



MS CERTIFICATION SERVICES P.LTD.
Certification Conditions

1. Introduction

The client shall comply with the following conditions governing the use of the Certificate of Quality, Environment, Occupational health and safety and or Food safety approval (as applicable) and mark/symbol of the Certification and accreditation body.

2. Use of Certificate of Approval:

- (a) The certificate shall remain the property of the Certification Body.
- (b) Certificates are valid for three years from the date of the certificate issue, subject to satisfactory annual surveillance assessments.
- (c) Certificates are not transferable
- (d) The certificate shall only be displayed at the location applicable to the certificated scope of supply.
- (e) The certificate shall not be used to imply certification of any location other than that detailed on the certificate
- (f) The certificated Client must advise the Certification Body of any changes which may affect the scope of certificate.
- (g) If the Client changes operating, site then the certification body shall conduct a surveillance visit to check the respective Management System is operating to the requirements of UAS
- (h) For organization changes such as organization name and management (e.g. key managerial, decision-making or technical staff), scope of operations under the certified management system, major changes to the management system and processes, merging / de-merging etc. which affect legal entity of the organization, the certified client should inform to MS Cert with the proof of changes as applicable to make MS Cert to take appropriate decision for granting changed/ revised certificate.
- (i) The certified Client shall neither make or permit any misleading statement regarding its certification, nor shall use or permit the use of any certification document or any part thereof in a misleading manner,
- (j) The certified client shall amend all its advertising materials when the scope of certification is reduced, and also Shall not allow reference to its management system certification to be used in such a way as to imply that MS CERT certifies a product (including service) or process,
- (k) The certified client shall not imply that the certification applies to activities that are outside the scope of certification, The certified client shall not use its certification in such a manner that would bring MS CERT and/or certification system into disrepute and lose public trust.

- (l) Surveillance and reassessment procedures are consistent with those concerning the assessment of the organization's UAS. Surveillance frequencies are also subject to special provision if an organization with a certified UAS makes major modifications to its system or if other changes or significant events (Such as a fatal accident or legal action by a regulatory authority, risk based environment and or food safety issues, major complaints) takes place which could affect the basis of its certification and based on that MSCERT can reduce the frequency in spite of preexisting surveillance schedule.

- (m) MS Cert has its rules governing the use of any statement on product packaging or in accompanying information that the certified client has a certified management system. Product packaging is considered as that which can be removed without the product disintegrating or being damaged. Accompanying information is considered as separately available or easily detachable. Type labels or identification plates are considered as part of the product. The statement shall in no way imply that the product, process or service is certified by this means.
- (n) The statement shall include reference to:
 - a. identification (e.g., brand or name) of the certified client;
 - b. the type of management system (e.g., quality, environment) and the applicable standard;
 - c. MS Cert name.

MS CERT Logo is a certified trademark solely owned by MS Certification Services Pvt. Ltd. So long the client maintains its status as certified by MS Certification Services Pvt. Ltd. and the related certification conditions, Client will have the right to use MSCERT logo and the accreditation mark.

3. Conditions for using MS CERT Certification Mark only.

MS CERT LOGO:



- a) The marks above shall always be used on certificates issued in conjunction with the Clients name and have the certificate number adjacent to it.
 - b) The mark with specific size provided the configuration is to be strictly adhered to, including the surrounding frame.
 - c) The mark may be used on stationery, such as headed letter paper and advertising brochures **(not on visiting card) and** only in connection with the International Quality, Food safety, environment and or occupational health and safety Standard scope listed on the certificate.
 - d) The mark shall not be used on flags, buildings, vehicles, packaging, directly on products nor on promotional products such as calendars, diaries, coasters, etc.
 - e) The mark shall not be used in any way to imply product approval, nor on documentation such as test certificates and certificates of conformity
 - f) The certificated Client shall, upon reasonable notice, discontinue any use of the above marks post termination of the certification, for whatever reason, the Client shall discontinue all use of the mark immediately.
 - g) Upon termination of the certification, for whatever reason, the Client shall discontinue all use of the mark immediately.
 - h) In the case of unaccredited certification this is traceable only through the unique certification number provided to the certified client for each type of system certified by MS Cert.
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- (a) The accreditation symbol India shall not be used by MS CERT client on any stationery, document and/or publicity material unless it relates in whole or in part to the scope of certification as mentioned in the certificate(s) under which the right to use the symbol is obtained.
 - (b) Where the accreditation symbol only relates in part, the user of the symbol shall clearly identify in the same document the part to which the symbol applies.
 - (c) The above mark shall always be used along with the client's name and certification number adjacent to it.
 - (d) The mark may be reproduced in any size provided the design of the mark is strictly adhered to.
 - (e) The accreditation mark India shall not be used in isolation from MS CERT Logo.
 - (f) The mark shall not be used on flags, buildings, packaging, directly on products.



