



# React Cert Africa Ltd

## Management System Manual

**QM01**

Reference Standard(s)	ISO/IEC 17021–1:2015 ISO/IEC 17065:2012
Issue No.	3
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Prepared by	Approved by	Name	RCA Management Board
RCA Management Board		Signature	
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## 2.1 React Cert Africa Ltd Profile

### 2.1.1 Company Profile

Since its launch in 2017, **React Cert Africa Ltd (RCA)** has gained much experience in Kenya and East Africa generally and has preserved its commitment to provide audit and certification services that are true to the spirit of the requirements of ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012.

**React Cert Africa Ltd** is an independent certification body and was established to cater to the needs of third-party inspections/audits. **React Cert Africa Ltd** operates a comprehensive management system and a detailed set of policies to always ensure a high standard of service and safety of personnel.

**React Cert Africa Ltd** became a limited company in April 2014. It was founded by Ms. Joyce Gema based on her extensive knowledge and experience as far as audits and certification is concerned.

**RCA** provides certification services based on accreditation to ISO/IEC 17065:2012 by the South African National Accreditation Service (SANAS). Within a year from initial accreditation, **React Cert Africa Ltd** had penetrated the Kenyan Market providing certification services for the GLOBALG.A.P. standard and is now launching certification services for management systems (ISO 9001, ISO 45001, ISO 22000, ISO 14001; BRGS, HACCP, and FSSC 22000 and product certification against the Rain Forest Alliance Standard. **React Cert Africa Ltd** is also seeking accreditation to the requirements of the Dutch Accreditation Council (RvA).

In addition to management system certification under ISO 17021: 2015 and ISO 17065:2012, RCA is in the process of seeking approval and accreditation by the Association of Professional Social Compliance Auditors (APSCA) to become as SEDEX and BSCI Affiliate Audit Company.

**RCA** and its personnel are not engaged in any activities that may conflict with their independence of judgment and integrity in relation to their certification services.

### 2.2.2 Scope

This Management System Manual describes the Management system adopted by **React Cert Africa Ltd** to carry-out audit and certification to the relevant standards and schemes.

### 2.2.3 Scope of audit and certification provided by RCA under the different accreditations are as below.

NACE Codes	Description	Product Schemes	Management Systems				Social Schemes
			QMS	EMS	FSMS	OH&SMS	SMETA
1	<b>Agriculture</b>						
1.63	Post-Harvest Crops Activities	√	√	√	√		√
10	<b>Manufacture of Food Products</b>						
10.32	Manufacture of fruits and vegetable	√	√	√	√		



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	juice						√
10.39	Other processing and preservation of fruit and vegetables	√	√	√	√		√
10.61	Manufacture of grain mill products		√	√	√		√
10.83	Processing of tea and coffee		√	√	√		√
<b>11</b>	<b>Manufacture of beverages</b>						
11.07	Manufacture of soft drinks, production of mineral waters and other bottled waters		√	√	√		√
<b>26</b>	<b>Public Administration</b>						
	<ul style="list-style-type: none"> <li>Administration of the economic and social policy of the community.</li> <li>Gene public administration activities</li> <li>regulation of activities of providing health care, education, cultural services, and Other social services, excluding social security</li> </ul>		√	√	√		√
<b>85</b>	<b>Education</b>						
85.4	Tertiary education		√	√			√

## 3 Control and Distribution

### 3.1 Structure of the Management System Manual

This Management System Manual is structured as detailed in the table of contents in-line with the structure of the ISO/IEC 17021-1:2015 standard together with ISO/IEC 17065:2012. In this manual, the phrase “these International Standards” refers to ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012.

The manual is supported by a documented management system covering Quality Procedures (QP), Standard Operating Procedures (SOP), and Documentation Forms/formats. The procedures are referred to in the relevant chapters of this manual and are also listed in Annexure–5. A glossary of terms and abbreviations used in the manual is given in Annexure–6.

The manual may be issued in hard copy or electronic media (read only, pdf format) and is accessible both to staff and clients.

The implementations of this manual and related quality procedures are mandatory for all activities and processes. Changes made in this manual are affected through the document control procedures and must be approved by the Management Board.

### 3.2 Responsibility

The Management Board approves all the pages of the Management System Manual and Managing Director is responsible for its maintenance and control. The Managing Director is responsible for maintaining a master list of all documents.

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### 3.3 References

ISO/IEC 17021–1:2015	Conformity assessment – Requirements for bodies providing audit and certification of management systems, Part–1 Requirements
ISO/IEC 17065:2012	Conformity assessment — Requirements for bodies certifying products, processes and services
Quality Procedures	QP00, as listed in Annexure–5

### 3.4 Distribution

Management System Manuals are distributed to the various sections on a “controlled” basis. Controlled copies are those, which are subject to incorporation of “revisions.”

“Controlled” copies of the Management System Manual are stamped “**Controlled**” on all pages and given a unique copy number for maintenance purpose. For soft copies, clear identification (watermark) of controlled / uncontrolled status is given, and only PDF formats are used/shared. Word (editable) versions are kept only by the Managing Director.

The Managing Director maintains the distribution list of the Management System Manual.

The Managing Director issues amendments and revised pages of the Management System Manual to holders of controlled copies of the manual; such re–issues are accompanied by a “change note.”

The Managing Director issues “Uncontrolled” copies to the accreditation body, prospective clients, and others upon the request of the Management Board or other concerned employees.

The Managing Director is responsible for completing the Amendment Record Sheet detailing amendments made. The Amendment Record Sheet together with the table of contents is marked as “**Controlled**” in hard copy. All information regarding the revisions made is distributed to Copy Holders. If any amendments arise which result in a change in page numbering, the table of contents shall be amended accordingly.

### 3.5 Numbering and document control for Management System Manual

- The number for Management System Manual is given as QM01, being first tier document.
- The Management System Manual is divided into two sections:
  - Section 1 deals with general information and has chapters numbered 1 to 3.
  - Section 2 addresses the management system elements of ISO/IEC 17021–1:2015 and ISO/IEC 17065:2012 and follows the same numbering system as per ISO/IEC 17021–1:2015 combined with ISO/IEC 17065:2012.
- A running number identifies each page i.e. page x of y. When an amendment becomes necessary, the header page is given new revision no. and the same is recorded on the amendment record sheet.
- When major amendments/changes are made that affect the whole manual, a new issue no. should be given, following the same procedure as for minor amendments

### 3.6 Reference to related documents

- Amendment record sheet – Chapter 1.1.

### 3.7 RCA has summarised in annexure 9, a customer service charter that highlights the services it provides.





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### 4.1 General

4.1.1 These principles are the basis for the subsequent specific performance and descriptive requirements, which have been implemented in the successive chapters and requirements.

4.1.2 The overall aim of certification is to give confidence to all parties that a management system fulfils specified requirements. The value of certification is the degree of public confidence and trust that is established by an impartial and competent assessment by a third party. Potential customers that have an interest in certification include, but are not limited to;

- a) the clients of the certification bodies,
- b) the customers of the organizations whose management systems or products, processes, and services are certified,
- c) governmental authorities,
- d) non-governmental organizations, and
- e) consumers and other members of the public.

4.1.3 Principles followed for inspiring confidence are: impartiality, competence, responsibility, openness, confidentiality, responsiveness to complaint, access to information and risk-based approach.

### 4.2 Impartiality

4.2.1 **RCA** and its personnel is impartial and is being perceived to be impartial. This inspires confidence in their activities in providing certification.

4.2.2 To safeguard impartiality, **RCA** personnel who are engaged in audit planning, review and issue of certification shall not be involved in collecting revenue and other activities that pose a potential threat to impartiality.

4.2.3 To obtain and maintain confidence, **RCA** decisions are based on objective evidence of conformity (or nonconformity) obtained and are not influenced by other interests or by other parties.

4.2.4 Threats to impartiality are identified as follows:

- a) **Self-interest threats:** threats that arise from a person or **RCA** acting in their own interest. A concern related to certification, as a threat to impartiality, is financial self-interest( e.g., overdependence on a contract for service or the fees, fear of losing the client or fear of becoming unemployed to an extent that adversely affects impartiality in carrying out conformity assessment activities).
- b) **Self-review threats:** threats that arise from a person or **RCA** reviewing the work done by themselves. Auditing the management systems, products, processes, or services of a client to whom the **RCA** provided related consultancy would be a self-review threat (e.g... performing a conformity assessment activity in which **RCA** evaluates the results of other services it has already provided, such as consultancy).
- c) **Familiarity (or trust) threats:** threats that arise from a person or **RCA** being too familiar with or trusting of another person instead of seeking audit evidence.
- d) **Intimidation threats:** threats that arise from a person or **RCA** having a perception of being coerced openly or secretly, such as a threat to be replaced or reported to a supervisor.
- e) **Advocacy:** (e.g., **RCA** or its personnel acting in support of, or in opposition to, a given company which is at the same time its client);
- f) **Competition:** (e.g., between the client and a contracted person).





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### 4.3 Competence

- 4.3.1 All personnel of **RCA** are competent at all the functions of the certification process to deliver certification that provides confidence.
- 4.3.2 The competence is supported by the management system of RCA.
- 4.3.3 **RCA** has identified, documented and implemented a process for the establishment of competence criteria for the personnel involved in the audit and other certification activities and performs evaluations against the documented criteria.

### 4.4 Responsibility

- 4.4.1 The client organization, not the **RCA**, has the responsibility for conformity with the requirements for certification.
- 4.4.2 **RCA** has the responsibility to assess sufficient objective evidence upon which to base a certification decision. Based on audit conclusions, it makes a decision to grant certification if there is sufficient evidence of conformity, or not to grant certification, if there is not sufficient evidence of conformity, or a decision not to maintain certification.

### 4.5 Openness

- 4.5.1 **RCA** provides public access to, or disclosure of, appropriate and timely information about its audit process and certification process, and about the certification status (i.e., the granting, extending, maintaining, renewing, suspending, reducing the scope of, or withdrawing of certification) of any organization, to gain confidence in the integrity and credibility of certification. Openness is a principle of access to, or disclosure of, appropriate information.
- 4.5.2 To gain or maintain confidence in certification, **RCA** provides appropriate access to, or disclosure of, non-confidential information about the conclusions of specific audits (e.g., audits in response to complaints) to specific interested parties.

### 4.6 Confidentiality

To gain the privileged access to information that is needed for the **RCA** to assess conformity to requirements for certification adequately, it is essential that **RCA** keeps confidential any proprietary information about a client.

All organisations and personnel have the right to ensure the protection of any proprietary information they provide, unless the law or the certification scheme that has been applied requires disclosure of proprietary information.

### 4.7 Responsiveness to complaints

Parties that rely on certification expect to have complaints investigated and, if these are found to be valid, should have confidence that the complaints will be appropriately addressed and that a reasonable effort is made to resolve the complaints. Effective responsiveness to complaints is an important means of protection for **RCA**, its clients and other users of certification against errors, omissions or unreasonable behaviour. RCA safeguards confidence in its certification services by processing complaints appropriately.

### 4.8 Risk based approach

**RCA** has identified the risks associated with providing competent, consistent and impartial certification. Risks includes following, but not limited to, those associated with:

- the objective of audit,
- the sampling used in the audit process,
- real and perceived impartiality,
- Integrity of the audit teams



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- Professionalism of the audit teams
- legal, regulatory and liability issues,
- the client organization being audited and its operating environment,
- impact of the audit on the client and its activities,
- health and safety of the audit teams,
- perception of interested parties,
- misleading statements by the certified clients,
- use of certification marks

The above risks are identified and mitigation against each risk is prepared and implemented on a day-to-day basis.

### 4.9 Access to information

Any information held by **RCA** on a product or service that is the subject of an evaluation and /or certification should be made accessible, upon request, to the person or organisation that contracted **RCA** to undertake the certification activity.

#### Reference →

QP 09 Procedure for risk assessment



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### 5.1 Legal and contractual matters

#### 5.1.1 Legal responsibility

**React Cert Africa Ltd** (company registration no. CPR/2014/137683) based at 106 Mwimuto/Gecha Road (Nairobi, Kenya) is the legal entity responsible for all its certification activities. RCA acquires an annual trading license/permit from the County Government of Kiambu.

Reference →

- a) Annexure–1 Organisation Chart
- b) Company certificate of incorporation
- c) Trading License – permit
- d) Accreditation License
- e) Scheme Approval License

#### 5.1.2 Certification agreement

**React Cert Africa Ltd** has established a legally enforceable agreement for the provision of certification activities to its clients and all the sites covered by the scope of certification. Where there are multiple sites of the client, the agreement covers all the sites covered by the scope of the certification.

#### 5.2.1 **React Cert Africa Ltd** ensures its certification agreement requires that its clients comply at least, with the following:

- a) the client always fulfils the certification requirements, including implementing appropriate changes when they are communicated by **RCA**.
- b) if the certification applies to ongoing production, the certified product continues to fulfil the product requirements.
- c) the client makes all necessary arrangements for:
  - ♣ the conduct of the evaluation and surveillance (if required), including provision for examining documentation and records, and access to the relevant equipment, locations(s), area(s), personnel, and client's subcontractors.
  - ♣ Investigation of complaints.
  - ♣ the participation of observers, if applicable;
- d) the client makes claims regarding certification consistent with the scope of certification.
- e) the client does not use its product certification in such a manner as to bring **RCA** into disrepute and does not make any statement regarding its product certification that RCA may consider misleading or unauthorized;
- f) upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g., the return of certification documents) and takes any other required measure;
- g) if the client provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
- h) in making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of RCA or as specified by the certification scheme;
- i) the client complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product;
- j) the client keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to **RCA** when requested, and

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- ♣ takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification.
- ♣ documents the actions taken;

k) the client informs **RCA**, without delay, of changes that may affect its ability to conform with the certification requirements.

**Reference →**

- a) F26A and B Quotation for certification
- b) F27 A and B Certification Services Agreement

### 5.1.3 Responsibility for certification decisions

**React Cert Africa Ltd** retains both responsibility and authority for its decisions relating to the granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification.

Decisions for any individual client are made by the Certification Committee of **React Cert Africa Ltd**, who are deemed competent and appointed by the Management Board of **React Cert Africa Ltd** (where necessary in consultation with other 'experts' whose technical expertise is required to make a judgement and those individuals possess the necessary competence).

