



INTERNATIONAL BUSINESS CERTIFICATION 100 PROCEDURE OF CERTIFICATION

VERSION/Revision: 2/0 Controlled



SUBJECT AND AIM

The subject of this procedure is to describe the process requirements and actions in all certification phases:

from the pre-certification activities – Application, Application review, audit program, determining audit time, multi-site sampling where applicable, multiply management system **standards** when applicable, planning audit(s), audit team selection and assignments, observers, technical experts and guides, audit plan preparing and communication, initial certification audit (Stage1 and Stage2), Initial certification audit conclusions, conducting audits/Trainings, identifying and recording audit findings, audit report, certification decision, information for granting initial certification, information for granting re-certification, maintaining certification, surveillance activities, recertification, special audits.

The aim is to describe the phases as steps for the proper realization of all activities related to the application, conformity audit, and decision-making, and to determine the responsibility and authority of INTERNATIONAL BUSINESS CERTIFICATION's employees and external collaborators at each phase separately.

THE SCOPE

The whole system INTERNATIONAL BUSINESS CERTIFICATION for ISO 17021 and ISO 22003 in schemes (QMS ISO 9001, EMS ISO 14001, FSMS ISO 22000, OH&S ISO 45001, **ISO 21001: 2018, and ISO 41001:2018** last version).

RESPONSIBILITIES

All employees and external collaborators who have a contract with INTERNATIONAL BUSINESS CERTIFICATION individually or as members of the Committee.



The specific responsibilities are mentioned in each phase.

1. Pre-certification activities

1.1 Application phase

When any employee of INTERNATIONAL BUSINESS CERTIFICATION/ commercial offices is contacted by an interested client for conformity audit, the admin should contact the applicant and sends the Application form **IBC/ 100 - 01**-or indicate that the form can be downloaded on the website www.ibcweb.co, after receiving the application filled in by the applicant including all required information also confirming it by the signature electronic and submits it by e-mail to the, the commercial in charge should send all relevant information via email, to the INTERNATIONAL BUSINESS CERTIFICATION's Certification administrator.

The applicant organization has to provide to INTERNATIONAL BUSINESS CERTIFICATION the necessary information to enable it to establish the following:

- the desired scope of the certification;
- relevant details of the applicant organization as required by the specific certification scheme, including its name and the address(es) of its site(s), its processes and operations, human and technical resources, functions, relationships, and any relevant legal obligations;
- identification of outsourced processes used by the organization that will affect conformity to requirements;
- the standards or other requirements for which the applicant organization is seeking certification;
- whether consultancy relating to the management system to be certified has been provided and, if so, by whom.

The administrator of INTERNATIONAL BUSINESS CERTIFICATION reviews the information in the application form, and if necessary, he/she can recontact the applicant to complete/adjust the information to be clear for the application reviewer. After that, the administrator of



INTERNATIONAL BUSINESS CERTIFICATION sends/ Saves on the share folder fulfilled application form submitted by the applicant to the Scheme Manager for a particular certification scheme for which the applicant applied. The duration time starting from accept the application to send the audit plan to the client does not exceed 28 days.

If the deadline is passed, a clear justification is needed, and it is up to the scheme manager to accept the application, or asks for a new application or reopen the application by a new reopening date.

1.2 Application form reviewing phase

The Administrator proceeds with the application and notifies the scheme manager to review the application.

The assigned scheme manager for the relevant certification scheme reviews the application and verifies all data and the information about the applicant organization and its management system

is sufficient to develop an audit program; any known difference in understanding between FIRST PLU and the applicant organization is resolved; the INTERNATIONAL BUSINESS CERTIFICATION has the competence and ability to perform the certification activity; the scope of certification sought, the site(s) of the applicant organization's operations, time required to complete audits and any other points influencing the certification activity are taken into account (language, safety conditions, threats to impartiality, Risk, Complexity, etc.).

On the occasion that the application arrives from an already certified client by another CB, who is willing to proceed with his surveillance with INTERNATIONAL BUSINESS CERTIFICATION, the administrator should make sure that he revised the following:

1. The status of his certificate (didn't pass twelve months), If not an adequate justification is requested from the client, and it's up to INTERNATIONAL BUSINESS CERTIFICATION scheme manager to accept/ Deny the justification.



2. No Sanctions were raised by the previous certification body (by checking the website), if it was not possible, the admin will communicate the previous CB by email, if there were no answer in 7 calendar days the admin will proceed immediately with acceptance of the application.
3. The Report of the previous Certification body. In case missing the previous report, one day will be added for the calculation man days.

** All evidence should be kept in the client file whenever requested by the accreditation body.

When INTERNATIONAL BUSINESS CERTIFICATION declines an application for certification as a result of the review of application, the reasons for declining an application shall be documented and made clear to the client that INTERNATIONAL BUSINESS CERTIFICATION is unable to perform this audit, it's up to INTERNATIONAL BUSINESS CERTIFICATION to conduct this audit and issue non- accredited certificate if the plan of INTERNATIONAL BUSINESS CERTIFICATION to extend its scope.

The certification Scheme manager shall expect the following mandatory issues with the application:

1. Commercial record... mandatory
2. EMS: Environmental aspects, Environmental measures, and Hazard materials
3. ISO 45001:2018 Relevant Risk Assessment
4. FSMS: HACCP
5. Stamped certification agreement, if possible

It's up to the scheme manager to accept not receiving such documents under very strict clarification from the client (eg. The company has a policy not to send documents)

1.3 Contracting phase (system certification)

When the application is accepted, the applicant is sent a Certification Agreement **IBC /100 -01** with Information about the process of audit, certification, which contains Information describing the



process of audit, certification process and on the status of certification which are an integral part of the contract. Once the applicant signs the certification contract and the commercial **contract IBC/100-03** and confirm with it that agrees with the terms, official prices for the services of certification, and certification conditions, which is for a period of 3 years (except that of certified clients validity of the contract expires on the day of expiry of the certificate - Article 3.1 of the certification agreement), the applicant obtains the client status.

Once the client follows the payment according to the invoice sent (which is based on the payment terms), the financial department issues a job order.

Once the job order is issued by email to the administrator to start operation, Client's file is created, and is assigned a unique number that consists of the abbreviated names of the standard and the ordinal number of the client in the office INTERNATIONAL BUSINESS CERTIFICATION according to the current scheme and the relevant standards.

For example:

Client number ISO 09

Client number ISO 22

Client number ISO 14

Client number ISO 45

Client number ISO 41

Client number ISO 21

2. Audit preparation phase

2.1 Audit program

The audit program **IBC/100-01** for the initial certification includes a two-stage initial audit, surveillance audits in the INTERNATIONAL BUSINESS CERTIFICATION and the second year following the certification decision, and a recertification audit in the third year prior to expiration of certification. The



INTERNATIONAL BUSINESS CERTIFICATION three-year certification cycle begins with the certification decision. Subsequent cycles begin with the recertification decision.

Where INTERNATIONAL BUSINESS CERTIFICATION is taking account of certification already granted to the client and to audits performed by another certification body, it shall obtain and retain sufficient evidence, such as reports and documentation on corrective actions, to any nonconformity. INTERNATIONAL BUSINESS CERTIFICATION will, based on the information obtained, justify and record any adjustments to the existing audit program and follow up on the implementation of corrective actions concerning previous nonconformities.

Where the client operates shifts, the activities that take place during shift working shall be considered when developing the audit program and audit plans, In the event that the same process is repeated each shift, we are satisfied with the audit one shift only, but in the event of a difference in the activity in each shift, the audit is performed on more than one shift, this is verified by reviewing the client's domain

2.2 Determining Audit Time

The certification Scheme Manager takes into consideration while determining the audit time as per ISO 22003:2022.

For ISO 9-14-45 -41001 -21001 as per MD 22- ANNEX B, consideration is not limited to:

- The requirement of the relevant standard
- Complexity of the client and its management system
- **Risk Factor of the operation**
- Technological and regulatory context
- Any outsourcing
- The results of any prior audit
- Size and number of client sites and their geographical location and multi-site consecrations
- The risk associated with the products and processes of the client
- Whether audits are combined, joined, or integrated



- Time spent travelling
- Calculation of minimum surveillance and recertification audit time
- Unapplicable clauses

The references for the calculation audit time are:

Annex B ISO / TS 22003:2013 for the food audit

IAF Mandatory Document IAF MD 5 **Current Issue**

Annex A **(Table 1- 2)** for QMS IAF Mandatory Document IAF MD 5 **Current Issue**

Annex B for EMS IAF Mandatory Document IAF MD 5: **Current Issue**

Annex B for OH&S ISO 45 IAF Mandatory Document IAF MD 22 **Current Issue**

2.3 multi-site sampling

Referring to IAF MD 1- MD 22 **Current Issue**, and where multi-site sampling is used for the audit of a client's management system covering the same activity in various geographical locations, INTERNATIONAL BUSINESS CERTIFICATION will develop a sampling program to ensure proper audit of the management system. The rationale for the sampling plan shall be documented for each client. Sampling is not allowed for some specific certification schemes, and where specific criteria have been established for a specific certification scheme, e.g. ISO/TS 22003, these will be applied.

In case the multiple facilities don't operate the same activities, the sampling procedure is not appropriate. (MD 1- MD 22).

Temporally, sites should be a subject of the sample.

2.4 Integrated management systems standards

When certification to Integrated management systems is being provided by INTERNATIONAL BUSINESS CERTIFICATION, the company determines the audit time and program, referring to IAF Mandatory



Document IAF MD 11:2013 **Current version** – ANNEX 1 Reduction of Audit time may be applied, and IAF MD 5 issue 3. The total reduction at the end should not exceed 30% of the audit time calculated, including.

3. Planning audits

3.1 Determining audit objectives, scope, and criteria

Audit objectives, scope, and criteria are determined by INTERNATIONAL BUSINESS CERTIFICATION. The audit scope and criteria, including any changes, shall be established by INTERNATIONAL BUSINESS CERTIFICATION Auditor after discussion with the client and sends to the client the audit plan.

3.2 Audit team selection and assignments

3.2.1 General

INTERNATIONAL BUSINESS CERTIFICATION Scheme Manager has a process for selecting and appointing the audit team, including the audit team leader and technical experts, if necessary the close of the team is always from the approved lists in the HR Section, taking into account the competence needed to achieve the objectives of the audit and requirements for impartiality. If there is only one auditor, the auditor will have the competence to perform the duties of an audit team leader applicable to that audit. The audit team shall have the totality of the competences identified by INTERNATIONAL BUSINESS CERTIFICATION for the audit. As a minimum, the audit team leader shall be competent in the **scope**, IAF code of the client subject to the audit, for the audit team, it's enough to be competent in the standard subject of the audit.

Composition of audit team and knowledge and skills are described in 17021-1, 2,3,10

3.3 Observers, technical experts, and guides

The role of observers, technical experts and guides are described in **17021-1**



The scheme Manager issues the Job order and notifies the audit team for the audit including in his email the reviewed application which included the audit cycle (program) and any other relevant parties who may attend the audit (observers/ technical expert(s))

4. Audit plan

4.1 General

INTERNATIONAL BUSINESS CERTIFICATION ensures that an audit plan is established prior to each audit identified in the audit program to provide the basis for agreement regarding the conduct and scheduling of the audit activities.

4.2 Preparing the audit plan

After the certification scheme manager being appointed in the application form the lead auditor/audit team, the scheme Manager creates the Job order which is in free form in Word to notify the administrator with the reviewed application form [IBC/100-01](#) to do the audit booking. Then, the admin notifies the Lead auditor to do the audit plan.

Audit plans are sent to the client for the contacts saved in the client information

The Lead auditor prepares the Audit Plan [IBC/100-04](#) Stage 1 and Stage 2 with the proposal of the dates for both audits and sends it to the client and to INTERNATIONAL BUSINESS CERTIFICATION office at least 2 days prior to the proposed date of audit by email, with the provision that the audit plan for Stage 2 will only be applied if the lead auditor has accepted the results from Stage 1 audit, otherwise a new audit plan will be sent to the client after CA is delivered and evidence of non-conformance removal detected in Stage 1, a minimum of 2 days before the stage 2 audit,

Giving the reason for rejecting. If there is no rejection from the client, it will be considered as approval for the audit plan and audit team, and then the lead auditor/audit team will begin preparation for the audit according to the data available. If necessary, the lead auditor may request that the client, via email sends part of the documentation.

4.3 Communication of audit team tasks



As mentioned on 17021-1

4.4 Communication concerning audit team members

Described in this document

4.5 Information exchange between the certification body and its client by email or WhatsApp

5. Initial certification audit

5.1 General

The initial certification audit of a management system shall be conducted in two stages: stage 1 and stage 2.

5.2 Stage 1

In this section, the audit team makes audit documentation and performs a visit to the client's production capacity / ies.

This stage is mainly carried out at the premises of the client and begins with an opening meeting.

The objectives of the Stage 1 audit are described in the audit report

All observations during the Stage 1 audit, the auditor documents in the Report of conformity audit NC and CA plan Stage 1, including the places where in the Stage 2 audit may arise conflicts.

5.3 Stage 2

The purpose of the Stage 2 audit is to audit the level of implementation of standards, including the effectiveness of the client's management system. Stage 2 shall take place at the site(s) of the client.

The objectives of the Stage 2 audit are described in the audit report

Elements to be covered by the Stage 2 audit are described in: The audit report

5.4 Initial certification audit conclusions



Before the final meeting, audit team organize a meeting in which perform the analysis of objective evidences and gathering all the information, including observations from compliant or not.

The audit team shall analyse all information and audit evidence gathered during stage 1 and stage 2 to review the audit findings and agree on the audit conclusions.

If there is a non-conformity, Lead auditor raises non-conformity and introduces it in the prescribed form in the audit report NC and CA plan Stage 2.

At the final meeting, Lead auditor, immediately on site informs the client about audit results.

In the case of nonconformities, Lead auditor shall submit to client the form for nonconformity and agree the way for evidences sending and the deadline for the removal of nonconformities, not to exceed 14 Days and can be exceeded to 21 days in some particular cases for the minor and 6 months for the major (submission, review and confirmation by email).

6. Conducting audits

6.1 General

INTERNATIONAL BUSINESS CERTIFICATION has a process for conducting on-site audits. This process includes an opening meeting at the start of the audit and a closing meeting at the conclusion of the audit.

Regarding ISO 45001:2018 audit the audit team is obliged to interview:

1. The Management with legal responsibility of occupational health and safety
2. Employee representative
3. Person in charge of monitoring Employees' health eg: Doctor available
4. Managers, permanent and temp. employees
5. Managers and employees performing activities for the prevention of OHSAS
6. Contractor Management and/ or Employees



6.2 Opening meeting

Elements of opening meeting are described in audit report and 17021-1

6.3 Communication during the audit

During the audit, the audit team will periodically assess audit progress and exchange information. The audit team leader will reassign work as needed between the audit team members and periodically communicate the progress of the audit and any concerns to the client.

Where the available audit evidence indicates that the audit objectives are unattainable or suggests the presence of an immediate and significant risk (e.g. safety), the audit team leader will report this to the client and, if possible, to INTERNATIONAL BUSINESS CERTIFICATION to determine appropriate action. Such action may include reconfirmation or modification of the audit plan, changes to the audit objectives or audit scope, or termination of the audit. The audit team leader will report the outcome of the action taken to INTERNATIONAL BUSINESS CERTIFICATION.

The audit team leader will review with the client any need for changes to the audit scope which becomes apparent as on-site auditing activities progress and report this to INTERNATIONAL BUSINESS CERTIFICATION.

6.4 Obtaining and verifying information

During the audit, information relevant to the audit objectives, scope, and criteria (including information relating to interfaces between functions, activities, and processes) will be obtained by appropriate sampling and verified to become audit evidence.

6.5 Identifying and recording audit findings

Identifying and recording audit findings are described in the audit reports and [ISO/IEC17021-1](#)

6.6 Preparing audit conclusions



Preparing the audit conclusion process is described in [ISO/IEC 17021-1](#)

6.7 Closing meeting

Elements of closing meeting are described in the audit reports and [ISO/IEC 17021-1](#)

7. Reporting phase

7.1 Audit report

Lead auditor writes a final audit report on the completed audit of conformity of quality, Environmental, OHSAS management systems and food safety, which is established and maintained by the client. The audit team leader is responsible for the content. INTERNATIONAL BUSINESS CERTIFICATION will provide a written report for each audit to the client.

When there is a need for sending of evidences about the removal of nonconformity, then the Lead auditor, within the agreed timeframe, gathers evidence about and gives a comment about the nonconformity is or is not closed, in the appropriate form for nonconformity.

Within the maximum period of 14 days the lead auditor shall send the audit report to the INTERNATIONAL BUSINESS CERTIFICATION administrator for Documentary technical review, and the administrator reviews the report and verifies data from the application, audit plan and report. If there is a discrepancy in the data, the Administrator shall instruct the lead auditor by e-mail and ask for an explanation for the resulting error and / or amend and confirm the accuracy of the data. Lead auditor is obliged to submit to the administrator all the required clarifications / corrections data.

After the report was passed technical inspection, the administrator no later than 7 days, submit it to the decision maker as the following:

1. Full audit report
2. Application form [IBC/100-01](#)
3. Audit plan [IBC/100-03](#)



4. CHECK LIST Stage 1 IBC- 9001 /100-04 example for 9001
5. CHECK LIST Stage 2 IBC-9001/100-05 example for 9001
6. Where applicable comment on nonconformity, correction and corrective action taken by the client, and evidences to prove the removal of nonconformities
7. And recommendations for certification or non-certification within the audit report

The audit report shall provide an accurate, concise, and clear record of the audit to enable an informed certification decision to be made and shall include or refer to the following:

- a) Identification of INTERNATIONAL BUSINESS CERTIFICATION;
- b) The name and address of the client and the client's representative;
- c) The type of audit (e.g., initial, surveillance, or recertification audit or special audits); d) the audit criteria; e) the audit objectives;
- d) f) The audit scope, certified products / particularly identification of the organizational or functional units or processes audited, and the time of the audit;
- e) g) Any deviation from the audit plan and its reasons;
- f) h) Any significant issues impacting the audit program;
- g) Identification of the audit team leader, audit team members, and any accompanying persons;
- h) j) The dates and places where the audit activities (on-site or off-site, permanent or temporary sites) were conducted;
- i) k) Audit findings, reference to evidence and conclusions, consistent with the requirements of the type of audit;
- j) l) Significant changes, if any, that affect the management system of the client / certified products since the last audit took place;
- k) m) Any unresolved issues, if identified;
- l) n) Where applicable, whether the audit is combined, joint, or integrated;



- m) o) A disclaimer statement indicating that auditing is based on a sampling process of the available information;
- n) p) Recommendation from the audit team
- o) q) The audited client is effectively controlling the use of the certification documents and marks, if applicable;
- p) r) Verification of effectiveness of taken corrective actions regarding previously identified nonconformities, if applicable.

The report shall also contain:

- a) A statement on the conformity and the effectiveness of the management system together with a summary of the evidence relating to: — the capability of the management system to meet applicable requirements and expected outcomes; — the internal audit and management review process- certified products;
- b) A conclusion on the appropriateness of the certification scope;
- c) Confirmation that the audit objectives have been fulfilled.

INTERNATIONAL BUSINESS CERTIFICATION has developed uniform audit report templates **IBC/ 100 -07**. All INTERNATIONAL BUSINESS CERTIFICATION auditors are obliged to fully complete the audit report accordingly.

7.2 Cause analysis of nonconformities

Audit report NC and CA plan sheet – cause analysis of NC

7.3. Effectiveness of corrections and corrective actions

Verification of the effectiveness of corrections and correction actions in the Audit report, NC, and CA plan sheet

9. Certification Decision for Certification

9.1 Actions before making a decision



INTERNATIONAL BUSINESS CERTIFICATION has a process to conduct an effective review prior to deciding on granting certification, expand or reduce the scope of certification, renewing, suspending or restoring, or withdrawing of certification, including that

- a) The information provided by the audit team is sufficient with respect to the certification requirements and the scope for certification.
- b) For any major nonconformities, it has reviewed, accepted, and verified the correction and corrective actions;
- c) For any minor nonconformities, it has reviewed and accepted the client's plan for correction and corrective action.

9.2 Information for granting initial certification

The information provided by the audit team to INTERNATIONAL BUSINESS CERTIFICATION for the certification decision includes, as a minimum:

- a) The audit report;
- b) Comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client;
- c) Confirmation of the information provided to INTERNATIONAL BUSINESS CERTIFICATION in the application review;
- d) Confirmation that the audit objectives have been achieved;
- e) A recommendation whether or not to grant certification, together with any conditions or observations.

If INTERNATIONAL BUSINESS CERTIFICATION is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, INTERNATIONAL BUSINESS CERTIFICATION will conduct another stage 2 prior to recommending certification.

When a transfer of certification is envisaged from one certification body to INTERNATIONAL BUSINESS CERTIFICATION, the accepting certification body (INTERNATIONAL BUSINESS CERTIFICATION) has a



process for obtaining sufficient information to take a decision on certification (Procedure **IBC 102** for transfer of certified clients from other CB to INTERNATIONAL BUSINESS CERTIFICATION).

9.3 Decision-making process

The scheme manager must check and ensure that an auditor who performed an audit or was involved in an audit cannot, under any circumstances, be the decision maker.

In the maximum period of 7 days, the decision maker must decide on certification or no certification of the client.

If there are dilemmas or needs for more information, shall inform the Lead auditor for additional information. Lead Auditor can ask an auditor to submit that additional information, or can send directly by e-mail those requested clarifications. The decision maker fills the list in the report, which is intended for the decision, as it fills in the form accordingly, confirm it by their signature (can be electronic), and send his decision to the admin. If the decision on certification is positive, the administrator sends a notification to the quality manager with the supporting documents to prepare the certificate. The GM has to sign the certificate may be by the electronic signature. The admin sends email to the client including certification letter, Roles for logo use logo and the logo in jpg format. Audit report with the certification decision puts in the client file. A copy of the certificate in pdf. The duration time starting from accept the corrective actions for the non-conformities from the client to issue the certificate does not exceed 28 days. All the deadlines are monitoring through the certification monitoring sheet of each position / process.

In case the decision on certification is negative, the decision maker informs the admin by email, and the admin sends email to the executive assistant to GM to record the case and inform the client of the negative notification.

At any case the maximum time to issue a certification are 28 days from the last day of stage 2 audit.



GM entries in the register of certificates on the website www.ibcweb.co and a copy along with supporting documentation sends to the client in a way that the client requires. A copy of the certificate stored in the file administrator client.

For a period of validity of the certificate of 3 (three) years, the client is obliged to inform INTERNATIONAL BUSINESS CERTIFICATION about any changes that may affect the functioning of its management system and food safety.

Examples of changes are:

- a) Legal changes, changes in the commercial and organizational status or ownership changes
- b) Changes from the organization or products or management (e.g. General executives, decision-makers, and technical staff)
- c) Changes of a contact address or location
- d) Modification of operations that are within the scope of certification, and
- e) Major changes in the product's specifications or its process, management system, and process.

10. Surveillance and surveillance audits phase

10.1 Surveillance activities

Surveillance activities include on-site auditing of the certified client's management system or certified products' fulfilment of specified requirements with respect to the standard to which the certification is granted. Other surveillance activities may include:

- a) Enquiries from INTERNATIONAL BUSINESS CERTIFICATION to the certified client on aspects of certification;
- b) Reviewing any certified client's statements with respect to its operations (e.g. promotional material, website);
- c) requests to the certified client to provide documented information (on paper or electronic media); d) other means of monitoring the certified client's performance.

10.2 Surveillance audit



Surveillance audits are on-site audits, but are not necessarily full system audits, and shall be planned together with the other surveillance activities so that INTERNATIONAL BUSINESS CERTIFICATION can maintain confidence that the client's certified management system continues to fulfil requirements between recertification audits. Each surveillance for the relevant management system standard includes:

- a) Internal audits and management review;
- b) A review of actions taken on nonconformities identified during the previous audit;
- c) Complaints handling;
- d) Effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s);
- e) Progress of planned activities aimed at continual improvement;
- f) Continuing operational control;
- g) Review of any changes;
- h) Use of marks and/or any other reference to certification.
- i) Continuing use of a certification mark is authorized for placement on a product (or its packaging, or information accompanying it) of a type which has been certified, surveillance shall be established and shall include periodic surveillance of marked products to ensure ongoing validity of the demonstration of fulfilment of product requirements;
- j) Continuing use of a certification mark is authorized for a process or service; surveillance shall be established and shall include periodic surveillance activities to ensure ongoing validity of the demonstration of fulfilment of process or service requirements.

Surveillance audits are conducted for a period not later than 12 months.

Tracking dates and scheduling surveillance audits is conducted by Administrator, and to thereby conducts the audit programs for the clients which includes date of decision making which is the same

as the certificate issuance date, the date of the INTERNATIONAL BUSINESS CERTIFICATION surveillance audit, the date of the second surveillance audit, the date of expiration of the certificate and the date of the recertification audit.



At least 50 days before the expiry of 12 months, it has to notify the client about the surveillance visit. In case there is no reply from the client till 3 months after the surveillance date, the certificate will be cancelled from the website. Client confirms or requests for another date. The administrator can change the audit date but bearing in mind that the surveillance audit cannot be later than the deadline.

The lead auditor sends an audit plan to the client according to the Job order.

After the audit, the Lead auditor submits to the administrator the report and documents as for the initial audit to be forwarded to the decision maker.

If the report and the Lead auditor's conclusion about the client are positive, the decision maker to continue certification.

11. Recertification phase

11.1 Recertification audit planning

A recertification audit is planned and conducted to evaluate the continued fulfilment of all of the requirements of the relevant management system standard or certified products or another normative document. This is planned and conducted in due time to enable for timely renewal before the certificate expiry date.

The recertification activity includes the review of previous surveillance audit reports and considers the performance of the management system over the most recent certification cycle and the certified products.

After completing the three-year certification cycle, re-certification is carried out using identical procedures as for initial certification, with the difference that a customer does not require filling out the application form [IBC/100-01](#) unless there is a change in his or process data, and Stage 1 audit is not



performed, but immediately starts with a Stage 2 audit. The whole process of writing and sending the audit report **IBC/100-07** and decision-making is the same as for the certification audit.

Recertification audit activities may need to have a stage 1 in situations where there have been significant changes to the management system, the organization, or the context in which the management system is operating (e.g. changes to legislation).

11.2 Recertification audit

The recertification audit includes an on-site audit that addresses the following:

- a) The effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification;
- b) Demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;
- c) The effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s);
- d) Continuing use of a certification mark is authorized for placement on a product (or its packaging, or information accompanying it) of a type which has been certified, surveillance shall be established and shall include periodic surveillance of marked products to ensure ongoing validity of the demonstration of fulfilment of product requirements;
- e) Continuing use of a certification mark is authorized for a process or service; surveillance shall be established and shall include periodic surveillance activities to ensure ongoing validity of the demonstration of fulfilment of process or service requirements.

For any major nonconformity, INTERNATIONAL BUSINESS CERTIFICATION defines time limits for correction and corrective actions. These actions will be implemented and verified prior to the expiration of certification.



When recertification activities are completed prior to the expiry date of the existing certification, the expiry date of the new certification can be based on the expiry date of the existing certification. The issue date on a new certificate shall be on or after the recertification decision.

If INTERNATIONAL BUSINESS CERTIFICATION has not completed the recertification audit or is unable to verify the implementation of corrections and corrective actions for any major nonconformity prior to the expiry date of the certification, then recertification shall not be recommended and the validity of the certification shall not be extended. The client shall be informed and the consequences shall be explained. Following expiration of certification, INTERNATIONAL BUSINESS CERTIFICATION can restore certification within 6 months provided that the outstanding recertification activities are completed, at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.

12. Special audits

12.1 Expanding / reducing scope audit

Described in **IBC 104** Procedure for scope extension /reduction

12.2 Short-notice audits

Short-notice audits may be necessary 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) INTERNATIONAL BUSINESS CERTIFICATION will describe and make known in advance to the certified clients, the conditions under which these short notice visits are to be conducted, and
- b) INTERNATIONAL BUSINESS CERTIFICATION will 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.

13. Certificate maintenance phase



INTERNATIONAL BUSINESS CERTIFICATION must maintain certification in a way to confirm that the client continues to meet the requirements of the standard for the entire duration of the certification cycle.

If there is any kind of nonconformity or a situation that could result in the suspension or withdrawal of certification, INTERNATIONAL BUSINESS CERTIFICATION has a procedure that stipulates how to conduct proceedings in that case ([IBC/ 103](#) procedures for suspension and termination of contract).

The level of nonconformity is set at [IBC/ 103](#) Procedure for suspension and termination of contract.

If there are some insignificant nonconformities which does not seriously distort the scope of certification and the requirements of the subject certification schemes, legislation or in the case of food safety does not distort product safety, in consultation with the client agrees the deadline for the implementation of corrective measures that are sent to the Lead Auditor and Lead Auditor includes them in the report of surveillance audit.

If there is any nonconformity defined by the [IBC/ 103](#) Procedure of suspension and termination of contract, then the Lead Auditor immediately informs the decision maker to act in accordance with the same procedure, following the steps described in it. The decision maker appoints another competent lead auditor who did not participate in the conformity audit, who will perform monitoring of the activities realized during the surveillance audit.

Details are described in the [IBC/ 103](#) procedure of suspension and termination of contract.

14. Remote Audit

It may be INTERNATIONAL BUSINESS CERTIFICATION conduct Remote audit, if necessary, when INTERNATIONAL BUSINESS CERTIFICATION can't conduct the conformity audit due to an external coercive threat. Clients that may not be easily accessible, and the avoidance of travel delays and restrictions.

Extraordinary event or circumstance: A circumstance beyond the control of the organization, commonly referred to as "Force Majeure" or "act of God". Examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, flooding, and earthquake, malicious computer hacking, other natural or man-made disasters.

It can be extending the certificate not more than 3 months in case surveillance 2 audit.

Surveillance / Recertification Audit may be postponed for a period not normally exceeding 6 months.



The remote audit can be conducted in surveillance 1 audit or recertification.

The remote audit can't be used to grant a new certificate.

The results of this audit may lead to: continuity of the certificate validity/recertification / minor increase or reduction of the certification scope, and it's up to the certification decision Taker to take the decision as per his evaluation to the case.

In this case, INTERNATIONAL BUSINESS CERTIFICATION by the scheme manager send notification to the certified client by email to inform him that INTERNATIONAL BUSINESS CERTIFICATION decided to conduct a remote audit. The notice shall be delivered to the client within 3 working days.

The scheme manager should assess the risks of continuing certification and establish a documented policy and process, outlining the steps it will take in the event a certified organization is affected by an extraordinary event. The risk as per:

- When will the organization be able to ship products or perform the service defined within the current scope of certification?
- When will the organization be able to function normally?
- Will the organization need to use alternative manufacturing and/or distribution sites? If so, are these currently covered under the current certification, or will they need to be evaluated?
- Does existing inventory still meet customer specifications, or will the certified organization contact its customers regarding possible concessions?
- If the certified organization is certified to a management system standard that requires a disaster recovery plan or emergency response plan, has the certified organization implemented the plan, and was it effective?
- Will some of the processes and/or services performed or products shipped be subcontracted to other organizations? If so, how will the other organizations' activities be controlled by the certified organization?
- To what extent has the operation of the management system been affected?
- Has the Certified organization conducted an impact assessment?
- Identification of alternative sampling sites, as appropriate.



The scheme manager assigns the audit team (preferably the auditors has already familiar with the Management System and its practices and who have visited the client before), using the stage 2 checklist, maybe in some specific clauses, depending on the information that INTERNATIONAL BUSINESS CERTIFICATION received and as per the risk assessment of the company and the specific situation.

The opening and closing meetings can be conducted by phone or Skype.

The auditor has to take into consideration the changes to its certified client and its management system.

The remote audit is not necessary for a full system audit as per ISO 17021-1 clause 9.6.2.2. It shall include:

1. Internal audit and management review
2. Review of action taken on nonconformities identified during the previous audit
3. Complaints handling
4. Effectiveness of the management system in achieving the objectives
5. Contentiously improvement
6. Continuing operation control
7. Review any changes
8. Use of marks
9. HACCP plan for FSMS
10. Risk assessment for OH&S MS
11. Environmental aspects & Environmental measures for EMS

The Remote audit time can be reduced up to 70 % and in case more than 30% of the planned on-site duration of the management systems audit, INTERNATIONAL BUSINESS CERTIFICATION shall justify the audit plan. See IAF MD 5 clause 4.5 and IAF MD22 clause B.4.5 and IAF ID 3:2011 and IAF MD 12. The timeframe for the audit may be 4 hr.'s max per day.

The Remote audit technique can be conducted by web meetings, teleconference, and or electronic verification of the client's processes. See IAF MD4.



Encouraging and considering the use of web-cams, cameras, etc., when physical evaluation of an event is desired or necessary.

The audit should be facilitated in quiet environments whenever possible to avoid interference and background noise (i.e., speakerphones).

Communication between the auditor and client for sending documents or clarification on issues and corrective action management shall be pre-defined and communicated.

The auditor should confirm the deletion of any confidential documents, images, recordings, etc..

LOGO USE:

After a positive decision on certification, it is possible to use the INTERNATIONAL BUSINESS CERTIFICATION's logo on letterheads, sales and marketing materials, website, etc. Attached to this procedure is a sample of the logo and this the only way it can be used where it is permitted, but NEVER ON THE FINAL PRODUCT

Example / LABORATORY CERTIFICATE / CALIBRATION CERTIFICATE/ INSPECTION REPORT/ TRAINING CERTIFICATE. Rules for use of the logo as follows and must be strictly adhered to:

When INTERNATIONAL BUSINESS CERTIFICATION's logo is used, the logo must contain the standard for which the organization is certified and shall specify the number of certificates (ie. The number which appears on the assigned certificate).

- Logo must not be altered in any way, and should only be used on materials containing business address (es) in which the audit took place. It must not be in any way implied or otherwise indicated that the location (s), except those audited, are covered by a certificate.
- Logo of INTERNATIONAL BUSINESS CERTIFICATION may appear on the certificate or may be used in it, only if INTERNATIONAL BUSINESS CERTIFICATION confirms the certification for your scope of certification.
- Logo of INTERNATIONAL BUSINESS CERTIFICATION should not appear on products or to be used in any way that would imply that the product is certified.
- Logo of INTERNATIONAL BUSINESS CERTIFICATION can be used (with or without any accreditation logo) on stationery such as sales and contractual documents, letterheads, business



cards, invoices, compliment slips, delivery slips, on advertising, displays, posters, TV advertisements, promotional videos, web sites, brochures.

- Logo of INTERNATIONAL BUSINESS CERTIFICATION alone can be used (the Accreditation Logo shall not be used) on all other applications such as on flags, on vehicles, on promotional material accompanying the product, on window stickers, on billboard advertisements, on promotional goods such as pocket diaries, coffee mugs, coasters, doormats, or any other application.
- Use of the logo must not in any way be misleading in terms of certification.
- In the case of suspension or termination of the contract, the use of the logo is cancelled in all advertising materials containing reference to the certificate.
- In the case of a reduction in scope, the client is required to correct all of the materials that indicate the certificate.
- Logo must not be used for activities that are outside the scope of certification.
- Logo must not be used in a way that could lead to a situation of loss of reputation or public trust.

THE IBC office is obliged to respond to questions about the use of the logo.

Below is a sample of the logo

RELATED DOCUMENTS

IBC/ A101 Procedure for the use of the logo

IBC/102 Procedure of suspension and agreement cancellation

IBC/ 100 -01 Application form

IBC/ 100 -01 Audit Program

IBC/ 100 -02 Certification Agreement

IBC/ 100-03 Audit Plan

IBC-code standard/ 100 -04 CHECK LIST STAGE 1

IBC-code standard/ 100-05 CHECK LIST STAGE 2

IBC/ 100 -06 Corrective action



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IBC/ 100 -07 Audit reports

IBC/ 100 -08 Technical Review and Certification Decision Making

IBC-100-09 Risk assessment for remote audit