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- (g) The mark shall not be used in test certificates or any other documents which imply product approval.
- (h) Upon termination of the certification, the client shall discontinue all use of the mark immediately.
- (i) The certified client shall upon notice, discontinue any use of the mark which is considered to be unacceptable to the certification body.

4. Failure to Comply with the Certification Condition

Suspension and withdrawal of certificate approval

If the Client/certificate holder fails to maintain compliance with the requirements of UAS, those requirements detailed in Certification Conditions Document form PROC12 and those commercial and operating requirements of the certification body then.

Misuse of certification:

A client awarded a Certificate shall cease to display or otherwise use the certificate and certification mark as soon as practicable after certification is suspended or cancelled/withdrawn.

Suspension of Certification:

Certification may be suspended for a limited period at the MS CERT's discretion, for example:

- (a) if surveillance indicates non-compliance with the specified requirements but immediate withdrawal of the Certificate is not considered necessary;
- (b) if improper use of the certification, certification documentation, or certification mark is not remedied to the MS CERT's satisfaction;
- (c) if there has been any contravention of the certification Criteria;
- (d) if the certified client has made a change to the management system that is not accepted by the MS CERT;
- (e) if payment of invoiced fees is not received within 30 days following dispatch of the invoice;
- (f) if the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- (g) if the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies, or
- (h) if the certified client has voluntarily requested a suspension.

Prior to issuing a notice of suspension of certification MS CERT will:

- (a) Advise the client of any perceived grounds for suspension, state when the relevant facts are to be presented to the Head of certification and invite comment (15 days) from the client on the perceived grounds for suspension or any mitigating circumstances;
- (b) Present all relevant information to which it has access, including any comment received in response from above, to the Head of certification; and
- (c) Communicate to the Client the decision of Head of certification.

As a general condition, when a client is suspended, the client shall:

- (a) not actively promote their certification for the period of the suspension;
- (b) not use MS CERT mark for the period of the suspension;
- (c) maintain day to day activity as per its procedures
- (d) cooperate fully with the MS CERT to enable the suspension to be lifted.

Suspension shall be confirmed by MS CERT in a letter to the client and will indicate the conditions under which the suspension will be removed. The Head of certification may publish notification of the suspension.

At completion of the specified period, the Head of certification shall:

- (a) remove the suspension and notify the client accordingly; or
- (b) cancel the certification and withdraw the certificate if the conditions are not fulfilled.

5. Corrective action

The Client is responsible for taking prompt and adequate action to correct any contravention of the certification Criteria, and for formally notifying MS CERT of the corrective action proposed or taken. Against any complaint the client shall Investigate to develop remedial/corrective action, which shall include measures for:



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- a) notification to appropriate authorities if required by regulation;
- b) restoring conformity as quickly as practicable;
- c) preventing recurrence;
- d) evaluating and mitigating any adverse aspects;
- e) ensuring satisfactory interaction with other components of the applicable management system (EMS, OHSMS,FSMS);
- f) assessing the effectiveness of the remedial/corrective measures adopted.

6. Access to records of communications with external interested parties

MSCERT shall require the client whose management system is certified to make available to MSCERT, when requested, the records of all communications including complaints and corrective action taken in accordance with the requirements of the appropriate management system standards or other normative documents.

