Compliance Australia
certification services

Certification Agreement

WHAT DOES THE CERTIFICATION AGREEMENT MEAN?

By accepting this Certification Agreement you have agreed to proceed with all the requirements relating to certification activities laid down by Compliance Australia Certification Services.

By accepting this Certification Agreement you undertake to pay all costs required under the Regulations governing the Compliance Australia Certification Services Scheme for Registration connected with assessment and administration, irrespective of the eventual granting of a Certificate of Registration.

This Certification Agreement covers the contractual relationship between your organisation and Compliance Australia Certification Services by conforming to the Regulations governing Compliance Australia Certification Services.

By accepting this Certification Agreement you undertake to comply to audit times laid out under ISO 17021 and Time on Site Guidelines or circumstances that may conflict with these guidelines and result to variations to these times on site.

By accepting this Certification Agreement you agree to entering into a triennial agreement, subject to the terms and conditions of the Regulations, and the notice of intention NOT to renew certification must be made known to the Certification Manager no later than two months before the expiry of the Certification. The number and frequency of surveillance assessments are in the first instance determined at the initial assessment dependent on the confidence the auditor has in the system and the number of nonconformities identified.

WHAT DOES THIS CERTIFICATION AGREEMENT APPLY TO?

This Certification Agreement applies to you, your organisation, and any organisation or person which purchases or acquires your organisation. Likewise it applies to personnel within Compliance Australia Certification Services and any organisation or person which may at any time purchases or acquires Compliance Australia Certification Services.

COMPLYING WITH PRIVACY AND CONFIDENTIALITY?

Compliance Australia Certification Services has implemented a Privacy Policy (viewable from our website www.cacs.net.au) which all members of Compliance Australia Certification Services are committed to complying with. This protects your right to privacy in accordance with the National Privacy Principles.

All representatives of Compliance Australia Certification Services are to comply with the Privacy Policy in relation to information obtained on audit sites. Information obtained on site in the course of producing an audit report will be treated as confidential. It will not be used for any purpose other than for the production of this report.

HOW DO WE APPLY FOR CERTIFICATION?

All our personnel within Compliance Australia Certification Services, including contracted personnel are required to sign a Conflict of Interest and Confidentiality Policy. This ensures that your intellectual property and your privacy are protected. We respect your rights. Representatives of Compliance Australia Certification Services will not disclose any confidential information about your organisation without first seeking and gaining your permission.

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APPLYING FOR CERTIFICATION

On initial contact to Compliance Australia Certification Services an Information Pack will be forwarded to your organization which contains an Application Form.

Complete the Application, and forward the Application back to Compliance Australia Certification Services. Compliance Australia Certification Services must receive an Application from you before a Quotation can be forwarded to your organization. This application doesn't become a contract unless you accept the quote we give you to provide the Certification services (until then, it's more like an 'enquiry', but it gives us lots of information on which to base our quote to you).

On receiving the Quotation and you agree to proceed with Compliance Australia Certification Services to conduct your audits, sign page two of this Certification Agreement and return it to Compliance Australia Certification Services for verification of your acceptance.

Compliance Australia Certification Services will then contact your organization and finalize a Certification date.

CURRENTLY CERTIFIED – WE WANT TO CHANGE TO COMPLIANCE AUSTRALIA CERTIFICATION SERVICES

When you notify Compliance Australia Certification Services that your intentions are to change Certification Bodies CACS will forward to you and Information Pack containing an Application Form.

Complete the Application Form (identifying you current Certification Body) and forward the Application Form back to Compliance Australia Certification Services for processing.

On receiving your Application Form, Compliance Australia Certification Services will then investigate if your current Certification Body is accredited by a signatory to a number of Multilateral Agreements (which most are). If NOT Compliance Australia Certification Services must treat your application as a new Certification.

Which ever the case, Compliance Australia Certification Services will then forward you a Quotation outlining the cost of your audit and you're following Surveillance Audits.

On receiving the Quotation and you agree to proceed with Compliance Australia Certification Services to conduct your audits, sign page two of this Certification Agreement and return it to Compliance Australia Certification Services for verification of your acceptance.

In the mean time if you're organization is certified, Compliance Australia Certification Services will conduct a Transfer Audit which will be based on what your next audit is, i.e. if your next audit is a Surveillance Audit then Compliance Australia Certification Services will conduct a Surveillance Audit that will also include a Desk Top Review of your Documents.

Compliance Australia Certification Services will also review your previous audit report and address any corrective actions that may have been raised by the previous Certification Body.

AUDIT PROCESS – WHAT IS THE CERTIFICATION PROCESS

Audit Process:

All initial certification audits are carried out in at least two stages. The first stage consists of a preliminary review of the client's organization and management system. The first stage shall at least include a review of the client's management system documentation and for most management systems audits; at least part of the audit should be conducted at the client premises to provide necessary understanding of the management system's structure and development in relation to the nature and complexity of the organization's operations. If no part of the Stage 1 Audit has been conducted at the client's premises a justification will be recorded in the Stage 1 report. Details of the appropriate first and second stage audit activities are defined in each Product Procedure for certification.

The objectives of stage 1 are to:

- confirm that the management system has been planned to conform with all requirements of the audit standard, including a review of management system documentation;
- confirm that the management system is designed to achieve the organization's policy objectives;
- to evaluate the capability of the management system to identify and manage compliance with regulatory and contractual requirements;
- obtain pertinent information to provide for stage 2 audit effectiveness and planning. This will include an evaluation of the client's location and site specific conditions, a collection of information related to the processes and operations within the scope of the management system and identification of key performance or significant aspects and objectives.
- evaluate the state of readiness of the management system for the stage 2 audit, including an evaluation of internal audit and management review planning and performance and a determination of the overall level of implementation of the management system;
- review the audit resources planned for the stage 2 audit and agree with the client on the details of the stage 2 audit;
- provide feedback to the organization to facilitate continual improvement.

The objectives of the stage 2 audit are:

- To confirm that the organization's management system and associated activities conform to the requirements of the applicable standard and other requirements to which the company subscribes.
- To confirm that the organization has effectively implemented the planned management system, including performance monitoring and measuring against stated objectives, identification and compliance to applicable regulatory requirements, operational controls of processes, internal audits and management review.
- To confirm that the management system in capable of achieving the organization's policy commitments and management responsibility for the policies.
- To provide feedback to the client to facilitate continual improvement

WHAT IS A CERTIFICATION AUDIT

On contacting Compliance Australia Certification Services and agreeing with the Quotation and we have finalised and audit date we will conduct the audit at your premises. Firstly, the Auditor will conduct and Entry Meeting, which will involve Senior Management and any body else Management would like to be present at the Entry Meeting. The Entry Meeting will cover such aspects as, who attended the meeting, what the audit process involves and arrange personnel to be present with the Auditor through out the day. Following the Entry Meeting the Auditor will conduct a Desktop Review of the Documentation if not already done. The certification/registration body shall require each supplier whose system is certified/ registered to make available to the certification/ registration body, when requested, the records of all complaints and corrective action taken in accordance with the requirements of the system standards or other normative documents.

If throughout the audit the Auditor finds an error, then the following may raised by the assessor:

Major Non-Conformity (Major)

The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which, on the basis of the available evidence:

- would raise significant doubt as to the capability of the system to achieve the policy and objectives of the organisation and satisfy legal and regulatory requirements,
- would raise significant doubt as to the quality of what the organisation is supplying

Note: A Major Non-Conformity necessitates the need for the client to address and closeout the issue raised in a period not exceeding a maximum of three months and to respond on the proposed actions to be taken within 1 month.

MAJOR NONCONFORMITIES meet the definition of “nonconformity” as defined in the IAF Guidance on ISO 17021.

Minor Non-Conformity (Minor)

A finding, indicative of a weakness in the system, a process, records or in the management of a particular activity. Or a situation which, if left without corrective action or attention by the organisation, would raise significant doubt as to the future capability of the Management System to achieve the policy and objectives of the organisation and the quality of what the organisation is supplying.

Note: A number of Minor Non-Conformities raised against the same provision of the assessment standard or the organisation's Management System can effectively demonstrate a breakdown of the system and can therefore result in a Major Non-Conformity.

MINOR NONCONFORMITIES do not meet the definition of “nonconformity” as defined in the IAF Guidance on ISO 17021. This is an additional level of detail in our audit findings in order to better drive improvement in the clients’ system.

Improvement Required

Finding warranting attention by the organisation although not necessarily requiring remedial action. CACS reserves the right to follow-up these findings at subsequent visits.

Comment

Findings that in the opinion of the assessor may lead to improvements to aspects of the organisations management system and which the company may wish to consider. CACS will not normally follow-up these findings at subsequent visits.

What Happens After Certification Audit

The Auditor then leaves your site to go away and produce and electronic report that is forwarded to the Certification Manager of Compliance Australia Certification Services for review. Once the Certification Manager has reviewed the report and agrees with the findings the report and Certificate will be forwarded to you. You are now certified to a relevant standard. You can now display your Certificate and start using the Logo's. Before you start using the Logo's it would be advisable to contact Compliance Australia Certification Services to confirm where you can display the Logo's and seek permission to use them. Compliance Australia Certification Services will send you an Invoice that must be paid in the required time otherwise it may have an effect on your certification. If you don't pay certification may be withdrawn. Any cost pertaining to withdrawal of certification will be incurred and payable by your organisation. What happens if I don't pay? Well this contributes to increased costs and may lead to an increase in rate of being certified. Compliance Australia Certification Services are always looking at keeping costs of being certified as low as possible but when invoices are not paid on time this can contribute to increased rates. Compliance Australia Certification Services are constantly looking at ways to keep certification costs down and working within a friendly environment with your organisation. You will receive a client feedback form post audit; this form is to allow you to provide Compliance Australia Certification services with valuable post audit information pertaining to the audit process including the audit report. For minor issues the Certification Manager will arbitrate on these issues and process your concerns via the CACS internal process. For major unresolvable issues will be processed in accordance with CACS Terms of Reference, the CACS Board shall on notification that an issue, advise the Appeals Group to arbitrate on the issue and advise the Board of their findings.

What Follows Certification

Compliance Australia Certification Services will send your organisation one certificate following certification. If your organisation requires more a small fee will be incurred to reproduce further certificates if they are required by your organisation. Surveillance Audits are planed to be held six monthly. The cost of two six monthly audits would be approximately the same price as one annual audit. Six monthly reviews give your organisation the benefit of maintaining and effective Management System. Your organisation must advise Compliance Australia Certification Services of any changes to your business. This may involve re-location, expansion of the business, change to the scope of the business or even cancellation of certification. All these aspects have an effect on your next audit. For Compliance Australia Certification Services to maintain our certification we must be audited by an Accreditation Body (JAS-ANZ) on a regular bases. Part of the audit process may entail a witness audit. In order for a witness audit to be undertaken you must agree to allow a representative from the Accreditation Body to conduct a review of the auditor who is auditing your organisation. The Accreditation Body representative will endeavour to maintain an non intrusive approach at all times throughout the process. It is imperative that this witness audit takes place to assist Compliance Australia Certification Services to maintain there certification and that your organisation is certified by a reputable certification body. At the end of the three year audit cycle a Triennial Audit is conducted. This is longer than a Surveillance Audit, similar to a Certification Audit. Following the Triennial Audit the three year cycle re-commences with Surveillance Audits.

Changing an Audit Date

Compliance Australia Certification Services plan your audit dates well in advance, your auditor will advise you of your next audit date at each audit. If you need to delay or cancel an audit you will need to give Compliance Australia Certification Services plenty of notice so that the date can be re-scheduled. If you give Compliance Australia Certification Services less than one month's notice a fee of $250 may be charged because it will entail administrative functions in changing and re-scheduling audit dates. Due to commitments at your site, pre-planed audit date sometimes may need changing. Early notification would be in your best interest otherwise plan any undue situations around your pre-planned audit date and avoid any unduly re-scheduling or cancellation costs.

Special Audits

Extensions to scope: Compliance Australia Certification Services shall, in response to an application for extension to the scope of a certification already granted, undertake a review of the application & determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit.

Short-notice audits: It may be necessary for Compliance Australia Certification Services to conduct audits of certified clients at short notice to investigate complaints or in response to changes, or as follow up on suspended clients. In such cases:

a) Compliance Australia Certification Services shall describe and make known in advance to the certified clients the conditions under which these short notice visits are to be conducted, and
b) Compliance Australia Certification Services shall exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members.

Note: *The only difference with short notice assessments is the time frame leading up to the assessment. All other process will remain the same.*

REGULATIONS GOVERNING THE USE OF CERTIFICATION MARKS AND LOGOS

1. INTRODUCTION

These Regulations relate to the Compliance Australia Certification Services (CACS) Certification Mark (the "Certification Mark") as shown page 3, owned by CACS and licensed to the Certification Body for the purposes hereof.

CACS reserves the right to replace the Certification Mark as shown on Page 3 by another certification mark at any time.

Use of the Certification Mark for a renewable three-year period is strictly limited to the Client whose management system has been successfully certified by the Certification Body.

2. DEFINITIONS

In these Regulations:

(a) "Accreditation Body" means the body that has accredited the Certification Body for certifying management systems of third parties.

(b) "Accreditation Mark" means the Accreditation Body's mark licensed to the Certification Body and that may be sub licensed to the Client whose management system has been successfully certified unless the Accreditation Body does not permit its use.

(c) "Certificate" means the certificate of conformity and assessment schedule issued by the Certification Body specifying the scope of certification of the Client.

(d) "Certification Scheme number" means the number which is indicated in each particular Standard.

(e) "Client" means the company to whom a Certificate is issued.

(f) "Codes of Practice" means a technical document describing CACS conditions under which the Certificate and the Certification Mark may be delivered, renewed, suspended or cancelled.

(g) "Communication Media" means Client's advertising such as advertisements, displays, posters, TV advertisements, promotional videos, web sites, brochures, Client's promotional goods such as pocket diary, coffee mugs, coasters, doormats; Client's outdoor advertisements such as billboards and signs; Client's stationery such as sales and contractual documents, letterheads, business cards, invoices, compliment slips, delivery slips; Client's vehicles, Client's flags and window stickers and any other communication media intended for his customers.

(h) "Improper Use" of the Certification Mark means any use which infringes these Regulations. It also means imitation, counterfeiting and dilution of the Certification Mark.

(i) "Standard" means the specifications that the management system should present as well as the means of controlling the compliance of the management system to these specifications.

(j) "Use" means the lawful, authorized, restricted, non-exclusive, limited and revocable right to use the Certification Mark.

3. USE OF THE CERTIFICATION MARK

3.1 The Client agrees that:

(a) It will use the Certification Mark only in the manner prescribed herein and in the Certificate.

(b) It will use the Certification Mark only in relation to its scope of certification.

(c) It will use the Certification Mark on its Communication Media in such a way as to create no confusion between matters referred to in the scope of certification and other matters.

(d) It will not use the Certification Mark on its products and their primary packaging in order to avoid confusion with product certification; However, it may use the Certification Mark on larger boxes or over-packaging that can be reasonably considered as not reaching end-users but only in association with a statement that the product was manufactured in a plant whose management system has been certified.

(e) It may use the Certification Mark on stationery such as sales and contractual documents, letterheads, business cards, invoices, compliment slips, delivery slips, on advertising such as advertisements, displays, posters, TV advertisements, promotional videos, web sites, brochures, on outdoor advertisements such as billboards and signs, on flags, on vehicles, on larger boxes or on over-packaging not reaching end users, on window stickers, on promotional goods such as pocket diaries, coffee mugs, coasters, doormats.

(f) When used on flags, on vehicles, on larger boxes or on over-packaging not reaching end users, on window stickers, on promotional goods such as pocket diaries, coffee mugs, coasters, doormats, the Certification Mark shall be used without the Accreditation Mark.

(g) It may use the Accreditation Mark on stationery such as sales and contractual documents, letterheads, business cards, invoices, compliment slips, delivery slips, on advertising such as advertisements, displays, posters, TV advertisements, promotional videos, web sites, brochures, on outdoor advertisements such as billboards and signs provided that the Accreditation Mark appears in close association with the Certification Mark and that the Accreditation Body has permitted such use.

(h) It will not use the Certification Mark or the Accreditation Mark on test reports or certificates of compliance such as calibration certificates or certificates of analysis.

(i) It may use the Certification Mark on its web site, provided that the Certification Mark is used as an hypertext link from its web site to the following CACS web site http://www.cacs.net.au and that it signs a Link and CACS System Certification Mark Use Agreement that will be provided by the Certification Body or, when available, that it agrees on line to the Link and CACS System Certification Mark Use Agreement that is available on the following

(j) It will not, during the period of validity of the Certificate or thereafter, register or attempt to register the Certification Mark or any imitation thereof, make or assert any claim of ownership to the Certification Mark and dispute the right of the Certification Body, its successors or assigns, to authorize the use of the Certification Mark as provided herein.

(k) It will, upon the suspension, withdrawal or cancellation of the Certificate, forthwith discontinue the use of the Certification Mark or any reference thereto, of the Accreditation Mark and will not thereafter use any copy or imitation thereof.

(l) In case of take-over or merger, written permission from the Certification Body is mandatory in order to transfer the right to use the Certification Mark.

3.2 Use of the Certification Mark does not exonerate the Client from any liability imposed by law regarding the performance of its services and the performance, design, manufacturing, shipment, sale or distribution of its products.

4. MONITORING OF THE CLIENT

The Certification Body may during the entire period of validity of the Certification Mark make or entrust a representative to make all checks deemed necessary using the methods and frequencies indicated in the Standards. Checks will ensure that the Standard inherent to each management system is applied and that conformity to these Regulations and to the Codes of Practice is maintained.

5. PENALTIES AND APPEAL

In case of improper use of the Certification mark, the Certification Body may forthwith suspend or withdraw the certification and the right to use the Certification Mark in accordance with the sanctions procedures that will be provided by the Certification Body upon request. The Client may appeal the Certification Body's decision in accordance with the appeal procedure that will be provided by the Certification Body upon request.

6. REMUNCIATION

The Client may renounce or suspend the use of the Certification Mark for a certain period of time. It will give the Certification Body written notification and make all changes regarding its Communication Media. Based on this information the Certification Body shall inform the Client of the terms and conditions for temporary or definitive termination of use of the Certification Mark.

7. FINANCIAL CONDITIONS

The financial conditions for authorization to use the Certification Mark are included in the contract between the Certification Body and the Client.

8. CONFIDENTIALITY

Unless otherwise agreed by the Certification Body, the Client shall keep confidential all documents received from the Certification Body with the exception of the Certificate, these Regulations and the Appendix thereof.

9. CHANGES TO THE LEGISLATION

The Certification Body complies with all national and international laws, regulations and standards in force concerning the right to use the Certification Mark or the conditions for obtaining said right. It will give the Client notification of the changes thereto and the Client will be obligated to apply all modifications resulting from said changes.

10. CHANGES TO THE REGULATIONS GOVERNING THE USE OF THE MARK

The Certification Body reserves the right to modify these Regulations at any time. It will give the Client written notification of all changes thereto and the Client will be obligated to apply said changes.

11. TECHNICAL DETAILS

(a) The Certification Mark shown on the next page is an example and the Certification Body will provide the Client with the right logo to be used.

(b) On documents printed in more than one colour, the

QUALITY

QMS Certification Mark should be used in:
(CMYK100 / 70 / 0 / 0) or (RGB 0 / 55 / 124) for the blue & the red should be (CMYK 16 / 94 / 94 / 4) or (RGB 203 / 16 / 9)

SAFETY

OHS Certification Mark should be used in:
(CMYK 100 / 70 / 0 / 0) or (RGB 0 / 55 / 124) for the blue & the yellow should be (CMYK 0 / 22 / 100 / 0) or (RGB 250 / 183 / 0)

ENVIRONMENTAL

EMS Certification Mark should be used in
(CMYK 100 / 70 / 0 / 0) or (RGB 0 / 55 / 124) for the blue & the green should be (CMYK 64 / 0 / 100 / 7) or (RGB 79 / 168 / 0).

However, the Client may also use the Certification Mark in grey (65% screened black).

(d) On documents printed in more than one colour or in one Colour exclusively; the Certification Mark may also appear on coloured backgrounds when it remains clearly visible.

(e) For web use, the Client may create and use a transparent version of the Certification Mark.

(f) The Certification Mark can be enlarged as well as reduced as long as the text remains legible.

(g) When used in combination with the Certification Mark, the Accreditation Mark shall be equal in size or smaller than the Certification Mark.

W W W . J A S - A N Z . O R G / R E G I S T E R

The above web link MUST be displayed as above when displaying logos as above...

12. USE OF THE JAS-ANZ ACCREDITATION MARK Specific

The Client shall observe all directions given by the Certification Body from time to time as to colour, size and representation on the stationery and publicity materials related thereto.

- it will not alter the Accreditation Mark in any way;
- it will use the Accreditation Mark only in the manner prescribed herein and in the Certificate;
- it will use the Accreditation Mark only in relation to its scope of registration;
- it shall not use the Accreditation Mark in such a way to suggest that the Governments of Australia and New Zealand, or any Government Minister, have certified or approved the activities of the Client, or in any other misleading manner;
- it will use the Accreditation Mark on its stationery or on its publicity materials in such a way as to create no confusion between matters referred to in the scope of registration and other matters;
- it will only use the Accreditation Mark in conjunction with the CACS Certification Mark. Both logos must be the same size;
- it will reproduce the Accreditation Mark as prescribed under below or in any single color to conform with existing reprinted stationery or newspaper and magazine articles;
- if the Accreditation Mark is to be printed in official JAS-ANZ colors, it shall us PMS Reflex Blue for all, except the line indicated below, which has to be in PMS 485 Red.

The registered organization shall not use the Accreditation Mark in such a manner as to bring JAS-ANZ, into disrepute and shall not make any statement regarding its certification which JAS-ANZ consider inaccurate, misleading or unauthorized.

For further advice on the use of the JAS-ANZ Accreditation Mark, contact your local CACS office or your Auditor.

THE ACCREDITATION MARK

IF WE WANT TO CHANGE CERTIFICATION BODIES

We sincerely hope this never happens, but if your intentions are to go to another certification body we would appreciate a letter advising use of your reasons and intentions. We will take your intent on board and monitor the concern through our Resolution process and try to resolve any issues before you make your final decision.

CAN CERTIFICATION BE CANCELLED, SUSPENDED OR WITHDRAWN

YES. Compliance Australia Certification Services can cancel your Certification (with good reason, giving you the opportunity to respond and reasonable time to respond to any intention). You can also cancel Certification by letting Compliance Australia Certification Services in the form of a letter advising us of your intentions.

What Happens When Certification is Cancelled, Suspended or Withdrawn?

If and when your Certification is cancelled, suspended or withdrawn you are required to return all Certificates at your cost (even if you have paid for them). You must immediately stop using all material that identifies that your organisation is certified to a particular standard. Your organisation name will be withdrawn from the list of Certified Companies. To re-gain certification your organisation will subject to a full certification audit in order for your organisation to be once again certified.

VARIATIONS TO YOUR SCOPE

Alterations to the details shown on the "Certificate of Registration" can be made by endorsement of the certificate by Compliance Australia Certification Services. Additions to the scope of certification may involve a further limited assessment of the proposed areas of extension of the scope. Reductions in scope are handled by notification in writing to Compliance Australia Certification Services or at audit. Where changes are notified at audit, these shall be recorded on the Summary Report.

Note: The organisation must amend all advertising matter when or if the scope of certification has been reduced.

APPEALS AND COMPLAINTS

If you or your organisation has a complaint, dispute or misunderstanding, the process is to be handled in accordance to Compliance Australia Certification Services Appeals Process which addresses appeals, mediation, corrective & preventive action by all concerned. Should an applicant have any complaint, question or comment to make in relation to any assessment, then this will be investigated by the Managing Director or a person nominated by the Board, before any further action. Where any complaint against an Assessor/Lead Assessor duly registered under the terms of the Assessor Registration Scheme, is such that notification to the body is warranted, then CACS will take this action, together with notification of any actions taken. The Company being assessed will also be advised of their right to notify the body should the occasion arise.

IF YOU ARE NOT HAPPY WITH THE FINAL DECISSION MADE BY CACS

Please refer complaints procedure on the CACS web site

NOTIFICATION OF CHANGES TO THIS CERTIFICATION AGREEMENT

If and when there are changes to this Certification Agreement than all parties affected by this Certification Agreement will be dually notified. If the change is rejected by your organisation the rejection will be handled through Certification Service International Appeals Process. If the change is accepted then this Certification Agreement will apply immediately from the time it is implemented. This Certification Agreement will remain in force for 20 years unless there are changes and the changes are accepted, this Agreement will be put into place for a further 20 years.

WHO WILL CONDUCT MY AUDIT

The services of the Certification Body may, in its absolute discretion, be fulfilled by the Certification Body itself by its own employees or by the Certification Body entrusting them to a CACS affiliated company or to any other person or organisation. Where part of the work is subcontracted to others the Certification Body retains full responsibility for granting, maintaining, extending, reducing, suspending or withdrawing registration and for ensuring that properly documented agreements are in place.

PUBLICLY ACCESSIBLE INFORMATION

All information relating to the status of Certification, withdrawal, suspension and cancellation of a clients certification is made publicly assessable via the CACS website. All other information relating to these process is considered highly confidential and will not be disclosed to any third party unless in response to legal process or required by an accreditation body after providing the Client with a copy of such process or requirement.