**Reference →**

- a) SOP 04 Procedure for Certificate issue, suspension and withdrawal
- b) Annexure–3, Certification committee – Constitution, Roles and responsibilities

## 5.2 Management of impartiality

5.2.1 **React Cert Africa Ltd**, its Management Board and staff is fully committed to ensuring that all management system certification activities are impartial. Any relationships between **React Cert Africa Ltd** or individuals employed by **React Cert Africa Ltd** or Sub Contractors to **React Cert Africa Ltd** with other organisations or individuals will be declared, reviewed, documented and risk assessed. All activities are taken impartially, and its Auditors are not involved in commercial, financial and other pressures to compromise impartiality

In addition to a publicly accessible policy statement (Organization Policy Statement – displayed at **React Cert Africa Ltd**, Office and its websites), **React Cert Africa Ltd** has detailed the functions of the Impartiality Committee and its role in maintaining impartiality and monitoring the laid down impartiality norms and its adequacy.

**Reference →**

- a) React Cert Africa Ltd website.
- b) PY 03 Impartiality Policy
- c) F10 (series) Contract of Employment and board/committee member agreements
- d) F11 Sub-contractor Agreement
- e) F12 Confidentiality, Impartiality and Competence declaration

5.2.2 **React Cert Africa Ltd** has top management commitment to impartiality in the management of certification activities. **RCA** has no relationship (formal or informal) with any other company or organisation which may result in a conflict of interest arising from its certification activities. **React Cert Africa Ltd** does not offer consultancy to any client or potential client, training other than general training courses such as Internal Audit etc. **React Cert Africa Ltd** has identified and analysed (risk assessed) all relationship (formal or informal) with other



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organisations or individuals which may result in a conflict of interest arising from its certification activities. **React Cert Africa Ltd** conducts a risk assessment for all overseas offices as a part of its internal audit process. Should the company propose to enter any relationship with another company or organisation or enter any new area of business; that relationship or new area of business will be reviewed by **React Cert Africa Ltd** and the Impartiality Committee to ensure that impartiality can be demonstrated, and the integrity of the Certification process assured.

Any conflict of interest arising from existing or past relationships between employees or subcontractors and **React Cert Africa Ltd** clients (including potential clients), is required to be declared. All staff and sub-contractors are made aware of the need to declare any such conflict of interest and sign to acknowledge the obligation (contract of employment and subcontractors' agreement).

Periodically the Impartiality Committee will review the activities of the company to ensure that impartiality continues to be demonstrated.

Where a possible or potential conflict of interest is declared e.g., an Auditor has worked in the past as a consultant or employee of the client, the Auditor will not be asked to undertake an audit for that client nor will he/she be asked to undertake any work concerning that client until a minimum period of time has lapsed (minimum 2 years). Even if the 2-year period has passed, the relationship between the company and the individual auditor will be reviewed and a decision made as to the suitability of that auditor to undertake the work.

Where the conflict of interest is not clear it is still a requirement that the individual declares that interest. However the Directors will establish the nature of that possible conflict of interest and make a decision based upon the individual circumstance and will refer the matter to the Impartiality Committee if required.

### 5.2.3

**RCA** has a process to identify, analyse, evaluate, treat, monitor, and document the risks related to conflict of interest arising from provision of certification including any conflict arising from its relationship on an ongoing basis. Where any threats to impartiality are identified, **RCA** documents and demonstrates how it can eliminate or minimize such threats and documents any residual risk. This demonstration covers all potential threats that are identified whether they arise from within the **RCA** or from the activities of other persons, bodies or organizations. When a relationship poses an unacceptable threat to impartiality (such as a wholly owned subsidiary of **RCA** requesting certification from its parent), then certification is not to be provided as a policy decision.

Top Management reviews any residual risk out of these exercises to determine if it is within the level of acceptable risk.

The risk assessment process includes identification of and consultation with appropriate interested parties to advise on matters affecting impartiality including openness and public perception. The consultation with appropriate interested parties is balanced with no single interest predominating.

#### Reference →

- a) Articles of Association
- b) F10 (series) Contract of Employment and board/committee member agreements
- c) F11 Sub-contractor Agreement
- d) F12 Confidentiality, Impartiality and Competence declaration
- e) Annexure-2 Impartiality Committee – Constitution, roles and responsibilities
- f) Annexure-3 Certification Committee – Constitution, roles and responsibilities
- g) PY00 RCA Policy Statements
- h) E/RA/01 Risk Assessment



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i) F09 Board and Management Meeting Review Format

- 5.2.4 **React Cert Africa** and any part of the same legal entity and entities under its organizational control shall not:
- Be the designer, manufacturer, installer, distributor or maintainer of the certified process;
  - Be the designer, implementer, operator, or maintainer of the certified process;
  - Be the designer, implementer, provider or of the certified service.
- 5.2.5 As required by ISO/IEC 17021–1:2015 **React Cert Africa Ltd** will not certify another certification body for its quality management system.
- 5.2.6 As required by ISO/IEC 17021–1:2015 and ISO/TS 2203: **React Cert Africa Ltd** does not offer or provide management system and/or food safety systems consultancy.
- 5.2.7 **React Cert Africa Ltd** does not offer to provide Internal Audits (nor has it) to any of its certified clients and where it does, no certification audit services are provided by the organisation for a period of 2 years following the completion of the audit.
- 5.2.8 **React Cert Africa Ltd** as a company does not and has not provided a consultancy or Internal Audit service to its customers or potential customers therefore no risk to the impartiality of the Certification process is posed. However, individuals or sub-contractors may have provided a consultancy service, internal audit services, been employed or through other means have an association with clients of **React Cert Africa Ltd**. In such cases, the individual will be required to declare any such current or past relationship and will not be allowed to undertake Audits or other work with that client. At the discretion of the Management Board the individual may be allowed to conduct an Audit or undertake other work with a client when a minimum of 2 years has elapsed since the end of the management system consultancy or other relationship.
- Any such relationships or conflicts of interest will be recorded within the personnel records of the individual and the responsibility to declare any such conflicts stated in contracts of employment and sub-contractor agreements.
- Reference →
- F10 (series) Contract of Employment and board/committee member agreements
  - F11 Sub-contractor Agreements
  - F12 Confidentiality and impartiality declaration
  - PY03 Impartiality Policy
  - QP08 Marketing, contract, and contract review
- 5.2.9 **React Cert Africa** ensures that activities of separate legal entities, with which **RCA** or the legal entity of which it forms a part has relationships, does not compromise the impartiality of its certification activities.
- 5.2.10 When the separate legal entity in 5.2.7 offers or produces the certified product (including products to be certified) or offers or offers consultancy, **RCA's** management personnel and personnel in the review and certification decision-making process are not involved in activities of the separate legal entity. The personnel of the separate legal entity are not involved in the management of **RCA**, the review, or the certification decision.
- 5.2.11 All **RCA** personnel (internal or external) or committees who could influence the certification activities act impartially.
- 5.2.12 As required by ISO/IEC 17021–1:2015, **React Cert Africa Ltd** does not outsource Audits to a Management Consultancy Organisation. Audits (and the use of Technical Experts) are only outsourced (sub-contracted) to individuals.





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- 5.2.13 **React Cert Africa Ltd** does not in its marketing, publications, website, correspondence etc. state or imply that certification would be simpler, easier, faster or less expensive if a specified consultancy organisation were used. **React Cert Africa Ltd** has no links with any consultancy organisation nor does it approve consultancy organisations. However **React Cert Africa Ltd** does maintain a list of consultants and will, when asked by clients or potential clients, supply names of consultants who have requested that they are included on **React Cert Africa Ltd's** list of consultants. When asked for names of consultants, **React Cert Africa Ltd** will supply those names (minimum of 3) providing a consultancy service on the basis that it is neither a recommendation nor a guarantee of expertise. Should **React Cert Africa Ltd** become aware of any claims stating or implying that certification would be simpler, easier, faster or less expensive if a specified consultant was used, it will be referred to the Management Board for appropriate action. **React Cert Africa Ltd** does not have any marketing tie-ups for lead generation.

### Reference →

- a) ===== All publicity material and website

- 5.2.14 In order to ensure that there is no conflict of interest, no individual will be used by **RCA** to take part in an audit or other certification activities when they have been involved in Management System Consultancy or worked for that client. At the discretion of the Impartiality Committee and/or Management Board, an individual may be allowed to participate in an Audit, if more than 2 years has elapsed following the end of the consultancy or employment (also refer clause 5.2.2 & 5.2.3).

### Reference →

- a) F10 (series) Contract of Employment and board/committee member agreements  
b) F11 Sub-contractor Agreements  
c) F12 Confidentiality, Impartiality and Competence declaration

- 5.2.15 Any threats to its impartiality arising from the actions of other persons, bodies or organisations will be referred to the Impartiality Committee to determine the appropriate actions (including legal actions) to be taken.

- 5.2.16 The Impartiality Committee (IC), Directors, and Managers of **React Cert Africa Ltd** ensures that all personnel either internal, external or committees act impartially and shall not allow commercial, financial, or other pressures to compromise impartiality. Appropriate action will be taken by the Impartiality Committee or Management Board, where any such pressures are identified.

Undertakings are taken on a half yearly basis from the IC members, CC, Management Board, Management Board, Managing Director, Finance Manager and staff of **React Cert Africa Ltd** for its compliance/ adherence to **React Cert Africa Ltd** Impartiality norms.

- 5.2.17 All personnel both internal and external are required to reveal any situation known to them that may present them or **React Cert Africa Ltd** with a conflict of interest. This requirement is established during the recruitment process and will also be an ongoing requirement of the individuals to declare such conflict of interest.

**RCA** records and uses this information as input to identify threats to impartiality raised by the activities of such personnel or by the organisations that employ them, and does not use such personnel, internal or external, unless they can demonstrate there is no conflict of interest.

In case of any conflict of interest declared by internal or external personnel, the same would be reviewed by Management Board of **React Cert Africa Ltd** and necessary actions would be initiated to mitigate the conflicting issues. However, the same issues and action would also be reviewed with the IC members.

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- a) F10 (series) Contract of Employment and board/committee member agreements
- b) F11 Sub-contractor Agreements

### **Mechanism for safeguarding impartiality**

- 5.2.18 **React Cert Africa** has a mechanism for safeguarding its impartiality which provides input on the following:
- a. The policies and principles relating to the impartiality of its certification services.
  - b. Any tendency on the part of **RCA** to allow commercial or other considerations to prevent the consistent impartial provision of certification activities.
  - c. Matters affecting impartiality and confidence in certification, including openness.

- 5.2.19 The mechanism is formally documented to ensure the following:
- a. A balanced representation of significant interested parties, such that no single interest predominates (internal or external personnel of **RCA** are considered to be a single interest, and shall not predominate);
  - b. Access to all the information necessary to enable it to fulfil all its functions.

- 5.2.20 If the Management Board of **RCA** does not follow the input of mechanism, the, mechanism has the right to take independent action (e.g informing authorities, accreditation bodies, stakeholders). In taking appropriate action, the confidentiality requirements relating to the client and **RCA** shall be respected.

Input that is in conflict with the operating procedures of **RCA** or other mandatory requirements is not followed. Management should document the reasoning behind the decision to not follow the input and maintain the document for review by appropriate personnel.

- 5.2.21 Although every interest cannot be represented in the mechanism, **RCA** shall identify and invites significantly interested parties.

### **5.3 Liability and financing**

- 5.3.1 **React Cert Africa Ltd** ensures that it has taken adequate steps to ensure that potential liabilities / risks arising from its certification operations are covered and the amount of cover reflects the risks. Levels and types of cover are set and agreed following a full disclosure of all information to the Insurance Broker. It will cover all geographic locations and hence all activities of **React Cert Africa Ltd** operations are covered.

Regular accounts review meetings are held between the Management Board, Management board, Managing Director and Finance Manager to ensure that the finances of the company are such that adequate resources are always available to meet any liabilities.

Reference →

- a) Insurance policies (Professional Indemnity cover).

- 5.3.2 **React Cert Africa Ltd** produces independently audited accounts which together with the accountant's report are examined in detail by Management Board to both ensure that the finances of the company are on a sound basis and to establish as far as possible that commercial, financial or other pressures do not compromise the company's impartiality.

### **6.1 Organizational structure and top management**

- 6.1.1 **React Cert Africa Ltd** has produced an organisational structure showing duties, responsibilities and authorities of management, staff and all involved in the certification process.

Reference →

Originator: <b>RCA Management Board</b>	Approved by: <b>RCA Management Board</b>	Page 16 of 68
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a) Annexure–1 Organization structure

6.1.2 Certification activities are well structured and managed to safeguard impartiality.

6.1.3 The following shows the responsibilities for areas of activities:

Area of responsibility	Responsibility
Development of policies relating to the operation of <b>React Cert Africa Ltd</b>	Management Board
Supervision on implementation of the policies and procedures	Management Board,
Ensuring impartiality	Impartiality Committee
Supervision of the finances	Management Board
Development of management system certification services and schemes	Management Board,
Performance of audits and certification, and responsiveness to complaints	Lead Auditor, Management Board
Decisions on certification	Certification Committee
Delegation of authority to committees or individuals, as required, to undertake defined activities	Management Board
Contractual arrangements	Management Board
Provision of adequate resources for certification activities	Management Board
Review of effectiveness of management system for certification, risk assessment and corrective actions	Management Board
Review of applications and audit report evaluation	Administrative Reviewer and Technical reviewer
Responsiveness to complaints and appeals	Management Board
Analysis of Personnel competence requirements	Management Board

6.1.4 **React Cert Africa Ltd** has established formal rules for the appointment, terms of reference and operation of any committees that are involved in the certification activities. In principle the Management Board has the authority and the requirements of ISO/IEC 17021–1:2015 and ISO/IEC 17065:2012 to determine the constitution, terms of reference etc. of any committee involved in certification activities i.e., Certification Committee & Impartiality Committee. These committees are free from any commercial, financial, and other pressures that might influence decisions. **React Cert Africa** retains authority to appoint and withdraw members of committees.

No certificate will be issued, refused (deferrals), amended, suspended or withdrawn without the authority and signature of the Managing Director or Management Board representative.

## 6.2 control

6.2.1 **RCA** has a process for the effective control of certification activities delivered by branch offices, partnerships, agents, franchisees, etc., irrespective of their legal status, relationship or geographical location. **RCA** has already considered the risk that these activities pose to its competence, consistency and impartiality.



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6.2.2 **RCA** has considered the appropriate level and method of control of activities undertaken including its processes, technical areas of operations, competence of personnel, lines of management control, reporting and remote access to operations including records maintained for the certification purpose.

### A. Committee for safeguarding impartiality

A1. The Impartiality Committee is the body established by **React Cert Africa Ltd** to safeguard the impartiality of the company and its certification process, its remit includes:

- To assist in developing the policies relating to impartiality of its certification activities
- To advise on matters affecting confidence in certification, including openness and public perception
- To counteract any tendency on the part of a certification body to allow other considerations to prevent the consistent objective provision of certification.
- To conduct a review, at least annually of the impartiality of the audit, certification, and decision-making process of **React Cert Africa Ltd**.

#### Reference →

- Company Articles of Association
- F12 Confidentiality, Impartiality and Competence Declaration
- Annexure–2 Impartiality Committee – Constitution, roles and responsibilities
- Annexure–3 Certification Committee – Constitution, roles and responsibilities
- PY00 RCA policy statements
- F09 RCA meetings

A2. The composition, terms of reference, duties, authorities, competence of members and responsibilities of the Impartiality Committee are fully documented and authorised by the Management Board of **React Cert Africa Ltd** to ensure that:

- The committee represents a balance of interest such that no single interest predominates. The composition of the Impartiality Committee is predominately non-React **Cert Africa Ltd** employees, with only Management Board and Managing Director of the company as non-voting members.
- The Impartiality Committee will be supplied with all information necessary to fulfil its remit and has the authority to ask for any additional information it deems necessary.
- Should **React Cert Africa Ltd** not respect the advice of the Impartiality Committee, then it has the right to take independent action (e.g., informing authorities, accreditation bodies etc.) whilst respecting its obligation to respect confidentiality.

#### Reference →

- SOP 04 Procedure for Certificate issue, suspension and withdrawal
- QP07 Procedure for complaints and appeals
- Minutes of Impartiality Committee Meetings

A3. **React Cert Africa Ltd** will make every effort to ensure that the Impartiality Committee represents key interests. Members of the Impartiality Committee members will typically be drawn from clients, customers, industry trade associations, regulatory bodies or other governmental services or representatives of non-governmental organisations, including consumer organisations.

#### Reference →

- List of Impartiality Committee members and their CVs
- Minutes of Impartiality Committee meetings.



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### 7.1 Competence of personnel

#### 7.1.1 General considerations

**RCA** has processes to ensure that its personnel have appropriate knowledge and skills relevant to the types of management systems (e.g., environmental management systems, quality management systems, information security management systems as well as other management systems) or products, processes, and services and geographic areas in which the certification processes are carried out. The process and procedure will determine the competence required for each technical area and for each function in the certification activity.

The competence requirements of all Managers and staff who undertake management or administrative functions are established.

##### Reference →

- a) QP06 Procedure for Human resources
- b) Training Records
- c) Staff and Subcontractors CVs

#### 7.1.2 Determination of competence criteria

**React Cert Africa Ltd** has documented processes for determining the competence criteria for all personnel involved in the audit and certification process. These include all key personnel such as Management Board, Managing Director, Scheme Manager, Finance Manager and Auditors, Inspectors, certification committee members, Impartiality Committee members, marketing and administration staff. The criteria is determined with regarding the requirements of the management system standard or specification and includes required knowledge (product, process and applicable statutory and regulatory requirements) and skill for the job assigned. Where additional specific competence criteria have been established for a specific standard or certification scheme (e.g., ISO/IEC TS 17021–2, ISO/IEC TS 17021–3 or ISO/TS 22003), these also will be identified and required competence and skill level will be proved.

##### Reference →

- a) QP06 Procedure for Human resources
- b) F20 – A to F Competency measurement
- c) Staff and Subcontractors CVs

#### 7.1.3 Evaluation process

**React Cert Africa Ltd** has documented processes for initial competence evaluation and on-going annual competence measurement for all its personnel, applying the determined competence criteria. The competence of personnel involved for competence evaluations is measured. The evaluation includes performance review, complaints received and results of witness audit. **RCA** demonstrates that its evaluation methods are effective. The output from these processes identifies personnel who have demonstrated the level of competence required for the different functions of the audit and certification process. Competence is demonstrated prior to the individual taking the responsibility for the performance of their activities within the **RCA**.

##### Reference →

- a) QP06 Procedure for Human resources
- b) F20 – A to F Competency measurement
- c) Staff and Subcontractors CVs

#### 7.1.4 Other considerations





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**React Cert Africa Ltd** has access to technical expertise (either from within the company or from an external source) to advise on matters relating to certification for types of management systems or products, processes, and services or geographic areas. The competence of individuals or companies have been assessed and recorded. Where a need for Technical expertise is identified and **React Cert Africa Ltd** do not have access to that expertise (no previous experience of that individual), **React Cert Africa Ltd** will source an individual and ensure their competence and independence prior to being asked / contracted to provide technical expertise or advice.

The level and type of technical expertise will be determined at the Application Review stage and therefore the appropriate competence requirements for the technical expert determined. **React Cert Africa Ltd** will ensure that the technical expert has the appropriate expertise to undertake the role of technical expert at the audit through qualifications, experience, interview etc. Where the technical expert is not an Auditor, he / she will not be allowed to work unsupervised or to raise any non-conformances.

### Reference →

- a) QP06 Procedure for Human resources
- b) Training records
- c) Staff and Subcontractors CVs

## 7.2 Personnel involved in the certification activities

7.2.1 **React Cert Africa Ltd** has sufficient, competent employees to manage the type and range of audit programmes and other certification work performed.

7.2.2 **React Cert Africa Ltd** also has a sufficient number of auditors including audit team leaders, team leader's employees or subcontractors to cover all its activities, the volume of audit work it has and the volume and type of audit work it anticipates. Staffing levels are kept under constant review and are reviewed during management meetings (**normally held once in six months**).

### Reference →

- a) QP05 Procedure for management review
- b) Management meeting agenda and minutes

7.2.3 All **React Cert Africa Ltd** members are made aware of their roles, responsibilities, and authority on joining the company and when changing roles. All **React Cert Africa Ltd** members have access to job descriptions, company policies and procedures. All staff has appraisals and audit staff is subject to being witnessed and assessed regarding their competence.

### Reference →

- a) Annexure-1 Organization chart
- b) Quality Management System, policies and procedures published via the intranet.

7.2.4 **React Cert Africa Ltd** has developed processes and procedures which define the requirements for selecting, training and authorising auditors. Recruitment will be based on the qualifications and experience of the individual together with the perceived ability to carry out the duties in the professional manner required. The training process requires the individual to demonstrate the required competence, personal attributes / traits and application of knowledge required of an auditor. The evaluator of an auditor's competence will be suitably qualified and experienced to determine the auditor's competence.

In principle each auditor will need to have:

1. The required background and expertise





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2. Passed the relevant training courses for each standard e.g., QMS Lead Auditor based on the requirements of ISO 9001:2015.
3. Demonstrated (witnessed and assessed) competence as an auditor
4. Demonstrated technical competence

The above will be documented.

Technical experts when used on an Audit (or to provide advice at any point in the certification process) will have been assessed as competent from their background, qualifications, experience, interview etc. prior to being engaged. The Lead Auditor or other suitable individual will assess the competence of the technical expert and document his / her evaluation. Decisions on future use of the individual technical expert will be based upon this evaluation.

### Reference →

- a) QP06 Procedure for Human resources
- b) Personnel records of auditors (incl. witnessed audit reports)

7.2.5 **React Cert Africa Ltd** has a process and procedure for achieving and demonstrating effective auditing, including the use of auditors and audit team leaders possessing generic auditing skills and knowledge, as well as skills and knowledge appropriate for auditing in specific technical areas as defined in procedure. Auditors will be witnessed (and periodically re-witnessed) by authorised members of staff (i.e., Managing Director) both for their competence to audit and to audit standards, the requirements of ISO 19011 will be used for guidance when assessing audit competence.

### Reference →

- a) ISO 19011:2018(E) Guidelines for Auditing Management Systems
- b) QP06 Procedure for Human resources

7.2.6 All trainee auditors (including subcontractors) will receive training and instruction regarding the audit and certification process and requirements. All staff including auditors / subcontractors / technical experts have access to the Quality Management System, policies and procedures relevant to all certification activities. Access will be via the intranet (one set of latest hard copy of the documents kept at **React Cert Africa Ltd Office**), revisions to policies and procedures will be notified to auditors following the Document Control procedure.

### Reference →

- a) QP 06 Procedure for Human resources
- b) QP01 Procedure for document and data control
- c) Personnel records of auditors

7.2.7 The competence of each auditor to conduct an audit against a standard and against an Accreditation code is determined based upon experience, knowledge and/or qualifications. All auditors are 'signed off' by an authorised member of management against specific standards and for specific Accreditation requirements. The criteria for selection of auditor are based on "**F16 A, B, C, D and E Auditor Qualification Summary for each scheme audited**" in line with ISO 19011 requirements as detailed in **SOP01– Auditor Qualification**. This is followed by a period of training and witnessed audit activities. Periodically the competence of the Auditor will be re-assessed. Training needs for all staff are identified from many sources i.e., new standards, changes to standards, changes in procedure, change to regulations, complaints, non-conformance, appraisals, evaluations of competence (witnessed audits), request of auditors or management etc. The staffs training procedures documents the training process and procedure.

### Reference →



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- a) QP06 Procedure for Human resources
- b) SOP01 Auditor Qualification
- c) Training records

7.2.8 The authorized individual who(or group) takes the decisions on, granting, refusing, maintaining, renewing, suspending, restoring, or withdrawing certification, or on expanding or reducing the scope of certification, understands the applicable standard and certification requirements, and will be required to demonstrate to the Managing Director that he / she is competent to evaluate the audit process and recommendations of the audit team. The approved member will receive training in respect of the certification process. Where changes to standards, processes etc. are made the competence and knowledge of the Committee members will be assessed and an appropriate method of training undertaken.

### Reference →

- a) Personnel records

7.2.9 **React Cert Africa Ltd** ensures the satisfactory performance and competence of those involved in the audit and certification activities. Documented procedures and criteria are maintained and implemented for monitoring and measurement of the performance of all persons involved, based on the frequency of their usage and the level of risk linked to their activities. In particular, the **React Cert Africa Ltd** reviews the competence of its personnel in the light of their performance in order to identify training needs.

7.2.10 **React Cert Africa Ltd** monitors its auditors considering each type of management system to which the auditor is deemed competent. The monitoring procedure is documented for auditors, having reference to a combination of on-site observation, review of audit reports and feedback from clients or from the market and is defined in documented requirements. This monitoring is designed in such a way as to minimize disturbance to the normal processes of certification, especially from the client's viewpoint.

7.2.11 **React Cert Africa Ltd** periodically observe **(At least once in a year)** the performance of each auditor on-site. The frequency of on-site observations is based on need determined from all monitoring information available. The following are monitored to fulfil the requirements given in clause 7.2.9 to 7.2.11 of ISO/IEC 17021;

Auditors and **React Cert Africa Ltd** employees;

- Through an appropriate member of management witnessing audit activities (frequency of witnessing will depend on the level of risk linked to their activities).
- Through feedback from customers regarding the performance of individuals.
- Through the individual's appraisal process.
- By examining complaints and internal non-conformances.
- Through the internal checking and quality assurance measures.
- Through feedback from the Certification decision makers regarding the performance of individuals (gained from examination of reports)

Emphasis will be placed when examining the feedback from the above sources on identifying training needs.

### Reference →

- a) QP06 Procedure for Human resources
- b) Training records
- c) Personnel records
- d) F15 Auditor Evaluation (Witnessed Audit)
- e) F17 Performance Appraisal Form



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### 7.3 Use of individual external auditors and external technical experts

- 7.3.1 External Auditors and Technical Experts (referred to as subcontractors) have a written signed agreement with **React Cert Africa Ltd** that commits them to comply with applicable policies and procedures. The agreement also addresses aspects relating to confidentiality and to independence from commercial or other interests and requires notification of any existing or prior association with any organisation they may be assigned to audit. A decision on whether to allocate an individual to an audit where an association exists (or has existed) is made on the information supplied.

#### Reference →

- a) F11 Sub-contractor agreement
- b) Personnel records of auditors

### 7.4 Personnel records

**React Cert Africa Ltd** maintains up-to-date personnel records both in paper and computer record format for all staff and subcontractors that complies with regulations concerning retention of records and includes amongst other items, relevant qualifications, training, experience, affiliations, professional status and competence. relevant consultancy services that may have been provided.

- 7.4.1 **React Cert Africa** maintains the following records on the personnel involved in the certification process:

- a) name and address.
- b) employer(s) and position held.
- c) educational qualification and professional status;
- d) experience and training;
- e) the assessment of competence;
- f) performance monitoring;
- g) authorizations held within the **RCA**;
- h) date of most recent updating of each record.

#### Reference →

- a) Personnel records

### 7.5 Outsourcing

As a policy decision **React Cert Africa Ltd** has decided not to outsource (sub-contracting to another organisation to provide part of the certification activities) any aspect of its certification activities. Hence the requirements given in the clause no. 7.5.1, 7.5.2, 7.5.3 and 7.5.4 are not applicable to **React Cert Africa Ltd**



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### 8.1 Public information

8.1.1 **React Cert Africa Ltd** makes public (principally through [www.reactcertafrica.com](http://www.reactcertafrica.com)) information regarding the:

- audit processes.
- processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification.
- types of management systems or products, processes, and services and certification schemes offered;
- the use of the **RCA** name and certification mark or logo;
- processes for handling requests for information, complaints and appeals;
- policy on impartiality.

Information in hard copy format is also supplied on request. Periodically the information made available to the public and clients (website, brochures, advertising etc.) is checked to ensure that it is current, correct and not misleading.

8.1.2 Upon request the following information is provided to the customers;

- geographical areas of operation of **RCA**;
- the status of a given certification;
- The name, related normative document, scope and geographical location (city and country) for a specific certified client.
- information about (or reference to) the certification scheme(s), including evaluation procedures, rules and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification;
- a description of the means by which **RCA** obtains financial support and general information on the fees charged to applicants and to clients;
- a description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of **RCA's** name and certification mark and on the ways of referring to the certification granted;
- information about procedures for handling complaints and appeals.

#### Reference →

- React Cert Africa Ltd Website
- Information and publicity materials; company profile/brochures, introductory letters etc.

8.1.3 **React Cert Africa Ltd** maintains all information (including advertising) provided to the public up to date and accurate all the time and ensures that the same is not misleading to its customers or public.

### 8.2 Certification documents

8.2.1 Certification documents are normally sent to the certified client electronically in a format that prevents alteration.

The effective date on a certificate will in all cases be the date at which the certificate was approved (by Management Board) to be issued. All corrective action must be effectively closed out prior to a certification decision being made.

8.2.2 Certification documents identify the following:



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- a.) the name and geographical location of each certified client (or the geographical location of the headquarters and any sites within the scope of a multi-site certification);
- b.) the effective date of granting, expanding or reducing the scope of certification, or renewing certification which shall not be before the date of the relevant certification decision;
- c.) the expiry date or recertification due date consistent with the recertification cycle;
- d.) a unique identification code;
- e.) the management system standard and/or other normative document, including indication of issue status (e.g., revision date or number) used for audit of the certified client;
- f.) the scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous;
- g.) the name, address and certification mark of the **RCA**; other marks (e.g., accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous;
- h.) any other information required by the standard and/or other normative document used for certification;
- i.) in the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

8.2.3 The formal certification documentation includes the signature or other defined authorization of person(s) of **RCA** assigned such responsibility.

8.2.4 Formal certification documentation is only issued after, or concurrent with, the following:

- a) the decision to grant or extend the scope of certification has been made;
- b) certification requirements have been fulfilled;
- c) the certification agreement has been completed/signed.

**React Cert Africa Ltd** maintains a directory of valid certificates (available on request) that as minimum will show the name, relevant normative document, scope and geographic location (e.g., city and country) for each certified client (or the geographic location of the headquarters and any sites within the scope of multi-site certification). The directory will be available on request.

### Reference →

- a) SOP 04 Standard Operating Procedure for Certificate issue, suspension and withdrawal
- b) F33 Client Certificate
- c) F03A Master List of Clients

## 8.3 Reference to certification and use of marks

8.3.1 **React Cert Africa Ltd** has a policy governing any management system certification mark it authorises clients to use. The policy rules assure amongst other things, traceability back to **React Cert Africa Ltd**. The policy has a provision for instructions on ensuring that no ambiguity, in the mark or accompanying text, as to what has been certified and that **React Cert Africa Ltd** has granted the certificate. The policy also covers the prohibition of using the mark on a product or packaging seen by a consumer or in any other way that may be interpreted as denoting product conformity. The policy is available both on website and as hard copy; all certified companies receive a copy of the policy with their certificate.





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8.3.2 The policy is clear that **React Cert Africa Ltd** mark is not permitted to be applied to laboratory test, calibration or inspection reports. The same are verified during the audit and is conveyed to all Auditors concerned.

8.3.3 **React Cert Africa Ltd** has defined 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. It is ensured that the statement shall in no way imply that the product, process or service is certified by this means. The statement includes reference to:

- identification (e.g., brand or name) of the certified client;
- the type of management system (e.g., quality, environment) and the applicable standard;
- **RCA** name in the certificate.

8.3.4 **React Cert Africa Ltd** requires through its agreement (legally) and rules that the client organisation when certified shall:

- a.) conform to the requirements of **React Cert Africa Ltd** when referring to its certification status in communication media such as the internet, brochures or advertising or other documents;
- b.) does not make or permit any misleading statement regarding its certification;
- c.) does not use or permit the use of a certification document or any part thereof in a misleading manner;
- d.) upon suspension or withdrawal of its certification, discontinues its use on all advertising matter that contains a reference to certification, as directed by **React Cert Africa Ltd**;
- e.) amend all advertising matter when then the scope of certification has been reduced;
- f.) does not allow reference to its management system certification to be used in such a way as to imply that the **React Cert Africa Ltd** certifies a product (including service) or process;
- g.) does not imply that the certification applies to activities and sites that are outside the scope of certification, and;
- h.) does not use its certification in such a manner that would bring **RCA** and or its certification system into disrepute and lose public trust.

Use of certification marks is checked during each annual or triennial visit.

8.3.5 **React Cert Africa Ltd** will take action and deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports. The action may include; requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and if necessary legal action. Clients are notified of the actions that may be taken should the client transgress the rules of certification in the use of certification mark policy. Any reported transgression of the use of certification marks will be treated as a complaint.

### Reference →

- a) F36 Rules for use of Certification Mark and Logo (Declaration)

## 8.4 Confidentiality

8.4.1 **React Cert Africa Ltd**, through legally enforceable agreements, has a policy and arrangements to safeguard the confidentiality of the information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf.





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- 8.4.2 **React Cert Africa Ltd** informs the client, in advance, of the information it intends to place in the public domain. All other information, except for information that is made publicly accessible by the client, is considered as confidential and not shared.
- 8.4.3 Except as required in these International Standards as well as policy, information about a particular client or individual are not to be disclosed to a third party without the written consent of the client or individual concerned. Where **React Cert Africa Ltd** is required by law to release confidential information to a third party, the client or individual concerned are notified in advance of the information provided.
- 8.4.4 When the **React Cert Africa Ltd** is required by law or authorized by contractual arrangements (such as with the accreditation body) to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.
- 8.4.5 Information about the client from sources other than the client (e.g., complainant, regulators) is also treated as confidential, consistent with the **React Cert Africa Ltd's** policy.
- 8.4.6 Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on RCA's behalf, shall keep confidential all information obtained or created during the performance of **React Cert Africa Ltd's** activities except as required by law. All confidential information relating to a client will be retained in appropriate secure filing cabinets; the offices are secure. Access to information stored electronically either from using computer equipment in the offices or via the website is password controlled and measures taken to prevent unauthorised access.
- 8.4.7 **React Cert Africa Ltd** will inform the client when any confidential information is made available to other bodies i.e., accreditation bodies. **React Cert Africa Ltd** is having processes and facilities for secure handling of confidential information.

### Reference →

- a) F12 Confidentiality, Impartiality and Competency declaration
- b) QP07 Procedure for complaints and appeals

## 8.5 Information exchange between React Cert Africa Ltd and its clients

### 8.5.1 Information on the certification activity and requirements

**React Cert Africa Ltd** will provide and update clients on the following:

- a.) a detailed description of the initial and continuing certification activity, including the application, initial audits, surveillance audits, and the process for granting, refusing, maintaining, expanding or reducing the scope of certification, renewing, extending, suspending, restoring, withdrawing certification and recertification.
- b.) the normative reference for certification;
- c.) information about the fees for application, initial certification, and continuing certification
- d.) **React Cert Africa Ltd** requires prospective clients to:
  - 1. comply with certification requirements
  - 2. make all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance and resolution of complaints, and
  - 3. make provisions, where applicable, to accommodate the presence of observers (e.g., accreditation auditors or trainee auditors)

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e.) documents describing the rights and duties of certified clients, including requirements, when making reference to its certification in communication of any kind in line with the requirements in for the use of certification marks. Para 8.3.

f.) information on procedures for handling complaints and appeals.

#### Reference →

- a) F27A and B Certification Services Agreement
- b) F36 Rules for use of Certification Mark and Logo (Declaration)

### 8.5.2 Notice of changes by a certification body

**React Cert Africa Ltd** gives due notice to its certified clients of any changes to its requirements for certification. **React Cert Africa Ltd** will ensure that it verifies that each client complies with the new requirements and will amend procedures accordingly.

### 8.5.3 Notice of changes by a certified client

**React Cert Africa Ltd** has established legally enforceable arrangements to ensure that the certified client informs 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 (but are not limited to), changes relating to:

- a.) the legal, commercial, organisational status or ownership;
- b.) organisation 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;
- f.) breaches of legal obligations.

**React Cert Africa Ltd** considers other changes affecting certification including changes initiated by the client and shall decide upon the appropriate action on the event basis. The actions to implement changes affecting certification shall include, if required, the following: evaluation, review, decision, issuance of revised formal certification documentation to extend or reduce the scope of certification and issuance of certification documentation of revised surveillance activities (where applicable). Records include the rationale for excluding any of the above actions (e.g., when a certification requirement that is not a product requirement changes, and no evaluation, review or decision activities are necessary)

#### Reference →

- a) F36 Rules for use of Certification Mark and Logo (Declaration)

## 9. 1 Pre-certification activities

### 9.1.1 Application

**React Cert Africa Ltd** requires the authorized representative of the applicant organization to provide the necessary information to enable it to establish the following:

- a) the desired scope of the certification;
- b) 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;
- c) where applicable, the products and processes to be certified and related details e.g. names, quantities etc.;
- d) identification of outsourced processes used by the organization that will affect conformity to requirements;
- e) the standards or other requirements for which the applicant organization is seeking certification;

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- f) whether consultancy relating to the management system to be certified has been provided and, if so, by whom.

**Reference →**

- a) F25 Client Application Form

## 9.1.2 Application review

9.1.2.1 **React Cert Africa Ltd** conducts a review of the application and supplementary information for certification to ensure that:

- the information about the applicant organization, product and its management system is sufficient to develop an audit programme;
- any known difference in understanding between the **RCA** and the applicant organization is resolved, including agreement regarding standards or other normative documents
- React Cert Africa Ltd** has the competence and capability 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 considered (language, safety conditions, threats to impartiality, etc.);
- the means are available to perform all evaluation activities.

9.1.2.2 **React Cert Africa Ltd** has a process to identify when the client's request for certification includes:

- a type of product, or
- A normative document, or
- a certification scheme with which RCA has no prior experience.

9.1.2.3 After review of above points in the application, **React Cert Africa Ltd** either accepts or declines an application for certification. When **React Cert Africa Ltd** declines an application for certification as a result of the review of application, the reason for declining the application is documented and made clear to the client.

9.1.2.4 Based on this review, **React Cert Africa Ltd** determines the competences it needs to include in its audit team and for the certification decision.

**Reference →**

- a) F28 Client Contract Review Checklist

## 9.1.3 Audit programme

9.1.3.1 An audit programme for the full certification cycle is developed to clearly identify the audit activity/activities required to demonstrate that the client's management system fulfils the requirements for certification to the selected standard(s) or other normative document(s). The same programme covers the complete management system requirements and is prepared based on the size and nature of the client.

9.1.3.2 The audit programme followed by **React Cert Africa Ltd** for all management systems audits includes a two-stage initial audit, surveillance audits in the first and second years following the certification decision, and a re-certification audit in the third year prior to expiration of certification. The first three-year certification cycle begins with the certification or recertification decision. The audit cycle for other audits depends on the standard body certification guidelines. In both cases, the determination of the audit programme and any subsequent adjustments are based on the size of the client organization, the scope, and complexity of its management system, products and processes as well as demonstrated level of management system effectiveness and the results of any previous audits. During preparation of audit plan, the following may be taken into consideration when developing or



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revising an audit programme, they might also need to be addressed when determining the audit scope and developing the audit plan:

- complaints received about the client;
- combined, integrated or joint audit;
- changes to the certification requirements;
- changes to legal requirements;
- changes to accreditation requirements;
- organizational performance data (e.g., defect levels, key performance indicators data);
- relevant interested parties' concerns.

9.1.3.3 Surveillance audits are conducted at least once a calendar year, except in recertification years. Care is taken and ensures that the date of the first surveillance audit following initial certification is not more than 12 months from the certification decision date.

9.1.3.4 Where **React Cert Africa Ltd** is taking account of certification already granted to the client and to audits performed by another certification body, it obtains and retains sufficient evidence, such as reports and documentation on corrective actions, to any nonconformity. It is ensured that the documentation supports the fulfilling of the requirements in this part of ISO/IEC 17021–1:2015 and ISO/IEC 17065:2012. **React Cert Africa Ltd** based on the information obtained, justifies, and records any adjustments to the existing audit programme and follows up on the implementation of corrective actions concerning previous nonconformities. Specific requirements of the relevant certification scheme apply.

9.1.3.5 If the client operates in shifts, the activities that take place during shift working are also considered when developing the audit programme and audit plans.

### 9.1.4 Determining the audit time

9.1.4.1 **React Cert Africa Ltd** has documented procedures for determining audit time. For each client, RCA determines the time needed to plan and accomplish a complete and effective audit of the client's management system.

9.1.4.2 In determining the audit time, **RCA** considers, among other things, the following aspects before proceeding further:

- a) the requirements of the relevant management system standard;
- b) complexity of the client and its management system;
- c) technological and regulatory context;
- d) any outsourcing of any activities included in the scope of the management system.
- e) the results of any prior audits;
- f) size and number of sites, their geographical locations and multisite considerations;
- g) the risks associated with the products, processes or activities of the
- h) whether audits are combined, joint or integrated.

Where specific criteria have been established for a specific certification scheme, e.g., ISO/TS 22003, the same is applied.

9.1.4.3 The duration of the certification audit and its justification is recorded.

9.1.4.4 The time spent by any team member that is not assigned as an auditor (i.e., technical experts, translators, interpreters, observers and auditors-in-training) is not taken in to consideration while defining the above established duration of the management system audit.

### 9.1.5 Multi-site sampling

Where multi-site sampling is used for the audit of a client's management system covering the same activity in various geographical locations, **RCA** develops a sampling programme



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to ensure proper audit of the management system and processes. The rationale for the sampling plan is documented for each client. Sampling is not done for some specific certification schemes, and where specific criteria have been established for a specific certification scheme, e.g., ISO/TS 22003, these are applied.

### 9.1.6 Multiple management systems standards

When certification to multiple management system standards (e.g., integrated management system for ISO 9001, ISO 14001, ISO 22000 etc.) is being provided, the planning for the audit ensures adequate on-site auditing to provide confidence in the certification.

- 9.1.5.1 **React Cert Africa Ltd** has documented procedures for determining audit time. For each client **RCA** determines the time needed to plan and accomplish a complete and effective audit of the client's management system.

## 9.2 Planning audits

### 9.2.1 Determining audit objectives, scope and criteria

- 9.2.1.1 The audit objectives are determined by **React Cert Africa Ltd**. The audit scope and criteria, including any changes, are established by **React Cert Africa Ltd** after discussion with the client.

- 9.2.1.2 The audit objectives describe what is to be accomplished by the audit and includes the following;

- determination of the conformity of the client's management system, or parts of it, with audit criteria;
- determination of the ability of the management system to ensure the client organization meets applicable statutory, regulatory and contractual requirements;
- determination of the effectiveness of the management system to ensure the client can reasonably expect to achieve its specified objectives;
- as applicable, identification of areas for potential improvement of the management system.

- 9.2.1.3 The audit scope describes the extent and boundaries of the audit, such as physical locations, organizational units, activities and processes to be audited. Where the initial or re-certification process consists of more than one audit (e.g., covering different locations), the scope of an individual audit may not cover the full certification scope, but the totality of audits is consistent with the scope in the certification document.

- 9.2.1.4 The audit criteria used as a reference against which conformity is determined that includes followings;

- the requirements of a defined normative document on management systems or applicable certification standard;
- the defined processes and documentation of the management system developed by the client.

Reference →

- QP08 Procedure for Marketing, contract and contract review
- SOP02 Standard Operating Procedure for Man-Day Estimation
- SOP03 Standard Operating Procedure for Audit Planning, Conducting and Reporting
- SOP04 Standard Operating Procedure for Certificate issue, Suspension and Withdrawal





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### 9.2.2 Audit team selection and assignments

#### 9.2.2.1 General

9.2.2.1.1 **React Cert Africa Ltd** has a process for selecting and appointing the audit team, including the audit team leader and technical experts as necessary, 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 must have the competence to perform the duties of an audit team leader applicable for that audit. The audit team has the totality of the competences identified by **RCA** for the audit.

9.2.2.1.2 In deciding the size and composition of the audit team, consideration is given to the following;

- audit objectives, scope, criteria and estimated time of the audit;
- whether the audit is a combined, integrated or joint audit;
- the overall competence of the audit team needed to achieve the objectives of the audit;
- certification requirements (including any applicable statutory, regulatory or contractual requirements);
- language and culture;
- whether the members of the audit team have previously audited the client's management system.

9.2.2.1.3 The necessary knowledge and skills of the audit team leader and auditors may be supplemented by technical experts, translators and interpreters who shall operate under the direction of an auditor. Where translators or interpreters are used, they are to be selected such that they do not unduly influence the audit.

9.2.2.1.4 Auditors under training may be included in the audit team as participants, provided an auditor is appointed as an evaluator. The evaluator must be competent to take over the duties and have final responsibility for the activities and findings of the auditor under training.

9.2.2.1.5 The audit team leader, in consultation with the audit team, assigns to each team member responsibility for auditing specific processes, functions, sites, areas or activities. Such assignments take into account the need for competence, and the effective and efficient use of the audit team, as well as different roles and responsibilities of auditors, auditors under training and technical experts. Changes to the work assignments may be made as the audit progresses to ensure achievement of the audit objectives.

#### Reference →

- QP08 Procedure for Marketing, contract and contract review
- SOP01 Standard Operating Procedure for Auditor Qualification, Scheme Administrator and Scheme Manager
- SOP03 Standard Operating Procedure Audit Planning, Conducting and Reporting
- SOP 04 Standard Operating Procedure certificate issue, suspension and withdrawal

#### 9.2.3.1 Observers, technical experts and guides

##### 9.2.2.2.1 Observers

The presence and justification of observers during an audit activity is agreed to by **React Cert Africa Ltd** and client prior to the conduct of the audit. The audit team ensures that observers do not unduly influence or interfere in the audit process or outcome of the audit.

##### 9.2.2.2.2 Technical experts

The role of technical experts during an audit activity is agreed to by **React Cert Africa Ltd** and client prior to the conduct of the audit. Care is taken to ensure that the technical expert



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does not act as an auditor in the audit team. Technical experts are accompanied by an auditor.

#### 9.2.2.2.3 Guides

Each auditor is accompanied by a guide, unless otherwise agreed to by the audit team leader and the client. Guide(s) are assigned to the audit team to facilitate the audit. The audit team ensures that guides do not influence or interfere in the audit process or outcome of the audit.

The responsibility of guide includes the followings;

- establishing contacts and timing for interviews;
- arranging visits to specific parts of the site or organization;
- ensuring that rules concerning site safety and security procedures are known and respected by the audit team members;
- witnessing the audit on behalf of the client;
- providing clarification or information as requested by an auditor

### 9.2.3 Audit plan

#### 9.2.3.1 General

**React Cert Africa Ltd** ensures that an audit plan is established for each audit identified in the audit programme to provide the basis for agreement regarding the conduct and scheduling of the audit activities. This audit plan is based on documented requirements of **React Cert Africa Ltd**

#### 9.2.3.2 Preparing the audit plan

The audit plan is appropriate to the objectives and the scope of the audit. The audit plan at least includes the following;

- the audit objectives;
- the audit criteria;
- the audit scope, including identification of the organizational and functional units or processes to be audited;
- the dates and sites where the on-site audit activities are to be conducted, including visits to temporary sites, as appropriate;
- the expected time and duration of on-site audit activities;
- the roles and responsibilities of the audit team members and accompanying persons, such as observers or interpreters.

#### Reference →

F30A and B      Audit Notification

#### 9.2.3.3 Communication of audit team tasks

The tasks given to the audit team are defined and made known to the client organization, and requires the audit team to;

- examine and verify the structure, policies, processes, procedures, records and related documents of the client organization relevant to the management system standard;
- determine that these meet all the requirements relevant to the intended scope of certification,
- determine that the processes and procedures are established, implemented and maintained effectively, to provide a basis for confidence in the client's management system, and
- communicate to the client, for its action, any inconsistencies between the client's policy,

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objectives and targets (consistent with the expectations in the relevant management system standard or other normative document) and the results.

#### 9.2.3.4 Communication of audit plan

The audit plan is communicated and the date of the audit is agreed upon, in advance, with the client organization.

#### 9.2.3.5 Communication concerning audit team members

**React Cert Africa Ltd** provides the name of and, when requested, makes available background information on each member of the audit team, with sufficient time for the client organization to object to the appointment of any particular auditor or technical expert and for **React Cert Africa Ltd** to reconstitute the team in response to any valid objection.

### 9.3 Planning audits

#### 9.3.1 Initial certification audit

##### 9.3.1.1 General

The initial certification audit of a management system will normally (refer to the requirements of individual standards) be conducted in two stages i.e., stage 1 and stage 2.

For other certification scheme e.g., GlobalG.A.P., the applicable audit/inspection procedures as outlined in the normative documents apply.

##### 9.3.1.2 Stage 1

9.3.1.2.1 Planning ensures that the objectives of stage 1 can be met and the client is informed of any "on site" activities during stage 1.

9.3.1.2.2 The objectives of the stage 1 are;

- a.) Review of client's management system documentation,
- b.) To evaluate the client's location and site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for the stage 2 audit;
- c.) To review the client's status and understanding regarding requirements of the standard, with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- d.) To collect necessary information regarding the scope of the management system, including;
  - the client's site(s);
  - processes and equipment used;
  - levels of controls established (particularly in case of multisite clients);
  - applicable statutory and regulatory requirements;
- e.) To review the allocation of resources and competence for stage 2 audit and agreeing with the client on the details of the stage 2 audit;
- f.) To provide focus for planning stage 2 by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document;
- g.) To evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for stage 2.



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9.3.1.2.3 Documented conclusions with regard to fulfilment of the stage 1 objectives and the readiness for stage 2 shall be communicated to the client, including identification of any areas of concern that could be classified as a nonconformity during stage 2.

9.3.1.2.4 During determining the interval between stage 1 and stage 2, consideration is given to the needs of the client to resolve areas of concern identified during stage 1. **RCA** may also need to revise its arrangements for stage 2. If any significant changes which would impact the management system occur, the **RCA** considers the need to repeat all or part of stage 1. The client is informed that the results of stage 1 may lead to postponement or cancellation of stage 2.

9.3.1.2.5 Where Stage 1 activities are specifically excluded or considered as optional under individual scheme rules, RCA shall follow the provisions of the Scheme rules, to include or exclude stage 1 activities.

### 9.3.1.3 Stage 2

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

- Information and evidence about conformity to all requirements of the applicable management system standard or other normative documents.
- Performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document)
- The client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements;
- Operational control of the client's processes
- Internal auditing and management review
- Management responsibility for the client's policies

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

**React Cert Africa Ltd** normally agrees the first surveillance date during the Stage 2 Audit. This date must be within 12 months of the last day of the Stage 2 Audit.

### 9.3.1.4 Initial certification audit conclusions

The audit team will analyse all information and audit evidence gathered during the stage 1 and stage 2 audits to review the audit findings and agree on the conclusions. The audit team will produce a report for the company detailing the findings (including any non-conformances, observations summary of the audit etc.) and the conclusion reached by the audit team i.e., recommended for certification. The audit team makes clear to the organisation that the recommendation made is only a recommendation and that the audit file (including the report) will be reviewed by **React Cert Africa Ltd** staff and will be submitted for a decision to the authorized certification decision maker.

## 9.4 Conducting audits

### 9.4.1 General



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**React Cert Africa Ltd** 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.

Where any part of the audit is made by electronic means or where the site to be audited is virtual, **React Cert Africa Ltd** ensures that such activities are conducted by personnel with appropriate competence. The evidence obtained during such an audit is sufficient to enable the auditor to take an informed decision on the conformity of the requirement in question.

### 9.4.2 Conducting the opening meeting

A formal opening meeting, where attendance of participants of the meeting is recorded, held with the client's management and, where appropriate, those responsible for the functions or processes to be audited. The purpose of the opening meeting, which is usually be conducted by the audit team leader, is to provide a short explanation of how the audit activities will be undertaken and must include the following elements. The degree of detail of opening meeting shall be consistent with the familiarity of the client with the audit process;

- a.) introduction of the participants, including an outline of their roles;
- b.) confirmation of the scope of certification;
- c.) confirmation of the audit plan (including type and scope of audit, objectives and criteria), any changes, and other relevant arrangements with the client, such as the date and time for the closing meeting, interim meetings between the audit team and the client's management;
- d.) confirmation of formal communication channels between the audit team and the client;
- e.) confirmation that the resources and facilities needed by the audit team are available;
- f.) confirmation of matters relating to confidentiality;
- g.) confirmation of relevant work safety, emergency and security procedures for the audit team;
- h.) confirmation of the availability, roles and identities of any guides and observers;
- i.) the method of reporting, including any grading of audit findings;
- j.) information about the conditions under which the audit may be prematurely terminated;
- k.) confirmation that the audit team leader and audit team representing the certification body is responsible for the audit and in control of executing the audit plan including audit activities and audit trails;
- l.) confirmation of the status of findings of the previous review or audit, if applicable;
- m.) methods and procedures to be used to conduct the audit based on sampling;
- n.) confirmation of the language to be used during the audit;
- o.) confirmation that, during the audit, the client is kept informed of audit progress and any concerns;
- p.) opportunity for the client to ask questions.

### 9.4.3 Communication during the audit

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



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9.4.3.2 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 reports this to the client and, if possible, to **React Cert Africa Ltd** 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 reports the outcome of the action taken to **React Cert Africa Ltd**

9.4.3.3 Audit team leader reviews with the client any need for changes to the audit scope which becomes apparent as on-site auditing activities progress and reports this to **React Cert Africa Ltd**

### 9.4.4 Obtaining and verifying information

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

9.4.4.2 Methods to collect information include but are not limited to the following:

- a.) interviews;
- b.) observation of processes and activities;
- c.) review of documentation and records.

### 9.4.5 Identifying and recording audit findings

9.4.5.1 Audit findings summarizing conformity and detailing nonconformity are identified, classified, and recorded to enable an informed certification decision to be made or the certification to be maintained.

9.4.5.2 Opportunities for improvement may be identified and recorded, unless prohibited by the requirements of a management system certification scheme. Audit findings, however, which are nonconformities are not recorded as opportunities for improvement.

9.4.5.3 A finding of nonconformity is recorded against a specific requirement of the audit criteria, and contains a clear statement of the nonconformity, and identifying in detail the objective evidence on which the nonconformity is based. Nonconformities are discussed with the client to ensure that the evidence is accurate and that the nonconformities are understood. The auditor however refrains from suggesting the cause of nonconformities or their solution.

9.4.5.4 The audit team leader attempts to resolve any diverging opinions between the audit team and the client concerning audit evidence or findings, and unresolved points are recorded.

### 9.4.6 Preparing audit conclusions

Under the responsibility of the audit team leader and prior to the closing meeting, the audit team:

- a.) reviews the audit findings, and any other appropriate information obtained during the audit, against the audit objectives and audit criteria and classifies the nonconformities;
- b.) agrees upon the audit conclusions, taking into account the uncertainty inherent in the audit process;
- c.) identifies any necessary follow-up actions;
- d.) confirms the appropriateness of the audit programme or identifies any modification required for future audits (e.g. scope of certification, audit time or dates, surveillance frequency, audit team competence).

### 9.4.7 Conducting the closing meeting

9.4.7.1 A formal closing meeting, where attendance of all participants is recorded is held with the client's management and, where appropriate, those responsible for the functions or processes audited. The purpose of the closing meeting, which is normally conducted by the





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audit team leader, is to present the audit conclusions, including the recommendation regarding certification. Any nonconformities are presented in such a manner that they are understood, and the timeframe for responding is agreed between **React Cert Africa Ltd** and its client.

9.4.7.2 The closing meeting also includes the following elements where the degree of detail is dependent upon the familiarity of the client with the audit process:

- a.) advising the client that the audit evidence collected was based on a sample of the information; thereby introducing an element of uncertainty;
- b.) the method and timeframe of reporting, including any grading of audit findings;
- c.) **React Cert Africa Ltd's** process for handling nonconformities including any consequences relating to the status of the client's certification;
- d.) the timeframe for the client to present a plan for correction and corrective action for any nonconformities identified during the audit;
- e.) **React Cert Africa Ltd's** post audit activities;
- f.) information about the complaint handling and appeal processes.

9.4.7.3 The client is given opportunity for questions. Any diverging opinions regarding the audit findings or conclusions between the audit team and the client are discussed and resolved where possible. Any diverging opinions that are not resolved are recorded and referred to **React Cert Africa Ltd**

### 9.4.8 Audit report

9.4.8.1 **React Cert Africa Ltd** provides a written report for each audit to the client. The audit team may identify opportunities for improvement but does not recommend specific solutions. Ownership of the audit report is maintained by **React Cert Africa Ltd**

9.4.8.2 The audit team leader ensures that the audit report is prepared and is responsible for its content. The audit report provides an accurate, concise and clear record of the audit to enable an informed certification decision to be made and includes or refers to the following;

- a.) identification of **React Cert Africa Ltd**;
- 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;
- f.) the audit scope, particularly identification of the organizational or functional units or processes audited and the time of the audit;
- g.) any deviation from the audit plan and their reasons;
- h.) any significant issues impacting on the audit programme;
- i.) identification of the audit team leader, audit team members and any accompanying persons;
- j.) the dates and places where the audit activities (on site or offsite, permanent or temporary sites) were conducted;
- k.) audit findings, reference to evidence and conclusions, consistent with the requirements of the type of audit;
- l.) significant changes, if any, that affect the management system of the client since the last audit took place;
- m.) any unresolved issues, if identified;
- n.) where applicable, whether the audit is combined, joint or integrated;
- o.) a disclaimer statement indicating that auditing is based on a sampling process of the available information;



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- p.) recommendation from the audit team;
- q.) the audited client is effectively controlling the use of the certification documents and marks, if applicable;
- r.) verification of effectiveness of taken corrective actions regarding previously identified nonconformities, if applicable.

### 9.4.8.3 The audit report also contains:

- 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;
- b.) a conclusion on the appropriateness of the certification scope;
- c.) confirmation that the audit objectives have been fulfilled.

#### References →

- a) F31 Stage 1 Audit Report
- b) F32A-1 & B-1 Stage 2 & Surveillance Audit Report

### 9.4.9 Cause analysis of non-conformities

**React Cert Africa Ltd** requires the client to analyse the cause and describe the specific correction and corrective actions taken, or planned to be taken, to eliminate detected nonconformities, within a defined time.

### 9.4.10 Effectiveness of corrections and corrective actions

**React Cert Africa Ltd** reviews the corrections, identified causes and corrective actions submitted by the client to determine if they are acceptable. **React Cert Africa Ltd** verifies the effectiveness of any correction and corrective actions taken. The evidence obtained to support the resolution of nonconformities is recorded. The client is informed of the result of the review and verification. The client is informed if an additional full audit, an additional limited audit, or documented evidence (to be confirmed during future audits) is needed to verify effective correction and corrective actions.

## 9.5 Certification decision

### 9.5.1 General

9.5.1.1 **React Cert Africa Ltd** ensures that the persons or committees that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are different from those who carried out the audits. The individual(s) appointed to conduct the certification decision have appropriate competence.

9.5.1.2 The person(s) [excluding members of committees] assigned by **React Cert Africa Ltd** to make a certification decision is employed by, or under legally enforceable arrangement with either the **RCA** or an entity under the organizational control of **React Cert Africa Ltd**. **React Cert Africa Ltd's** organizational control is one of the following:

- a) whole or majority ownership of another entity by **React Cert Africa Ltd**;
- b) majority participation by **React Cert Africa Ltd** on the board of directors of another entity;
- c) a documented authority by **React Cert Africa Ltd** over another entity in a network of legal entities (in which the certification body resides), linked by ownership or board of director control.

9.5.1.3 The persons employed by, or under contract with, entities under organizational control fulfil the same requirements of this part of ISO/IEC 17021–1:2015 and clause 7.6.3 ISO/IEC

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17065:2012 as persons employed by, or under contract with, the **React Cert Africa Ltd**

- 9.5.1.4 **React Cert Africa Ltd** records each certification decision including any additional information or clarification sought from the audit team or other sources.

## 9.5.2 Actions prior to making a decision

**React Cert Africa Ltd** have a process to conduct an effective review prior to making a decision for granting certification, expanding or reducing the scope of certification, renewing, suspending or restoring, or withdrawing of certification, including, that:

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

Reference →

- QP08 Procedure for Marketing, contract and contract review
- SOP03 Standard Operating Procedure audit Planning, Conducting and Reporting
- SOP04 Standard Operating Procedure for Certificate issue, suspension and withdrawal

## 9.5.3 Information for granting initial certification

- 9.5.3.1 The information provided by the audit team to **React Cert Africa Ltd** for the certification decision includes, as a minimum:

- the audit report;
- comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client;
- confirmation of the information provided to **React Cert Africa Ltd** used in the application review;
- confirmation that the audit objectives have been achieved;
- a recommendation whether or not to grant certification, together with any conditions or observations.

- 9.5.3.2 If **React Cert Africa Ltd** 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, **React Cert Africa Ltd** will conduct another stage 2 prior to recommending certification.

- 9.5.3.3 When a transfer of certification is envisaged from one certification body to another, **React Cert Africa**, as the accepting CB, has a process for obtaining sufficient information in order to take a decision on certification. Certification schemes of **RCA** have specific rules regarding the transfer of certification.

## 9.5.4 Information for granting re-certification

**React Cert Africa Ltd** makes decisions on renewing certification based on the results of the recertification audit, as well as the results of the review of the system over the period of certification and complaints received from users of certification.

## 9.6 Maintaining certification

### 9.6.1 General



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**React Cert Africa Ltd** maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard. It may maintain a client's certification based on a positive conclusion by the audit team leader without further independent review and decision, provided that:

- a.) for any major nonconformity or other situation that may lead to suspension or withdrawal of certification, **React Cert Africa Ltd** has a system that requires the audit team leader to report to **React Cert Africa Ltd** the need to initiate a review by competent personnel, different from those who carried-out the audit, to determine whether certification can be maintained;
- b.) competent personnel of **React Cert Africa Ltd** monitor its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

Reference →

- a) SOP03 Standard Operating Procedure audit Planning, Conducting and Reporting
- b) SOP04 Standard Operating Procedure for Certificate issue, suspension and withdrawal

### 9.6.2 Surveillance activities

#### 9.6.2.1 General

9.6.2.1.1 **React Cert Africa Ltd** has developed its surveillance activities so that representative areas and functions covered by the scope of the management system are monitored on a regular basis, and take into account changes to its certified client and its management system.

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

- a.) enquiries from **React Cert Africa Ltd** 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.

9.6.2.1.3 When 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 will be established and includes periodic surveillance of marked to ensure ongoing validity of the demonstration of fulfilment of product requirements.

9.6.2.1.4 When continuing use of a certification mark is authorized for a process or service, surveillance is established and includes periodic surveillance activities to ensure ongoing validity of the demonstration of fulfilment of process or service requirements.

#### 9.6.2.2 Surveillance audit

Surveillance audits are on site audits, but are not necessarily full systems audits, and are planned together with the other surveillance activities so that **React Cert Africa Ltd** can maintain confidence that the client's certified management system continues to fulfil requirements between recertification audits. Each surveillance audit programme for the relevant management system standard includes, at least;

- a.) internal audits and management review;
- b.) a review of actions taken on nonconformities identified during the previous audit;



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- c.) complaint 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, and
- h.) use of marks and/or any other reference to certification.

### 9.6.3 Recertification

#### 9.6.3.1 Recertification audit planning

- 9.6.3.1.1 The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system, and its continued relevance and applicability for the scope of certification (in effect all aspects of the management system will be examined as per stage 2). A recertification audit is planned and conducted to evaluate the continued fulfilment of all of the requirements of the relevant management system standard or other normative document. This shall be planned and conducted in due time to enable for timely renewal before the certificate expiry date.
- 9.6.3.1.2 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.
- 9.6.3.1.3 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 or others as identified).

#### 9.6.3.2 Recertification audit

- 9.6.3.2.1 The recertification audit includes an onsite 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).
- 9.6.3.2.2 For any major nonconformity, React **Cert Africa Ltd** defines time limits for correction and corrective actions. These actions are implemented and verified prior to the expiration of certification.
- 9.6.3.2.3 When recertification activities are successfully 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.
- 9.6.3.2.4 If React **Cert Africa Ltd** 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 for such case.





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9.6.3.2.5 Following expiration of certification, **React Cert Africa Ltd** can restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise 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.

### 9.6.4 Special audits

#### 9.6.4.1 Expanding scope

**React Cert Africa Ltd** will, in response to an application for expansion to scope of certificate already granted, undertake a review of the application (contract review) and determine any audit activities necessary to decide whether or not the expansion may be granted, including the requirement to conduct a visit. This may be conducted in conjunction with a surveillance visit.

The certification decision maker will be responsible for granting an extension to scope based upon the information supplied. The process is the same as for initial certification following a stage 2 audit.

#### 9.6.4.2 Short notice audits

**React Cert Africa Ltd** may, when necessary, conduct short notice audits or unannounced to investigate complaints, or in response to changes, or as follow up to suspended clients. In such cases:

- React Cert Africa Ltd** will describe and make known in advance to the certified clients the conditions under which these short notice visits are to be conducted, and
- React Cert Africa Ltd** will exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to team members.

The report resulting from the short notice audit will be referred to the certification decision maker / competent person for consideration.

Reference →

- QP08 Procedure for Marketing, contract and contract review
- SOP03 Standard Operating Procedure audit Planning, Conducting and Reporting
- SOP04 Standard Operating Procedure for Certificate issue, Suspension and Withdrawal

### 9.6.5 Suspending, withdrawing or reducing the scope of certification

9.6.5.1 **React Cert Africa Ltd** has a policy and procedure for suspension, withdrawal or reduction of the scope of certification, and has specified the subsequent actions to be taken.

9.6.5.2 **React Cert Africa Ltd** suspends certification in cases when, for example:

- the client's certified management system has persistently or seriously failed to meet the certification requirements, including requirements for the effectiveness of the management system;
- the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies, or has failed to pay the due fees.;
- the certified client has voluntarily requested a suspension;
- In order to comply with regulations, including regulations applicable to specific industry sectors.

9.6.5.3 Under suspension, the client's management system certification is temporarily invalid. **React Cert Africa Ltd** has enforceable arrangements with its clients to ensure that in case of suspension, the client refrains from further promotion of its certification. **React Cert Africa Ltd** will make the suspended status of the certification publicly accessible and shall take any other measures deemed necessary. In most of the cases, the suspension will not normally exceed 6 months. The client will be notified in writing of the decision.



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- 9.6.5.4 **React Cert Africa Ltd** shall restore the suspended certification if the issue that has resulted in the suspension has been resolved. Failure to resolve the issues that have resulted in the suspension in the time established by **React Cert Africa Ltd** shall result in withdrawal (deregistration) or reduction of the scope of certification.

A certification decision maker / competent person will review clients under suspension and where withdrawal or reduction in the scope of certification is being considered.

- 9.6.5.5 **React Cert Africa Ltd** reduces the client's scope of certification to exclude the parts not meeting the requirements, when the certified client has persistently or seriously failed to meet the requirements of the standard used for certification. At the client's request or following recommendations by the auditor, the scope of certification may be reduced to reflect the change of circumstances or activities. Any such reduction shall be in line with the requirements of the standard used for certification.

- 9.6.5.6 When certification is reinstated after suspension, **RCA** makes all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to ensure all appropriate indications, exist that the product continues to be certified. When a decision to reduce the scope of certification is made as a condition of reinstatement, **RCA** makes all necessary modifications to formal certification documents, public information, authorizations for use of marks, etc., in order to ensure the reduced scope of certification is clearly communicated to the client and clearly specified in certification documentation and public information.

## 9.7 Appeals

- 9.7.1 **React Cert Africa Ltd** has a documented process to receive, evaluate and make decisions on appeals. The appeals handling process will be publicly available. **RCA** also records and tracks complaints and appeals, in addition to actions taken to resolve them.

- 9.7.2 The appeal committee of **React Cert Africa Ltd** is responsible for all decisions at all levels of the appeals handling process. **React Cert Africa Ltd** ensures that the persons engaged in the appeals handling process are different from those who carried out the audits and made the certification decisions.

- 9.7.3 To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy for a client, or been employed by a client, shall not be used by **RCA** to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment.

- 9.7.4 **React Cert Africa Ltd** ensures that any submissions, investigations and decisions on appeals do not result in any discriminatory actions against the organization or person making the appeal (appellant).

- 9.7.5 The appeals handling process includes at least the following elements and methods:

- a.) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of any previous similar appeals;
- b.) tracking and recording appeals, including actions undertaken to resolve them;
- c.) ensuring that any appropriate correction and corrective action are taken.

- 9.7.6 **React Cert Africa Ltd** is responsible for gathering and verifying all necessary information to validate the appeal.

- 9.7.7 **React Cert Africa Ltd** ensures that receipt of the appeal is acknowledged and provides the appellant with progress reports and the outcome.



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9.7.8 The decision to be communicated to the appellant is made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

9.7.9 **React Cert Africa Ltd** gives formal notice to the appellant of the end of the appeals handling process.

9.7.9 **React Cert Africa Ltd** will take any subsequent action needed to resolve the complaint or appeal.

### Reference →

a) QP07 Procedure for complaints and appeals

## 9.8 Complaints

9.8.1 **React Cert Africa Ltd** ensures that the complaints handling process is publicly available and **RCA** is responsible for all decisions at all levels of the complaints handling process.

9.8.2 **React Cert Africa Ltd** ensures that the submission; investigation and decision on complaints do not result in any discriminatory actions against the complainant.

9.8.3 On receipt of a complaint **React Cert Africa Ltd** establishes and confirms whether the complaint relates to certification activities that it is responsible for and, if so, deals with it. If the complaint relates to a certified client, then the examination of the complaint considers the effectiveness of the certified management system

9.8.4 Any complaint about a certified client is also referred by **React Cert Africa Ltd** to the certified client in question at an appropriate time.

9.8.5 **React Cert Africa Ltd** has a documented process to receive, evaluate and make decisions on complaints. The process is subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

9.8.6 The complaints handling process includes at least the following elements and methods:

- a.) An outline of the process for receiving, validating, investigating the complaint, and for deciding what actions are to be taken in response to it;
- b.) Tracking and recording complaints, including actions undertaken in response to them;
- c.) Ensuring that any appropriate correction and corrective actions are taken.

9.8.7 **React Cert Africa Ltd** ensures that it gathers and verifies all necessary information to validate and process the complaint.

9.8.8 **React Cert Africa Ltd** will, whenever possible acknowledge receipt of the complaint, and provide the complainant with progress reports and the result of complaint.

9.8.9 The decision regarding the complaint is made, reviewed, approved and communicated by individuals not previously involved in the subject of the complaint.

9.8.10 Wherever possible, **React Cert Africa Ltd** gives formal notice of the end of the complaints handling process to the complainant.

9.8.11 **React Cert Africa Ltd** together with the certified client and the complainant, determine whether and, if so to what extent, the subject of the complaint and its resolution is made to public.

### Reference →

a) QP07 Procedure for complaints and appeals

## 9.9 Client records



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- 9.9.1 **React Cert Africa Ltd** will maintain records on the audit and other certification activities for all clients, including all organisations that submitted applications, and all organisations audited, certified or with certification suspended or withdrawn.
- 9.9.2 Records on certified clients include the followings as a minimum:
- a.) Application information and initial, surveillance and recertification audit reports;
  - b.) Certification agreement;
  - c.) Justification of the methodology used for sampling;
  - d.) Justification for auditor time determination (9.1.4);
  - e.) Verification of correction and corrective actions;
  - f.) Records of complaints and appeals, and any subsequent correction or corrective actions;
  - g.) committee deliberations and decisions, if applicable;
  - h.) Documentation of the certification decisions;
  - i.) Certification documents, including the scope of certification with respect to product, process or service, as applicable;
  - j.) Related records necessary to establish the credibility of the certification, such as evidence of the competence of auditors and technical experts;
  - k.) Audit programmes.
- 9.9.3 **React Cert Africa Ltd** keeps the records on applicants and clients secure to ensure that the information is kept confidential. Records are transported, transmitted or transferred in a way that ensures that confidentiality is maintained.
- 9.9.4 **React Cert Africa Ltd** has established a procedure on the retention of records. Records are retained for the duration of the current cycle plus one full certification cycle. Retention of records will also adhere to the requirements of legislation or regulation.

### Reference →

- a) QP02 Procedure for record management

## 10.1 Management System Options

**React Cert Africa Ltd** has established and maintains a management system which supports and demonstrates the consistent achievement of the requirements of these International Standards. In addition to meeting the requirements of ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012, **React Cert Africa Ltd** has implemented a management system in accordance with the requirements for general management systems as determined in ISO/IEC 17021-1:2015 clause 10.2 and ISO/IEC 17065:2012 clause 8.1.2 (option A). Option B has not been addressed in this Management System Manual and has been omitted.

## 10.2 Option A: General management system requirements

### 10.2.1 General

**React Cert Africa Ltd** has documented, implemented and maintains a management system that supports and demonstrates the consistent achievement of the requirements of this standard.

The Management Board of **React Cert Africa Ltd** has established and documented policies and objectives for its activities. The Management Board provides evidence of their commitment to the development and implementation of the management system in accordance with the requirements of this standard.

The Management Board ensures that the policies are understood, implemented and maintained at all levels within **React Cert Africa Ltd**.

The Management Board has appointed a member of management (**Managing Director**) who, irrespective of other responsibilities has the responsibility and authority for:

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- a.) ensuring that processes and procedures needed for the management system are established, implemented and maintained, and
- b.) reporting to the Management Board on the performance of the management system and any need for improvement.

## 10.2.2 Management System Manual

The requirements of the International Standards (ISO/IEC 17021–1:2015 and ISO/IEC 17065:2012) have been addressed in this Management System Manual and in associated procedures, policies and documents, all of which are accessible to all personnel.

**10.2.3** All personnel involved in certification activities have access to the parts of the management system documentation and related information that are applicable to their responsibilities.

## 10.2.4 Control of documents

**React Cert Africa Ltd** has established a procedure which details how documents are controlled (internal and external) that relate to the fulfilment of these International Standards. The procedures define the controls needed:

- a.) to approve documents for adequacy prior to issue;
- b.) to review and update where necessary and re–approve documents;
- c.) to ensure that changes and the current revision status of documents;
- d.) to ensure that relevant versions of applicable documents are available at points of use;
- e.) to ensure that documents remain legible and readily identifiable;
- f.) to ensure that documents of external origin are identified and their distribution controlled, and
- g.) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

### Reference →

- a) QP01 Procedure for document and data control

## 10.2.5 Control of records

**React Cert Africa Ltd** has established procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfilment of these International Standards.

**React Cert Africa Ltd** has also established procedures for records retention consistent with its legal and contractual obligations. Access to these records is consistent with confidentiality arrangements.

### Reference →

- a) QP02 Procedure for record management

## 10.2.6 Management review

### 10.2.6.1 General

The Management Board has established procedures to review its management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfilment of these International Standards. The reviews are conducted **at least once per year**.

### 10.2.6.2 Review Inputs

The input to the management review includes information related to the following as minimum:

- a.) results of internal and external audits;





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- b.) feedback from clients and interested parties related to the fulfilment of these international standards;
- c.) feedback from the Impartiality Committee (responsibility for safeguarding impartiality);
- d.) the status of corrective actions;
- e.) the status of action to address risks;
- f.) follow up actions from previous management reviews;
- g.) the fulfilment of objectives;
- h.) changes that could affect the management system, and
- i.) appeals and complaints.

## 10.2.6.3 Review outputs

The outputs from the management review includes decisions and actions related to:

- a.) improvement of the effectiveness of the management system and its processes;
- b.) improvement of the certification services related to the fulfilment of these International Standards, and
- c.) resource needs, and
- d.) revisions of organization's policy and objectives.

### Reference →

- a) QP05 Procedure for Management review
- b) F09 Board and Management Review Meeting Agenda

## 10.2.7 Internal audits

10.2.7.1 **React Cert Africa Ltd** has established procedures for conducting Internal Audits to verify that it fulfils the requirements of these International Standards and that the management system is effectively implemented and maintained.

10.2.7.2 An audit programme is planned (covering all activities and all clauses of ISO 17021:2015 and ISO 17065:2012), taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits.

10.2.7.3 Internal audits are performed **at least once per year** or completed within a 12-month time frame for segmented (or rolling) internal audits. A documented decision-making process is followed to change (reduce or restore) the frequency of internal audits or the time frame in which internal audits shall be completed. Such changes are based on the relative stability and ongoing effectiveness of the management system. Records of decisions to change the frequency of internal audits, or the time frame in which they will completed, including the rationale for the change are maintained The frequency of internal audits may be reduced if **React Cert Africa Ltd** demonstrates that its management system continues to be effectively implemented according to these International Standards and has proven stability.

10.2.7.4 **React Cert Africa Ltd** ensures that:

- a.) internal audits are performed by qualified personnel knowledgeable in certification, auditing and the requirements of these International Standards;
- b.) auditors do not audit their own work;
- c.) personnel responsible for the area audited are informed of the outcome of the audit;
- d.) any actions resulting from internal audits are taken in a timely and appropriate manner, and
- e.) any opportunities for improvements are identified.

### Reference →

- a.) QP03 Procedure for Internal audit
- b.) F04 Internal Audit Planning Schedule
- c.) F05 Internal Audit Non-Conformity Report

## 10.2.8 Corrective actions



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**React Cert Africa Ltd** has established procedures for identification and management of nonconformities in its operations. **React Cert Africa Ltd** also, where necessary, takes actions to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the impact of the problems encountered. The procedure defines requirements for:

- a.) identifying nonconformities arising from whatever source (e.g., from complaints or internal audits);
- b.) determining the causes of nonconformity;
- c.) correcting nonconformities;
- d.) evaluating the need for actions to ensure that nonconformities do not recur;
- e.) determining and implementing in a timely manner, the actions needed;
- f.) recording the results of actions taken, and
- g.) reviewing the effectiveness of corrective actions.

### Reference →

- a.) QP04                      Procedure for Corrective actions
- b.) F07                      Corrective action report
- c.) F08                      Preventive action report

### 10.2.9 Preventive actions (Option A)

**10.2.9.1** **React Cert Africa Ltd** has established procedures for taking preventive actions to eliminate the causes of potential nonconformities.

**10.2.9.2** Preventive actions taken will be appropriate to the probable impact of the potential problems.

**10.2.9.3** The procedures for preventive actions define requirements for the following:

- a) identifying potential nonconformities and their causes;
- b) evaluating the need for action to prevent the occurrence of nonconformities;
- c) determining and implementing the action needed;
- d) recording the results of actions taken;
- e) reviewing the effectiveness of the preventive actions taken.

### 8.3 Option B: Management system requirements in accordance with ISO 9001

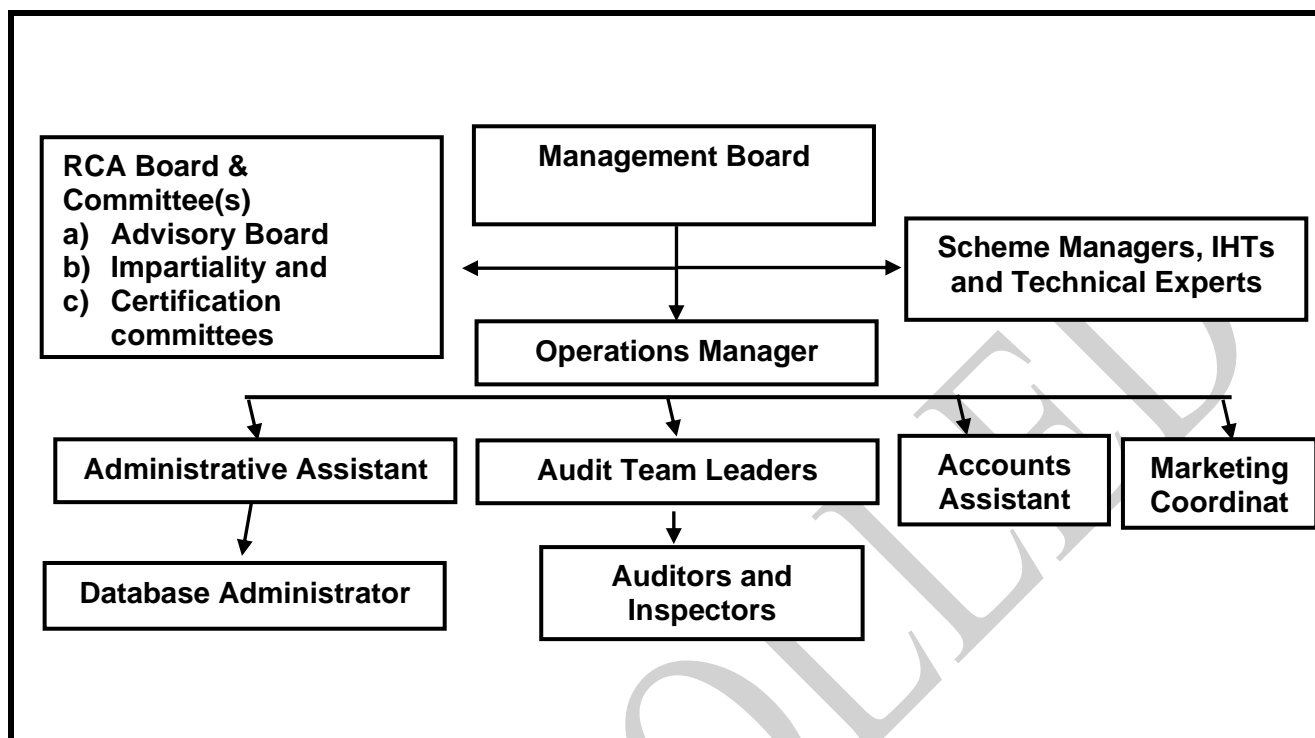
**React Cert Africa Ltd** has selected Option A, hence the requirements given in the clause no. 10.3 and its subclauses (under Option B) are not applicable.



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## \* ANNEXURE–1, Organization chart



Job descriptions – Roles and responsibilities	
Position	Roles and responsibilities
Management Board / Board of Directors	<ol style="list-style-type: none"> <li>1. Accreditation issues and co-ordination</li> <li>2. Finance, Accounts, Taxation and P/L</li> <li>3. Advisory Board constitution</li> <li>4. Certification Committee Constitution</li> <li>5. Impartiality Committee Constitution</li> <li>6. Business planning and resource allocation</li> <li>7. Business and Operational Strategies development</li> <li>8. Client relationship – Key accounts</li> <li>9. New schemes development</li> <li>10. Custodian of organisational policies, procedures and documentation formats</li> <li>11. Creating strategies for the organization—from staffing plans to assessments</li> <li>12. Setting the organization's policies</li> <li>13. Making financial decisions</li> </ol>
Advisory Board	<ol style="list-style-type: none"> <li>1. Promoting the organization in the community</li> <li>2. Expanding an organization's network through event planning</li> <li>3. Guiding the organization's board leadership in specific subject matters including strategies, staffing, impartiality, marketing, confidentiality and sector developments.</li> <li>4. Connecting an organization to a new audience.</li> </ol>



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RCA Committees	<p>A. Impartiality Committee duties and responsibilities defined in Annexure 2</p> <p>B. Certification Committee duties and responsibilities defined in Annexure 3</p>
Scheme Managers	<p>Scheme Management is a role that may be assigned to any individual with the relevant qualification and expertise to carry out scheme management roles. RCA shall appoint a scheme manager for each of the schemes that it certifies. The Scheme Manager shall be responsible for:</p> <ol style="list-style-type: none"> <li>1. Communicating with the scheme</li> <li>2. Attending scheme trainings and meeting</li> <li>3. Updating RCA personnel and clients regarding changes to the scheme</li> <li>4. Coordinating feedback to scheme where scheme changes are made</li> <li>5. All other roles indicated in the specific scheme rules.</li> </ol>
Operations Manager	<ol style="list-style-type: none"> <li>1. Client Management</li> <li>2. Coordinating recruitment and training for new auditors, sub-contractors, and technical experts,</li> <li>3. Audit planning, scheduling and management,</li> <li>4. Complaint and Feedback Management</li> <li>5. Technical/ quality review of audit findings</li> <li>6. Sub-contractor evaluation and Monitoring</li> <li>7. Certification Committee Coordination and Engagement</li> </ol>
Team Leaders	<ol style="list-style-type: none"> <li>1. Auditing and leading the team</li> <li>2. Client coordination for audits</li> <li>3. Allocating roles to team members</li> <li>4. Coordinate team activities during audit</li> <li>5. Reporting and issue resolution</li> <li>6. Training of new auditors and inspectors</li> <li>7. Shadowing auditors and Inspectors</li> </ol>
Auditors and Inspectors	<ol style="list-style-type: none"> <li>1. Carrying out audit for approved schemes/standards</li> <li>2. Client co-ordination for audits</li> <li>3. Writing audit/assessment reports</li> <li>4. Reporting and Issue resolution</li> </ol>
Technical Reviewer	<ol style="list-style-type: none"> <li>1. Monitor all audits to ensure audit procedures and timelines are met.</li> <li>2. Perform audit technical review.</li> <li>3. Make recommendations on certification decision.</li> <li>4. Convene certification committee.</li> <li>5. Maintain records of all certification decisions, risk assessments and auditor competency review.</li> </ol>



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Marketing Coordinator	<ol style="list-style-type: none"> <li>1. Co-ordinating with clients for business development.</li> <li>2. Arranging client meetings</li> <li>3. Proposal making and responding to clients' enquiries.</li> <li>4. Onboarding new clients.</li> <li>5. Marketing events management</li> <li>6. Conduct research to analyse customers' behaviour (e.g. trends and preferences)</li> <li>7. Design and implement successful marketing campaigns.</li> <li>8. Set up tracking systems for online marketing activities.</li> <li>9. Identify and Analyze competitors.</li> <li>10. Collaborate with the design consultant to produce promotional materials.</li> <li>11. Organize promotional activities for new products/services.</li> <li>12. Prepare (monthly, quarterly, and annual) forecasts and reports.</li> </ol>
Accounts Assistant	<ol style="list-style-type: none"> <li>1. Maintaining records of financial transactions by posting and verifying</li> <li>2. Developing systems to account for financial transactions by establishing a chart of accounts.</li> <li>3. Maintaining subsidiary accounts by posting, verifying and allocating transactions</li> <li>4. Reconciling entries to balance subsidiary accounts.</li> <li>5. Maintaining a balanced general ledger</li> <li>6. Preparing a trial balance for the accountants</li> <li>7. Preparing financial reports by collecting, analysing and summarizing accounting for information</li> <li>8. Ensuring compliance with local legal requirements</li> <li>9. Monitoring for variances from the projected budget</li> <li>10. Advising management on compliance needs</li> <li>11. Assisting in financial activities such as running payroll and generating invoice</li> <li>12. Timely collection of receivables from clients.</li> </ol>
Administrative Assistant	<ol style="list-style-type: none"> <li>1. Maintenance of Client Files</li> <li>2. Administrative Review of Reports</li> <li>3. Office Support for Business development and for Audits</li> <li>4. Managing Logistics</li> <li>5. Database Management including Back ups</li> <li>6. Audit Scheduling Support to Operations Manager</li> </ol>
Database Administrator	<ol style="list-style-type: none"> <li>1. Support the digitalization process of RCA systems.</li> <li>2. Maintain RCA databases.</li> <li>3. Uploading audit reports on scheme platforms</li> <li>4. Maintain backups of all RCA databases</li> <li>5. Perform other tasks in support of RCA databases maintenance.</li> </ol>

### Alternate responsibility





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Primary Responsibility	Alternate Responsibility
Management Board	Operations Manager
Operations Manager	Administrative Assistant
Administrative Assistant	Database Administrator
Marketing Coordinator	Administrative Assistant
Accounts Assistant	Technical Expert (Accounting and Finance)

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## ANNEXURE–2, Impartiality Committee – Constitution, Roles and responsibilities

Impartiality Committee (IC) is established for safeguarding the independence of the certification process as detailed in and required by ISO/IEC 17021–1:2015 and ISO/IEC 17065:2012. IC's responsibility is to handle appeals, complaints and disputes relating to certification issues e.g., to rule on appeals of certification decisions as well as to ensure that **React Cert Africa Ltd's** Impartiality Policy is fully implemented and adhered to. IC shall ensure that all the risks to the impartiality of certification process have been identified and appropriate measures implemented to mitigate any such identified risks.