7. Withdrawal /Cancellation

MS CERT shall cancel certification, withdraw the certificate and cancel any agreement for the use of MS CERT certification mark in the following cases:

(a) under the relevant provisions of Suspension within six months from the date of suspension.

- (b) if surveillance indicates that non-compliance to relevant requirements is of a serious nature;
- (c) at the formal request of a client;
- (d) if the certification Criteria are changed and the body either will not or cannot ensure conformity with the new requirements;
- (e) if the client ceases to operate their certified system;
- (f) if the client fails to meet financial obligations to MS CERT; or
- (g) on any other grounds specifically provided for under the certification criteria or formally agreed between the client and MS CERT.

If a certificate is withdrawn, the client concerned shall inform all licensees included in their register of the situation by registered letter or equivalent means. The MS CERT Register shall also be amended accordingly, and MS CERT may also publish notification of the cancellation.

A client may appeal to MS CERT against a decision to withdraw certification.

MSCERT may reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction is made in line with the requirements of the standard used for certification.

8. Changes to the certification system rules

In the event of changes being required to the certification Criteria, MS CERT shall:

- (a) afford opportunity for client affected by a proposed change to submit comments on the proposed change(s);
- (b) specify an effective date for the change(s); the effective date shall allow sufficient time for clients to amend and implement changes to their management system;
- (c) formally notify all clients of the new requirements for certification, effective date of the change and the action required of the clients concerned; and
- (d) verify that the changes show that each certified client complies with the new requirements.

Failure to take the required action by the effective date may lead to suspension under or withdrawal/cancellation under of this document.

A client failing to meet the surveillance or recertification audit schedule, **the certificate will be suspended for 6 months**. If any response is not received by the CB, then the certificate will be withdrawn, and the client will be advised to send back the original certificate to CB office.

In the event of voluntarily request for a suspension by the client, it will be brought to the notice of decision maker to initiate the action for withdrawal of certificate.

Upon receipt of the certificate, the name of the client will be removed from the certified client list and accordingly they will be advised not to use the logos on their stationery items and promotional materials.

The suspended client name will be uploaded on the website as matter or publicly accessible information in order to avoid further promotion of certification by client organization.



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MS CERT maintains enforceable arrangements with its clients to ensure that in case of suspension and withdrawal the client refrains from further promotion of its certification and use of certification mark.

MS CERT makes the suspended and withdrawal status of the certification publicly accessible and takes any other measures it deems appropriate.

Such enforceable arrangements shall include media publication, information on website, informing to related and local accreditation body, Government and other reputed organization where the client is registered, their customers and interested parties

9. Reducing scope

The scope of the certification will be reduced to exclude the part scope in the event of not meeting the requirements. The auditor concerned should report to CB after a thorough assessment. Based on the report submitted, CB shall take the decision to reduce the scope and accordingly re-issue the certificate.

10. Extending scope

Upon client's request for extending scope CB has to ensure the availability of scope and competence level and advise for Audit considering the Auditor time. The Audit time may be extended after seeing the actual process of the extended part of scope. The certificate will be re-issued incorporating the new scope. This type of scope extension may be clubbed with surveillance audit, or it can be carried out separately.

Upon request by any party, MSCERT correctly state the status of certification of a client's management system as being suspended, withdrawn or reduced. MS CERT maintains enforceable arrangements with its clients to ensure that in case of suspension and withdrawal the client refrains from further promotion of its certification and use of certification mark.

MS CERT makes the suspended and withdrawal status of the certification publicly accessible and takes any other measures it deems appropriate. Such enforceable arrangements shall include media publication, information on website, informing to related and local accreditation body, Government and other reputed organization where the client is registered, their customers and interested parties.

11. Notice of changes by a certified client

The certified client Shall inform the certification body, without delay, of matters that may affect the capability of the management system to continue to fulfil the requirements of the standard used for certification.

These include, for example, changes relating to:

- a) the legal, commercial, organizational status or ownership;
- b) organization and management (e.g., key managerial, decision-making or technical staff);
- c) contact address and sites;
- d) scope of operations under the certified management system;
- e) major changes to the management system and processes

Acceptance by the client

Date:

Signature with Seal: