIONAL UNIT THAT IS SMALLER THAN AN ACTIVITY SITE

In case of the certification/registration of an organizational unit smaller than activity site, it should:

- (a) not be able to use this exception aiming for a selective certification/registration,
- (b) respect the principles of "local responsibility" and "public responsibility".

Based on the above, an organizational unit that is smaller than an activity site can be certified/registered separately if:

- the subdivision has clearly defined its own products, services or activities
- the environmental aspects and impacts of the subdivision can be clearly identified and distinguished from those of other non-certified/registered parts of the activity site.
- the subdivision has its own managerial and administrative functions, which are able to ensure that it has the ability to organize and control its own Environmental Management System, its environmental impact and to proceed to corrective actions regarding its responsibilities.
- There are clear responsibilities assigned to the subdivision in order to meet the requirements of the permits/environmental permits issued for the subdivision

It is not possible to subdivide the activity site if:

- the separate organizational unit covers only a few parts of the operations on the activity site which are not representative of the environmental aspects and impacts of all the operations on the site

- it is not understandable, from an external point of view, which part of the operations on the activity site is being managed by the Environmental Management System and for what reason this part has been separated from the other functions on the activity site.

## 2.7 LOCAL AUTHORITIES AND STATE BODIES

If the organization wishing to be certified/registered is a public body, it should be noted that the indirect environmental aspects, such as those resulting from its policies, may be the most important and, therefore, the problems that will be examined cannot be confined solely to the organizational structure and the respective direct environmental aspects. The political responsibilities of public administration are linked to the management of the region and the quality of life, present and future, of the citizens within its scope of influence.

For certain local authorities or state bodies, due to the complexity of the management and the aspects that must be considered, separate certification/registration of individual parts of these organizations may be accepted.

## 2.8 INDEPENDENT ORGANIZATIONS REGISTERED AS A UNITED ORGANIZATION

Independent companies can commonly manage resources and register as a united organization in EMAS.

In such cases, the participating organizations must be able to show common responsibility (policy, procedures, etc.) for the management of important environmental aspects, mainly in the setting of objectives, targets and corrective actions. Such organizations, which develop a common Environmental Management System and are registered as a united organization, are required to demonstrate continuous improvement in the performance of important aspects according to their policy, objectives and program.

It should be noted that the logo can only be used by the organization registered in EMAS (e.g. a business park, a small industrial site, a leisure facilities complex).

## 2.9 SMALL ENTERPRISES THAT ARE ACTIVE IN A GIVEN WIDE REGION AND PRODUCE IDENTICAL OR SIMILAR PRODUCTS OR SERVICES

In this case, SMEs (which very often may have a common technological level, the same production methods and almost the same organizational and management systems) operating in a given wide region must:

- examine the cumulative effects of their production processes,
- interact with the same community, the same bodies, the same environmental control bodies at a local level in relation to their environmental problems,

- examine the interaction between their environmental impacts and those caused by industries operating in the geographical site as well as in public services, businesses and residences.

On the other hand, they have the ability:

- to seek common solutions in order to solve their environmental problems
- of mutual support, e.g. by (a) exchanging experiences to identify environmental aspects and impacts, (b) preparing a joint environmental policy plan and program, (c) conducting internal audits, one organization to its partners and vice versa, (d) recruiting a joint environmental advisor using the same infrastructure to manage the various environmental aspects
- participate in local environmental projects

In case of small organizations with a single activity site and where the derogation for small organizations may be applicable (as provided for in article 7 of Law 1221/2009 and in paragraph 2 of the present Regulation), the validation/verification activities must be carried out per two and every four years, which means that the environmental verifier is required to visit the site after two and four years.

### **3. AWARD PROCEDURE FOR THE MANAGEMENT SYSTEM COMPLIANCE CERTIFICATE (MSCC)/REGISTRATION IN THE EMAS REGISTER**

#### **3.1. GENERAL**

The process of awarding and maintaining a Management System Compliance Certificate (MSCC) includes the following stages:

- Initial conversations/Exchange of information,
- Application review
- Pre assessment audit (if required)
- Initial Certification Audit
- Surveillance Audits,
- Recertification Audit,
- Certification Decision
- Certification Award

In these audit stages, the principles described in the applicable international, European and national standards apply.

The organization must notify Cyprus Certification Company of the applicable legal and other requirements pertaining to its activities and its products and/or services.

Cyprus Certification Company's auditors check whether these requirements are duly integrated into the organization's Management System and verify that any necessary permits and approvals have been granted

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by the Competent Authorities and Services. Auditors also have the right to have access to audit records, which have been carried out by the Competent Authorities and Certification Services/Agencies/other Bodies or Organizations.

When audits are carried out abroad, the implementation of the legislation that is in force in the country in question and the integration of its requirements into the company's Management System are checked.

In the context of planning, Cyprus Certification Company's auditors determine the objectives of the audit and describe the things that should be achieved in the audits, which must include at least:

- the evaluation of the compliance of the client's management system with the audit criteria (as they are defined in this Regulation)
- the evaluation of the capacity of the under-audit system to comply with legal, regulatory and other requirements
- the evaluation of the effectiveness of the system under audit in relation to the achievement and satisfaction of the defined objectives
- the identification of points of potential improvement (where possible)

#### Registration in EMAS register

Once the audit team completes the audit of an organization in accordance with the requirements of Regulation 1221/2009/EC, then the final decision to register in the EMAS register belongs to the competent authority in the country where the organization is present. In the case of Cyprus, the competent authority is the Department of Environment of the Ministry of Agriculture, Rural Development and Environment. The registration procedure does not concern the award of a Management System Compliance Certificate (MSCC) as far as Cyprus Certification Company is concerned.

### **3.2. APPLICATION REVIEW**

Any organization interested in certification/registration, submits to Cyprus Certification Company an application for the evaluation of its Management System. The Organisation is informed on the requirements of the present Certification Regulation and the cost of the certification.

The enterprise along with the application also submits the following documents:

- A) System Manual (where applicable)
- B) Information on the organizational structure of the company (human and technical resources).
- C) Information on important business operations and processes.

In case of an application for verification of the environmental management system under regulation 1221/2009 (EMAS), then the organization must also provide the following information:

- A) The Environmental Policy
- B) The Environmental programme
- C) Description of the Environmental Management System
- D) Details of the environmental review (e.g. Overview report and the corrective actions that followed)
- E) Draft environmental statement.

The signing of the application by the client as well as of the offer where it exists (certification cost) indicates its conformity with the present Regulation.

Once the interested party has made available to Cyprus Certification Company the above-mentioned documents, the preparatory conversations may begin.

Cyprus Certification Company examines the information contained in the application and the accompanying documentation and, if necessary, it seeks additional information or clarifications.

In cases where the Application is rejected, the enterprise is informed in writing of the reasons of the Application's rejection.

Once the organization submits the Application and the necessary documentation to Cyprus Certification Company, the audit date is set and the Audit Team is formed.

The audit date, the names and the professional status of the members of the Audit Team are communicated to the organization in a timely manner.

***When the composition of the Audit Team is communicated, the organisation has the right to request in writing the replacement of a member or members of the Audit Team, if there are serious reasons and it substantiates the request (for example, its competitiveness is jeopardized or the safety of the know-how of its organization is in danger due to the relationship of the Auditor(s) with its competitor(s)). In such cases Cyprus Certification Company reforms the Audit Team.***

The organization should inform Cyprus Certification Company if it wishes to have any Consultant, who has participated in the development of the Management System, to be present during the Audit. The Consultant will be present as an observer, without interfering in the Audit Process.

### **3.3. INITIAL CONVERSATIONS - EXCHANGE OF INFORMATION.**

Cyprus Certification Company informs the interested parties about the Procedures, the duration and the cost of each Audit. Upon request, it may also draw up a financial proposal. The Initial Conversations do not

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have any cost for the interested party.

During the Initial Conversations, issues related to the Certification scope, the Certification Standard, the units to be Certified and any other issues raised by the interested party are also clarified.

### **3.4. INITIAL CERTIFICATION AUDITS**

Cyprus Certification Company draws up the Initial Certification Audit Program and communicates it to the organization in a timely manner.

For the initial certification of a management system, the following are considered:

- the System's compliance with the requirements of the legislation or the standard(s) under which the audit will be carried out
- The Management System implementation. In order to carry out the Initial Certification Audit, the complete application of the Management System to be certified and the existence of respective records for at least three (3) months are required. A prerequisite is that a complete Internal Audit and a Management Review by the organization has been performed.
- The System's effectiveness with respect to the company's objectives and policy and the requirements of the applicable legislation.

#### **Management Systems (ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007, ISO 50001:2011/2018, ISO 37001:2016)**

Regarding the above-mentioned Management Systems, the initial certification audits will be carried out in two (2) stages.

During Stage 1 the following items (**depending on the standard**) will be evaluated:

- (a) the evaluation of the system's documented information (e.g. manual, policy, procedures and work instructions, hazard analyses, environmental aspects & impacts)
- (b) the assessment of the client's site-specific conditions and in cooperation with the client to determine the level of preparedness for Stage 2
- (c) Review the client's status and understanding regarding requirements of the standard, with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system
- (d) Obtain necessary information regarding the scope of the management system, the processes, the application positions and the relevant regulatory and legislative requirements
- (e) Review the allocation of resources for stage 2, and agree the details of stage 2 with the client



- (f) Provide a focus for planning stage 2 by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document
- (g) Evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for stage 2
- (h) the methodologies for risk assessment (OHSAS 18001:2007) and for the identification of environmental aspects and impacts (ISO 14001:2015), as well as the evaluation of their significance
- (i) the confirmation that goals and objectives have been set
- (j) the general evaluation of compliance with the legislative requirements relating to the organization's activities, e.g. licenses, approvals, etc.
- (k) the preliminary evaluation of the environmental statement (it applies only the EMAS Regulation).

Stage 1 is conducted either at the client's premises or by evaluating the documentation in another location.

Upon the completion of Stage 1, an "Audit Report" is prepared to record points that may constitute non-conformities if they are not resolved until Stage 2.

The purpose of Stage 2 is to assess the implementation, including effectiveness of the client's management system.

During Stage 2, which is always carried out at the client's premises, the application of the system will be evaluated (except for those elements that have been evaluated in Stage 1 and are in compliance with the standard), and more particularly it will include the following **(depending on the standard)**:

- (a) the collection of information and evidence for the compliance with all the requirements of the applicable management system standard or other normative documents
- (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 ability and its performance regarding meeting applicable statutory, regulatory and contractual requirements
- (d) the operational control of the client's processes (e.g. Correlation between the policy, the environmental aspects and their respective impacts, objective goals and targets, the responsibilities and competencies, the environmental management programs for ISO 14001:2015, the procedures, the performance information, the internal audits and management reviews, the emergency plans, etc.
- (e) the evaluation of internal audits and Management Review
- (f) the evaluation of the management's commitment

- (g) the evaluation of the application of the system with respect to the standard to be certified (policy, goals and objectives, personnel competency, activities, internal audits, etc.)
- (h) for ISO 14001:2015, the recognition of environmental aspects and impacts (and determination of their significance)
- (i) the emergency management and preparedness exercises
- (j) the recognition and evaluation of non-conformities and of the corrective and preventive action
- (k) the evaluation of the Management's responsibility for the overall policy
- (l) the full evaluation of the environmental statement (it concerns only the EMAS Regulation).

Upon completion of Stage 2, an "Audit Report" is prepared to record all of the findings which are agreed with the client (signing of the audit report).

The audit date of Stage 2 of the initial certification audit will be decided jointly (Auditor and organization under audit) and will depend on the findings of Stage 1.

**During the Opening Meeting and the Closing Meeting, which are respectively conducted at the beginning and at the end of the Audits, the Management of the company and its authorized representative (the Management System Manager) must be present.**

The Initial Certification of the organization's Management System is not only limited to the points covered by the System Management Manual but it extends to the Evaluation of all of the organization's activities that, in the documented view of Cyprus Certification Company's auditors, have a bearing on or affect the operation of the Management System of the organization with regard to the scope of certification.

In view of the above context, the deviations from the requirements of the certification standard or of the EMAS Regulation or of the present Regulation are classified into the following categories:

- (a) **Major Non-Conformity:** the complete or to a large extent lack of compliance to one or more of the requirements of the relevant standards/EMAS regulation or of the relevant legislation or of the present Regulation of Cyprus Certification Company or of other requirements set by the organization or which it has contractually accepted or of a situation giving rise to significant doubt with regard to the ability of the client's management system to achieve the desired results.
- (b) **Minor Non-Conformity:** a limited extent deviation from a requirement of the relevant standards/EMAS regulation or this Regulation or other requirements set by the organization or which it has accepted with its signature.

**(c) Observation:**

- a. when an individual discrepancy in the documentation or the application of the Management System Procedure/Process that may become non-compliance in the future, is observed; or
- b. when any component of the Management System's documentation or application presents a tendency, or it is likely to be a possible future cause of Non-Conformity.

***A significant number of Minor Non-Conformities (as defined above) that systematically focuses on a particular Management System Procedure/Process, constitutes a Major Non-Conformity.***

***Cyprus Certification Company will not proceed to award a Management System Compliance Certificate (MSCC) until all Audit finding are addressed. Specifically, all Major Non-Conformities are effectively addressed and closed out, while all Minor Non-Conformities are addressed through specific commitments to actions and time frames.***

***If the organization is evaluated in the context of the EMAS Regulation (1221/2009/EC), the environmental statement shall also be evaluated in accordance with the Regulation in question. If the environmental statement is clear, comprehensive and representative of the organization's environmental management system, the Lead Auditor shall forward it to the General Director of Cyprus Certification Company to validate the environmental statement in order for the organization to proceed with its EMAS registration procedure. If non-conformities (either Minor or Major) occur, these are identified in the Audit Report and the validation of the environmental statement is made after the corrective actions have been made and Cyprus Certification Company has verified their application.***

For each non-conformity found and accepted, the organization's representative signs the relevant form. If the organization so wishes, it is possible at the same time to set a date for the completion of the corrective actions. If the audited party does not wish to commit during the meeting, the auditor informs it that it may respond within ten (10) days.

The interested party is obliged to notify Cyprus Certification Company in writing once it has proceeded to the appropriate corrective actions. Cyprus Certification Company, depending on the nature of Non-Conformities, can either verify the corrective actions by having the interested party submit the relevant documentation or proceed to an on-site Special audit. If it is found that the corrective actions are not being implemented, the Certification Committee is informed, and the Certificate is not granted.

If serious problems are identified in the early stages of the Audit, i.e. the Organization's Management System does not largely comply with the certification standard and the present Regulation, the Lead Auditor is obliged to report it without delay to the Management of the organization, so as to interrupt the Audit

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immediately and to have a cost reduction, if justified, while submitting a relevant Report on which the decision is based, without the need for a detailed description of all Non-Conformities.

In this case, the Audit may, with either agreement, be continued either as a Pre-assessment Audit or completely discontinued in order to provide the enterprise with the time it needs to correct the identified Non-Conformities. If more than four (4) Major Non-conformities are noted during the new Initial Certification Audit, the Certification Committee is notified and the Certificate is not granted.

In cases where the Audit Team encounters problems of cooperation with the personnel of the organization, the Lead Auditor informs the Management of the organization and decides, if necessary, to interrupt the Audit.

Immediately upon the completion of the Initial Certification audit, Cyprus Certification Company's auditors deliver the Audit Report to the organization.

### **3.5 CERTIFICATION DECISION**

The decision to grant or not the Management System Certificate is taken by the Certification Committee of Cyprus Certification Company (not applicable for EMAS Regulation).

Cyprus Certification Company proceeds to grant a Management System Compliance Certificate (MSCC) after ascertaining, through an evaluation, the effective removal of all the major non-conformities and the satisfactory settlement to remove the minor non-conformities. Upon completion of the previous procedures, the Auditor submits to the Certification Committee the Audit Report and the relevant decision is made within a period that will not exceed two months.

In the case of environmental management systems under Regulation 1221/2009 (EMAS), the Director of Certification approves the entire activity of verification through the various documents (environmental statement, audit report, auditor's notes, findings, etc.) and validates the environmental statement if the requirements of Regulation 1221/2009 are met. In the case of EMAS, there is no certificate of compliance award. On the contrary, the organization under certification submits the ratified Environmental Statement together with the Environmental Declaration issued by Cyprus Certification Company, to the relevant state authority (Department of Environment of the Ministry of Agriculture, Rural Development and Environment) for its evaluation and registration of the organization in the EMAS Register. Only the competent state authority has the overall responsibility to register this organization in the relevant EMAS Register after the relevant validation of the environmental statement by Cyprus Certification Company (see also § 3.1).

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### **3.6. GRANTING CERTIFICATION**

When the Certification Committee's decision is positive, the Management System(s) Certificate(s) shall be granted.

The Management System Certificate that is granted by Cyprus Certification Company certifies that the client has effectively established and applies a management system that complies with the requirements of the standard against which it was certified (EN ISO 9001 or EN ISO 14001 or OHSAS 18001 or EN ISO 50001 or ISO 37001).

The Management System Compliance Certificate (MSCC) applies exclusively the client to which it was awarded and only for the scope that it covers.

If the Management System Compliance Certificate (MSCC) covers only part of the products and services produced or of the activities of the company, the company is obliged to disclose to its customers the products and services covered by the Management System Compliance Certificate (MSCC).

All documents issued by Cyprus Certification Company and forming part of the certification procedure are the property of Cyprus Certification Company.

Once the Management System Compliance Certificate (MSCC) has been approved by the CCC Certification Committee, and before it is delivered to the organization, a contract is signed between Cyprus Certification Company and the organization, which defines their mutual obligations and rights.

The signing of the contract between Cyprus Certification Company and the organization must take place within three (3) months of the Certification Decision.

In case of an evaluation under Regulation 1221/2009, no Management System Compliance Certificate (MSCC) is granted by Cyprus Certification Company. The Lead Auditor verifies the environmental statement of the Organization, which afterwards is also verified by the Director of Certification of the Cyprus Certification Company with his signature and the seal of Cyprus Certification Company. Subsequently, the organization acts in accordance with the requirements of Regulation 1221/2009 in order to be included in the EMAS register of registered organizations.

Cyprus Certification Company may provide to any interested party, upon request, information relating to the certificates that have been issued as well as to their validity.

#### 4. MAINTAINING CERTIFICATION

In order to maintain its Management System Certificate, the organization is required to maintain continuous conformity to the obligations arising from the its Management System.

To that end, Cyprus Certification Company regularly conducts surveillance audits, which may be scheduled (at least once a year), or special (extra ordinary).

Special (Extraordinary) audit is carried out when:

- significant changes to the client's Management System are made which may affect the conformity with applicable requirements
- there are elements that make it necessary (such as accusations, serious client complaints, violations identified by the Competent Authority, breaches of the relevant legislation or the guidelines adopted by Cyprus Certification Company, significant changes in the organizational structure of the company, changes in the scope and application sites)
- there is doubt regarding the application of the planned corrective actions or the compliance with the requirements of the legislation
- it is deemed necessary by Cyprus Certification Company
- when it is necessary to verify on-the-spot the corrective actions in order to remove the non-compliances identified during the Initial or Surveillance Audit and it can be realized without prior notice to the audited enterprise.

The audit frequency shall be determined by the Cyprus Certification Company, taking into account the findings of previous audits, the nature of the applicable management system, the hazard of the products and possibly information suggesting inadequate application of the approved management system.

A surveillance audit may be comprehensive (audit all elements of the Management System) or partial (audit key elements). If the surveillance audits are partial, they shall be designed so that all elements of the Management System are inspected at least once during the validity period of the certificate. Elements that are always checked in any audit are the application and effectiveness of the corrective actions, internal audits, Management Reviews, risk management, client complaints, traceability, product recall, and any changes in the organizational structure, subject matter and activities of the audited company, and the administrative and supervisory processes. Repeated non-conformities detected in previous audits that have not been addressed satisfactorily may be upgraded to major ones at the discretion of the audit team.

If non-conformities are detected during surveillance audits, they must be removed within a specified period of time not exceeding 3 months and, if necessary, the corrective actions are re-evaluated through a new audit. After the expiry of the aforementioned period, failure to remove the major non-conformities constitutes a reason for triggering the revocation procedure for the awarded certificate.

Throughout the validity period of the certificate, the client is required to inform Cyprus Certification Company in writing, of any planned major changes to the applicable Management System. CCC assesses the importance of the planned modifications and decides whether an additional evaluation is needed.

Indicatively, the following examples of significant changes are listed:

- change of ownership or of the registered office of the company
- change of managers for the application of the Management System
- change of production site and/or product control processes
- addition of a new product group
- significant modifications to the applicable processes.

If during a surveillance audit, significant changes to the applicable management system for which Cyprus Certification Company has not been notified, have led to Major Non-Conformities, it is a reason that may trigger the revocation procedure for the awarded certificate.

Maintaining the Management System Certificate requires the continuous compliance by the client with the obligations arising from the present Regulation.

Surveillance Audits can range from one to two per year. Their frequency is determined by Cyprus Certification Company, considering mainly the findings of previous Audits of the organization's Management System as well as the activities of the organization.

The first surveillance audit should be carried out within 12 months of the date of the certificate issue. At the very least, a surveillance audit should be carried out within each calendar year unless special circumstances exist, such as the seasonal operation of a business.

The purpose of these audits is to ensure the continued proper application of the company's Management System and to meet the requirements of Cyprus Certification Company as outlined in this Regulation and in the signed contract between Cyprus Certification Company and the organization.

#### EMAS verification program

In case an organization is evaluated according to the 1221/2009/EC Regulation, in a period that will in no way exceed 36 months, all the data required to register the organization in the EMAS register should be verified. The monitoring program will be decided jointly between the environmental verifier and the representative of the organization. Also, within a period not exceeding 12 months, Cyprus Certification Company will have to validate any updated information in the environmental statement to include all changes that have taken place in the interval since the previous audit.

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Non-conformities related to the EMAS Regulation are completed in the audit report form and the corrective action period is established between the environmental verifier and the organization under verification.

If the organization fails to take corrective action within the specified time limit, the environmental verifier shall inform the competent authority which will decide on the outcome, which may be the removal of the organization from the register or the extension of the deadline. In Cyprus, the competent authority is the Department of Environment of the Ministry of Agriculture, Rural Development and Environment. The registration procedure does not involve the award of a Management System Compliance Certificate (MSCC) by Cyprus Certification Company, so there is no question of revoking or suspending a certificate. Depending on the decision of the competent authority, Cyprus Certification Company proceeds to the removal of the company from the register of clients with verified environmental statement.

In small organizations, if requested, Cyprus Certification Company may extend the 3-year verification frequency up to 4 years or extend the annual frequency up to 2 years, provided that the environmental verifier who has verified the organization confirms that all of the following conditions are met:

- (a) there are no significant risks to the environment
- (b) the organization has not planned substantial changes as described in article 8 of Regulation 1221/2009 (EMAS)
- (c) there are no significant local environmental problems to which the organization contributes.

In these cases, the request should be submitted in the form included in Annex VI of Regulation 1221/2009 (EMAS). Cyprus Certification Company shall evaluate the application and if above-mentioned criteria are met it shall grant the appropriate extension.

**Organizations that have been granted an extension of up to 2 years must submit to Cyprus Certification Company a non-certified environmental statement each year for which they are exempted from the obligation to submit a certified environmental statement.**

Cyprus Certification Company drafts and approves the verification program only upon the initial full validation and certification of the environmental statement has been completed. When drafting the verification program, Cyprus Certification Company considers the following:

- the validity and reliability of the internal control program, including the frequency of internal controls
- the complexity of the EMS (environmental management system - EMS)
- the environmental policy
- the size, scale and nature of the organization's activities, products and services
- the importance of the direct and indirect environmental aspects of the body over which it has control or is likely to have some influence
- the strength of the data and information management and retrieval system as this relates to



the information and data of the environmental statement

- any history of environmental problems
- the extent of the activities that are subject to environmental regulations
- the results of previous verifications
- the organization's experience regarding complying with EMAS requirements.
- the frequency of internal audits in the company

Cyprus Certification Company, when evaluating the compliance with the requirements of the EMAS Regulation, may base such evaluation on either the operations, activities, products and services of the organization or on the environmental aspects in which the organization has direct and/or indirect control and influence.

The verification for organizations with accredited certification with regard to EN ISO 14001 (or any other environmental standard) that is recognized according to the procedures that are defined in article 9(1) of regulation EC No.1221/2009 needs to examine only the elements that are not covered by the recognized standard.

In similar cases, Cyprus Certification Company considers the EN ISO 14001 surveillance program when drafting the verification program and, if possible, it tries to combine as much as possible the evaluation visits, in order to avoid unnecessary overlaps, costs and time for the organization.

However, the verification activities will differ from those of the surveillance visits that take place under the EN ISO 14001 certification, for they must cover the additional points included in Regulation EC 1221/2009.

As a rule, data and information on the performance of the organization will change annually and require updating of the environmental statement, - OJ L 107, 30.4.1996, p.4.- although only the changes need validation.

Although the updated information of small businesses and small organizations does not need to be presented in an extraordinary document, regulation (EC) No.1221/2009 allows these organizations to reduce the frequency of information provision and validation.

Consequently, only these organizations are exempted from the annual validation of the updated information unless they are faced with:

- very serious environmental dangers that are connected with their activities, products and services, or
- important operational changes on their environmental management system, or
- important legal requirements that are related to their activities, products and services, or
- important local issues,

in which case Cyprus Certification Company requires to verify annually the updated information of the Environmental Statement.

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If this is not done annually, updating the environmental statement will be expected within a period of no more than 36 months.

#### **5.0. CERTIFICATION RENEWAL (it does not apply to Regulation 1221/2009 (EMAS))**

Before the end of the validity period of the Management System Compliance Certificate (MSCC) and if the enterprise has not requested the interruption of the Management System Compliance Certificate (MSCC), the recertification audit is always carried out. The Recertification audit shall be conducted in accordance with the principles set out in paragraph 3.4. of this Regulation, while it also takes the place of the respective Surveillance Audit. This paragraph does not concern the EMAS Regulation. The renewal procedures follow the same procedures as in the cases of initial certification audit.

#### **6.0 VALIDITY OF THE MANAGEMENT SYSTEM COMPLIANCE CERTIFICATE (MSCC) (it does not apply to Regulation 1221/2009 (EMAS))**

The validity period of the awarded certificates is:

Three (3) years for the certificates of compliance regarding the standards **CYS EN ISO 9001: 2015, CYS EN ISO 14001: 2015, ISO 50001:2011 and OHSAS 18001: 2007, ISO 37001:2016.**

It is also possible to award a Management System Compliance Certificate (MSCC) with a shorter validity period at the request of the interested party in writing in its Application and for specific reasons.

#### **7.0 EXTENSION OF THE CERTIFICATION SCOPE**

To extend the Certification scope, the enterprise may submit a new Application or request it in writing by submitting the relevant documentation to Cyprus Certification Company. The Procedures of paragraph 2.4. of the present Regulation, are followed. Depending on the case, an Initial certification audit may be carried out in conjunction with the Surveillance Audit or the Recertification audit.

#### **8.0 SUSPENSION - REVOCATION OF THE MANAGEMENT SYSTEM COMPLIANCE CERTIFICATE (MSCC) (it does not apply to Regulation 1221/2009 (EMAS))**

Cyprus Certification Company's policy regarding suspensions/revocations is that it can proceed to the suspension and/or revocation of awarded certificates whenever deemed necessary. The decision to suspend or revoke the certificates is made by the Certification Committee following the recommendation of the Directorate of the Organization. When examining issues relating to suspensions/revocations, the Certification Committee may set up special committees to provide technical advisory services.

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Indicatively, the following revocation - suspension reasons are listed:

- significant changes to the applicable Management System for which Cyprus Certification Company has not been notified
- non-removal of major non-compliances within the specified time frame
- misleading use of the certificate
- misleading and/or false information by the representatives of the client to the audit team during the audit
- non-fulfilment of the client's financial obligations to Cyprus Certification Company regarding the certification procedure
- bankruptcy of the company
- failure to comply with the client's obligations under this Regulation e.g. preventing surveillance and recertification audits at the required frequencies
- client's request to discontinue the use of the awarded certificate
- deviations from legal obligations in sites outside the certification scope that affect the effective application of the Management System.

In general, the certification suspension may not exceed 6 months.

**In the event that there is a need to suspend/revoke the license for use of the Compliance Certificate, the time required for prior notice before the suspension/revocation of the license is differentiated according to the cause of that action.**

Situation requiring notification of upcoming suspension/revocation of the Compliance Certificate	Maximum notification time before suspension/revocation of the license for the use of the Management System Compliance Certificate (MSCC)
Requested by the Organisation	10 calendar days
Non-payment of fees to the Certification Body	30 calendar days
Obligatory compliance with the new requirements due to a revision of the current standard	Negotiable between the licensee and CCC
Non-compliances in Management System audits	Up to 90 calendar days
Irregular/misleading use of the certification (label or certificate)	60 calendar days
Change to certified activities that affect their compliance with the certification requirements	60 calendar days
Providing false information to the Certification Body regarding the company's Management System	Zero
The Certification Body concludes that the product and/or service is dangerous	Zero

The suspension of the certificate is announced in writing by Cyprus Certification Company to the client, and the necessary terms/corrective actions for its removal are defined.

Throughout the suspension period, any use of the certificate is forbidden to the client. The suspension of the certificate is marked in the Register of Certified Enterprises (RCE). When the predefined terms are met, the suspension is lifted, and the client is notified in writing by Cyprus Certification Company.

If the measures taken are not found satisfactory, Cyprus Certification Company may provide a new deadline of up to 30 days to proceed to corrective actions before the final Revocation of the Certification.

If satisfactory corrective actions are not applied, the revocation of the certificate and the deletion of the client from the List of Certified Companies will be made. The final Revocation is communicated to the client in writing. In this case, the organization is obliged to return to Cyprus Certification Company all the original Certificates and Certification Logos that were awarded to it.

Cyprus Certification Company announces the Revocation to the general public by publishing the list on its website.

## **9.0 RIGHTS OF CERTIFICATE HOLDERS**

The Management System Compliance Certificate (MSCC) holder may use it for business purposes, such as tenders, agreements, confirmation of orders, for projection and for proof of compliance of the Management System of its company with the specific standard.

## **10.0 OBLIGATIONS OF THE MANAGEMENT SYSTEM COMPLIANCE CERTIFICATE HOLDERS AND OF THE VERIFIED ENVIRONMENTAL DECLARATION HOLDERS**

**10.1** The Management System Compliance Certificate (MSCC) holder is obliged to:

- continuously and effectively apply the Management System,
- continuously improve the Management System,
- apply the corrective actions related to Major and Minor Non-Compliances detected during the audits, within the period agreed with the Audit Team, as well as those related to the Observations until the next Audit,
- proceed to the appropriate arrangements for the smooth conduct of the audit, including arrangements for access to premises and processes of the company, to records and personnel,
- declare that it possesses, and it demonstrates the Management System Compliance Certificate (MSCC) of its organization only for the business activities/production units with which this specific Management System Compliance Certificate (MSCC) is applied and with a clear reference

to the certification standard under which it was awarded with the Management System Compliance Certificate (MSCC),

- discontinue within one week every use or advertising of the Management System Compliance Certificate (MSCC) as well as any reference thereto if it is revoked for any reason. In this case, the respective originals of the certificates should be returned to Cyprus Certification Company and Cyprus Certification Company should be informed in writing of the withdrawal of all relevant references to the Management System Compliance Certificate (MSCC).
- not to make significant changes to the Management System that was in place during the Initial Certification Audit without informing Cyprus Certification Company in writing (e.g. change of structure, expansion of activities or cessation of production, change of facility's location, change of Management System manager). In any case of change, the relevant information should be submitted to Cyprus Certification Company in writing within twenty (20) days. Otherwise, Cyprus Certification Company may take all the foreseen measures,
- maintain and make available to Cyprus Certification Company during the audits a record of client complaints relating to the Management System, which also includes the respective corrective actions it carries out. Failure to observe the above-described record is recorded as a Major Non-Compliance by Cyprus Certification Company's Audit Team in the relevant Audit Report,
- recognize Cyprus Certification Company's Management System Compliance Certificates (MSCC) awarded to other organizations as evidence of the existence and of the application of a Management System that complies with the respective requirements of the certification standards and this Regulation,
- use the Management System Compliance Certificate (MSCC) in accordance with the terms described in paragraph 9 of this Regulation and the signed agreement between Cyprus Certification Company and an organization,
- inform Cyprus Certification Company in writing and in a timely manner of any dangerous situations that may lead the organization to withdraw its products from the market including accusations, serious client complaints, infringements detected by the competent authorities, breaches of relevant laws or guidelines adopted by Cyprus Certification Company,
- not to make any use or reference to the Management System Compliance Certificate (MSCC) in the event of its revocation.
- allow the accreditation body to evaluate the auditor and the environmental verifier during the verification and validation procedure
- allow trainee auditors to participate in the audit

**10.2** The interested party is required to provide accurate information to Cyprus Certification Company's Auditors with regard to the applicable Management System. The organization shall facilitate the Audit procedure, taking the suitable organizational measures and undertaking the obligation to have its representative and the competent personnel present at its premises. These personnel will be available

during the Audit for any information, explanations or discussions with Cyprus Certification Company's Auditors. Also, all the organization's documents that relate to the Audit must be ready and available.

**10.3** The organization is obliged to accept the dates of the Surveillance Audit established by Cyprus Certification Company, unless there are serious reasons, which must be reported in writing to Cyprus Certification Company. The repeated non-acceptance of the Audit dates or the continuous requests for postponements or changes to the Audit dates will be considered by Cyprus Certification Company and they may constitute grounds for the revocation of the Management System Compliance Certificate (MSCC).

#### **11.0 OBLIGATIONS - RESPONSIBILITIES OF CYPRUS CERTIFICATION COMPANY (ΚΕΠ)**

- Cyprus Certification Company is obliged, if possible, to promote and publish the Management System Compliance Certificate (MSCC) in Cyprus and abroad. The collective actions to promote and publish the Certification Systems of Cyprus Certification Company are decided by Cyprus Certification Company in cooperation with the Certification Committee.
- The personnel and the external partners of Cyprus Certification Company that are involved in the evaluation procedures have the appropriate education, expertise and experience and operate within the context of Cyprus Certification Company's procedures and regulations.
- CCC is responsible for the selection, training, assessment and supervision of the auditors, the organization of the audit and the decision-making regarding the compliance of the management system with the applicable requirements.
- CCC provides guidance to the audit teams and ensures a uniform way of dealing with the implementation of the requirements of the legislation and of the standards.
- CCC shall notify the inspected party at any time of the composition of the audit team and shall replace a member or members thereof if it is requested in a justified manner.
- If the client substantiates complaints about the objectivity of a particular audit, CCC performs a new audit at its own expense and with an audit team with a different composition.
- CCC is not liable in the event of claims for liability for defective products of the certified company. In cases where such claims arise, the organization is obliged to inform **immediately and in writing** Cyprus Certification Company.
- CCC is obliged to inform the certified companies of any changes it intends to make to its certification-registration requirements, so that the necessary changes to the Quality System can be planned or the organization can disclaim the Management System Compliance Certificate (MSCC).
- Cyprus Certification Company in accordance with its policy, manages the complaints, disagreements, remarks, accusations or any objections by clients or by third parties by assessing each case based on a specific procedure and informs the interested party accordingly. The responsibility for the management of these, lies with the Quality Assurance Manager or the Certification Director.

## 12.0 USE OF THE MANAGEMENT SYSTEM COMPLIANCE CERTIFICATE (MSCC) - MANAGEMENT SYSTEM COMPLIANCE LOGO - CYPRUS CERTIFICATION COMPANY LOGO

12.1 Following the award of the Management System Compliance Certificate (MSCC), the company may use the Management System Compliance Logo (MSCL) in its printed and promotional material.

12.2 The Management System Compliance Logo is as follows:

### “LOGO OF CYPRUS CERTIFICATION COMPANY”



12.3 The use of Cyprus Certification Company's label is optional. It is forbidden to use Cyprus Certification Company's logo on the products or their primary packaging as well as on test certificates. The logo can be used under the following conditions:

- a. in combination with the name of the certified organization or the respective certified part thereof and with clear reference to the scope of application of the Management System Compliance Certificate (MSCC), and
- b. with reference to the number of the awarded certificate, and
- c. with clear reference to the certification standard, or
- d. with the marking **CERTIFIED QUALITY SYSTEM** or **CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM** or **CERTIFIED HEALTH AND SAFETY AT WORK SYSTEM** in accordance with the following formats respectively:



**CERTIFIED QUALITY MANAGEMENT SYSTEM**  
**CYS EN ISO 9001:2015/ISO 9001:2015 - No.....**



**OHSAS 18001**

**CERTIFIED OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM**

**OHSAS 18001:2007 - No. ....**



**ISO 14001**

**CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM**

**CYS EN ISO 14001:2015 /ISO 14001:2015 - No. ....**



**ISO 50001**

**CERTIFIED ENERGY MANAGEMENT SYSTEM**

**CYS EN ISO 50001:2011/ISO 50001:2011 - No. ....**



**ISO 37001**

**CERTIFIED ANTI-BRIBERY MANAGEMENT SYSTEM**

**CYS ISO 37001:2018 / ISO 37001:2016 – No. ....**



***e) or with clear reference to the activities or production units in cases where the scope of the Management System Compliance Certificate (MSCC) does not cover all the activities and/or production units of the organization,***

***f) in the secondary packaging only in conjunction with the following phrase and in such a way that it does not create confusion or the impression that the products themselves are certified:***

"The ..... (organization name) ..... applies a Quality System or Environmental Management System or Occupational Health and Safety Management System or Energy Management System or Anti-bribery Management system certified by Cyprus Certification Company in accordance with the standard CYS EN ISO 9001:2015 or CYS EN ISO 14001:2015 or OHSAS 18001:2007, ISO 50001:2011, ISO 37001:2016 respectively, or other **(provided that this is not prohibited by the applicable provisions)**).

The above indications may also be written in other languages. The logo of Cyprus Certification Company must be printed exclusively in monochrome and in ratios smaller or greater than the shapes of paragraphs 12.2. and 12.3.

**12.4** Cyprus Certification Company's logo is the exclusive property of Cyprus Certification Company, whose logo has been copyrighted and can be copyrighted in other countries to ensure its protection.

Cyprus Certification Company's logo relates exclusively to the enterprise to which it has been awarded and it may not be transferred in any way.

**12.5.** In cases where the Certification Procedures described in this Regulation are applied on the basis of the provisions of normative documents, the placement, use and other requirements for the respective Labels or Markings (e.g. CE Marking) are in accordance with the standards set out in the above-mentioned documents. The holder of the Management System Compliance Certificate (MSCC) commits to use the Management System Compliance Certificate (MSCC) under the following conditions:

- The Management System Compliance Certificate (MSCC) should not in any case be associated with specific products in such a way as to create the impression that the products themselves are certified,
- ***When the scope of the Management System Compliance Certificate (MSCC) covers only part of the goods and services produced or part of the enterprise's business activities, the enterprise's Management System should include a reference to it and the enterprise is required to disclose it to its clients in the event of their supply with its products and services which fall within the application scope and are covered by the Management System Compliance Certificate (MSCC). The above-mentioned notification must be provided prior to the ordering of the respective products and services.***

**12.6.** In order to ensure the correct application of the above paragraph, the holder of Cyprus Certification Company's logos is obliged to refer to the Cyprus Certification Company before any use is made of the documents/forms and the positions it intends to place it, as well as the promotional material which refers to it and to seek its approval. Otherwise, as well as in case of any misleading use of the Management System Compliance Certificate (MSCC), Cyprus Certification Company shall take the measures described in paragraph 8 of this Regulation.

**12.8** The logo cannot be used in laboratory, calibration or audit reports since these references are considered "products".

### **13.0 OBJECTIONS - APPEALS**

Any interested party may appeal against Cyprus Certification Company's decisions on certification issues (non-certification, suspension or revocation of certificates) within two months of its notification of the relevant decision.

The hearing of the objections is made by the Independent Certification Council.

The final decision is issued within two months from the date of the appeal and its implementation is mandatory. Until this decision comes into force, the previous decision is in force. The applicant shall be informed of the decision within 5 days from the time it is made.

Any costs incurred by Cyprus Certification Company for reviewing an objection are charged to the applicant on a case-by-case basis.

### **14.0 COST OF EVALUATION**

The interested party has the right to request from Cyprus Certification Company the budget for the cost of the Evaluation and Certification Procedure, in accordance with the defined pricing policy of Cyprus Certification Company.

No certificate is awarded if the certification fees have not been paid.

### **15.0 REGISTER OF CERTIFIED ENTERPRISES (RCE)**

Cyprus Certification Company has a Register of Certified Enterprises which includes the enterprise's name, the type of products / services covered by its application scope, the Standard under which the Evaluation and Certification has been carried out and other useful information that may be required on a case-by-case basis.

**16.0 MODIFICATIONS - REVISIONS OF THE PRESENT REGULATION**

This Certification Regulation may be revised, in whole or in part, only by a decision of the Board of Directors and after an opinion of the Independent Certification Council of Cyprus Certification Company.

Any revisions are communicated to the clients who have been awarded with a Certificate, setting the time limits for their adaptation to the new requirements. In cases of disagreement with the above-mentioned changes, the client may request in writing that the certification be discontinued.

**17.0 AMENDMENTS**

<b>Version No</b>	<b>Issue Date</b>	<b>Description of the Modification</b>
02	01/08/2008	Modification of paragraph 2.5, description of stages 1 and 2
03	24/02/2009	Addition of EMAS Regulation and reference to 9001:2008
04	14/10/2009	Addition of EMAS regulation requirements regarding the organizational modules that are suitable for registration in EMAS and clarifications regarding the program, the frequency of verifications and validations
05	19/10/2009	Redrafting of the Minor and Major Non-compliances categorizations to bring the wording of the regulation in line with the requirements of EN ISO / ICE 17021 standard. Also, clarification on the verification of corrective actions resulting from non-compliances under the EMAS Regulation.
06	26/10/2009	Addition of further information that are required to be submitted in case of an application for verification of the environmental management system under regulation 76/2001 (EMAS).
07	19/04/2010	Changing the EMAS Regulation to a new version 1221: 2009
08	03/01/2012	Correction of organization size description for EMAS
09	03/04/2012	Reference to the way of publication of revocations and of notification of certifications
10	05/08/2013	Reference to directive L76 on the EMAS
11	28/11/2014	Addition of standard EN ISO 50001:2011
12	01/10/2016	Clarification on the Stage 2 audit site. Clarification on the time of conduct of audit of 1 <sup>st</sup> surveillance.
13	02.05.2017	Reference to the Standards ISO 9001:2015 & ISO 14001:2015
14	04.01.2018	Addition of standard ISO 37001:2016