Prospective members of this group are selected by the Management Board and Managing Director.

IC members are consulted on an as-needed basis and meet once every 12 months. The Management Board acts as a convener of the Impartiality Committee. The voting group consists of external industry specialists, client representatives, and other experts selected based on their capability to represent the industries in which they are employed, through trade associations or similar organizations. The qualifications and experience of the IC members is aligned with **React Cert Africa Ltd's** Scope of Accreditation.

The IC will nominate the Chairman. The Chairman will be re-appointed based on the Committee decision every 3<sup>rd</sup> IC Meeting. The Chairman will be responsible to ensure smooth functioning of the Impartiality Committee and the Certification services provided by **React Cert Africa Ltd**, appropriateness on actions based on Appeal Committee decision, if any.

### Composition, duties, terms of reference, authority and competence of the committee –

The Impartiality Committee will consist of a minimum of 5 members a minimum of 3 members being required to form a quorum.

- Criteria (competence requirements) for membership of the Committee:
  - Working knowledge of Quality Management Systems (QMS, FSMS, EMS etc.)
  - Working knowledge of ISO/IEC 17021–1:2015 and ISO/IEC 17065:2012
  - Working knowledge of **React Cert Africa Ltd's** certification processes
  - Working or retired from a position at senior management level in areas relevant to the applicable certification scheme for a minimum of five years
- The Committee will determine the agenda, meeting format, method of recording minutes, actions and the general conduct of the meeting.
- Members may be drawn from employees of RCA, trade associations, clients of **React Cert Africa Ltd**, government or non-government organisation, consumer organisation etc.
- Only independent members of the Committee will make decisions. Management Board or member of staff will attend the meetings at the invitation of the independent members but will have no authority to determine a course of action. Nor will they have a vote.
- Once appointed the members of the Committee may not be removed by the Management Board but may be removed should the majority of the other members require it.
- New members of the Impartiality Committee will be approved by the existing members of the Committee although the Management Board or staff of **React Cert Africa Ltd** may under instruction from the Committee source potential new members.
- Members of the Committee will not be remunerated for attending meetings but may be reimbursed reasonable expenses.
- The committee will have access to all relevant information.
- No single interest shall predominate; the committee will represent a balanced view.
- The committee have the right to take independent action if top management do not respect their decision. This action may include contacting authorities, accreditation bodies, stakeholders etc.
- The committee will evaluate, review and ensure that all possible impartiality threats to the certification process have been covered including any financial threats.



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- The committee will agree and authorise all the impartiality policies, relating to auditors, subcontractors and experts.
- The committee will require a senior member of **React Cert Africa Ltd** management to undertake a risk assessment of threats to the Impartiality of the Certification Process and will also direct a member of **React Cert Africa Ltd** senior management to undertake investigations into any aspect of the Company where a perceived threat to impartiality exists.
- The committee will have the authority to require the Management Board to instigate measures to reduce or remove any threats to impartiality.
- Decisions will be by majority; however, a difference of opinion should occur at a meeting where only 2 members are present the 3<sup>rd</sup> member of the Committee will be consulted or the matter deferred until a meeting can be convened where all 3 members are present.
- IC will provide recommendations on **React Cert Africa Ltd** policy issues to the Management Board.
- IC will be provided with copies of Management Review meeting minutes including the results of internal audits, client complaints and suggestions, and such other information as is deemed necessary to establish the credibility of the practice.
- As needed, members of the IC may participate on internal audits.
- The Managing Director will report on the technical aspects of the Certification service.
- After approval by the Management Board, IC recommendations will be implemented by **React Cert Africa Ltd**. Implementation will be monitored by the IC.

Impartiality is achieved by the establishment of an Impartiality Committee which is given complete authority to approve the audit, certification, and Certification policy by the Management Board. IC decisions which are considered to be against the interests of the business unit policy may be rejected by the Management Board, but alternative policy may only be implemented with IC approval.

### Responsibilities of Impartiality Committee Members

- Management Board will communicate with IC members periodically. There will be at least one formal meeting of the IC each year. Additional meetings may be called by the Management Board on an as needed basis.
- Members must be available for consultation to the Management Board and other members of **React Cert Africa Ltd**
- Members must inform the Management Board of any information which may impact **React Cert Africa Ltd's** operations, including any issues concerning how **React Cert Africa Ltd's** services are being conducted with respect to the industry sector the member is associated with.
- Members must be familiar with **React Cert Africa Ltd's** documented quality management system and ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012 requirements
- Members must keep themselves current with developments in the quality management field.
- Member will fill the annual confidentiality, impartiality and competency at the time of appointment and on an annual basis during the meeting (for members presents)

### Agenda

Each meeting follows an agenda drawn according to the members' submitted subjects for discussion, together with the following mandated items:

Opening address	Welcome to the members Management Board report Review of open action items from last meeting
IC Changes	Membership Roles and responsibilities

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Organizational review	Structural Personnel New branches and offices
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Operations	Scheduling capabilities (resource capacity) Training status and requirements Internal / external complaints / suggestions / appeals
New Business	Business risk assessment and mitigation Addition of new sectors
Quality system review	Changes to documentation Accreditation body audit / surveillance reports and findings Internal audit findings Management review reports Performance improvement
Open discussion	Any topic by the permission of the chair

### Rejection of Management Board Decisions

In the event that the Committee considers decisions made by the Management Board to be against the interests of the Certification process, a veto is issued to the Management Board, suspending implementation. The IC has a right to give unsolicited advice to the Management Board and the authority to determine if such advice is binding. In the case of advice which is considered to be binding, the Management Board has the option to:

- Adopt the advice integrally;
- Not to adopt the advice and give up any (further) certification activities concerning the subject of advice;
- Modify the advice and present it to the IC;
- The decision action may not be reinstated until the veto is lifted by a majority vote of the members following agreement with the Management Board.

Minutes of the meeting are taken by and distributed to the membership, Management Board and all employees.

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### ANNEXURE–3, Certification committee – Constitution, Roles and responsibilities

The Certification Committee performs a technical review of Audit reports where a new or change to existing Certification is requested by the client. This review is performed to verify that the audit was planned and executed in accordance with **React Cert Africa Ltd** Policies and procedures which are designed to ensure compliance with the requirements for accreditation. Also, the committee performs technical review with regard to surveillance audit, special audits for scope extension, re–certification audits etc. to verify compliance to procedural requirements.

#### Organization of the Certification Committee

The Certification Committee is an operating committee within the Certification practice. The committee is coordinated by the Operations Manager. In circumstances where the Operations Manager's participation in the Certification Committee would represent a conflict of interest, the Management Board takes the decision. The Certification Committee comprises of three (3) persons drawn from the advisory board, auditors, and administrative staff of RCA. If reviewers are from outside **React Cert Africa Ltd.**, the Operations Manager is responsible for ensuring that a conflict of interest does not exist.

Each member of the Certification Committee must be drawn from the applicable field of certification. At least one member must have the specific competence, a minimum of two years third party audit experience fully conversant with **React Cert Africa Ltd** Certification policy and the service delivery process, and also comply with the requirements of the applicable standard, if any exists.

#### Purpose and Objectives of the Certification Committee

The Certification Committee reviews audit reports from audits to establish that the audit team recommendations for Certification are arrived at through adherence to prescribed procedures and are supported by the evidence gathered during the audit. These reviews may include:

- Reviewing audit the Audit Report review checklist and supporting documentation with respect to recommendations for new or changes to an existing Certification.
- Reviewing audit team or other recommendations for Certification suspension or withdrawal.
- Hearing appeals from clients who do not accept the audit team recommendations.
- Identifying the need for training of personnel where repetitive errors are made, or client appeals are found to be justified.
- Providing feedback to audit teams where deviations from the prescribed procedures are found.

Audit reports from visits subsequent to the Initial Certification e.g. surveillance which recommend a change to the Certification status, are also subject to review by the Certification Committee.

#### Rules of Procedure

The Impartiality Committee is responsible for approving these rules and determining that they are adequate and appropriate to assure the impartiality of the Certification decision process. Certification Committee members are individually responsible for declaring personal or other known circumstances which may constitute a conflict of interest and bringing this to the attention of the Managing Director or excluding themselves from taking any part in the proceedings.

#### Decision Process

The auditor or audit team submits the audit report and any other documents e.g. corrective actions and evidences to the Technical Reviewer who performs administration review for completion of report and usage of right forms. All tracked changes and comments shall be made on the deviation note and given to the auditors to take corrective action. The auditor is required to submit his response to the Technical Reviewer.

After technical review, the audit report is submitted to the Certification Committee members (via e-mail or any other convenient means) for final review and decision-making, if a new or change to existing Certification is required. The committee members may consult with each other and obtain advice from



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outside the Certification committee membership if necessary. Members of the Impartiality Committee may be consulted.

#### **Voting (certification decision) and documentation**

The certification decision must be completed within 28 days from the date of audit.

Each member carries one vote. All three (3) votes must be in favour to award a Certification approval or to endorse a Certification withdrawal. The reviewer's vote is documented e.g. approval e-mail printed or recorded in the Audit Report Review Checklist and attached to the audit report and placed in the client file where it is retained until the Certification expires or is otherwise terminated.

If Certification committee differs with the recommendation given by the auditor or audit Team Leader for the Surveillance Audit, then the client will be informed of the same.



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## \*Annexure -4, Document Map

Ref	Document Name	Ref	Document Name
QP01	Procedure for document and data control	F00	List of Forms
QP02	Procedure for record management	F01	Master list of documents
		F01A	Document matrix
QP03	Procedure for Internal audit	F02	Document Request and Change note
		F02A	Changes Notification
		F05	Internal Audit Non-Conformity Report
		F06	Internal audit report
		F06A	Internal Audit Checklist
QP04	Procedure for Preventive and Corrective actions	F07	Corrective Action Report
		F08	Preventive Action Report
QP05	Procedure for management review	F09 A - C	RCA Meetings Format
		F10A	Advisory Board Member Agreement
QP06	Procedure for Human resources	F10A - C	Contract for employment
		F11	Sub-contractor agreement
		F12	Confidentiality, Impartiality and Competency Declaration
		F13	CPD form
		F14	Training plan and Record
		F15	Auditor evaluation form
		F16 A - G	Auditor qualification summary
		F17	Performance appraisal form
		F21	Training Need Identification
		F22	Training Calendar
QP07	Procedure for complaint and appeal	F23A	Incident Report (Scheme Manager)
		F23B	Incident Report (Impartiality Committee)
		F23C	Incident Report (Management Board)
		F10B	Impartiality Committee Member Agreement
QP08	Procedure for Marketing, contract, and contract review	F25	Client Application Form
		F26	Quotation for Certification
		F27	Certification Services Agreement
		F28	Client Contract Review Checklist
		F29	Change to Contract
QP 09	Procedure for Risk Assessment	E/RA/03	Risk analysis
SOP01	SOP for auditor qualification, Scheme Administrator and Scheme Manager/certification decision maker/technical reviewer	F18 A - G	Auditor Competence Authorization Record & Evidence Summary
SOP02	SOP for man-day Estimation		
SOP03	SOP for audit planning, conducting, and reporting	F25	Client Application Form
		F28	Client Contract Review Checklist



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		F30	Audit Notification
		F31	Stage 1 Audit report
		F32	Stage 2 & Surveillance Audit report
		F34	Audit report review checklist
		F35	Deviation Note
		F37	Customer Satisfaction Survey Form
SOP04	SOP for Certificate Issue, Suspension and Withdrawal	F10C	Certification Committee Member Agreement
		F33	Certificate formats
		F36	Rules for use of certification mark and logo (declaration)
SOP05	SOP for Document, records, and Database Management		

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#### ANNEXURE-5, List of procedures

Sr. No.	Title of Procedure – Procedure For	Quality Procedure Number
1.	Procedure for document and data control	QP01
2.	Procedure for record management	QP02
3.	Procedure for Internal audit	QP03
4.	Procedure for Preventive and Corrective action	QP04
5.	Procedure for management review	QP05
6.	Procedure for Human resources	QP06
7.	Procedure for complaints and appeals	QP07
8.	Procedure for Marketing, contract and contract review	QP08
9.	Procedure for risk assessment	QP09

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#### ANNEXURE–6, Glossary of terms

Sr. No.	Abbreviation	For
1.	RCA	React Cert Africa Ltd
2.	ISO	International Standardization Organization
3.	IEC	International Electrotechnical Commission
4.	EAC	European Accreditation Codes
5.	SANAS	South African National Accreditation System
6.	KENAS	Kenya Accreditation Service
7.	HACCP	Hazard Analysis and Critical Control Points
8.	SB	Management Board
9.	IC	Impartiality Committee
10.	QM	Management System Manual
11.	QP	Quality Procedure
12.	SOP	Standard Operating Procedures
13.	QMS	Quality Management System
14.	EMS	Environmental Management System
15.	CAR	Corrective Action Report
16.	RA	Risk Analysis
17.	CPD	Continuing Proficiency Development

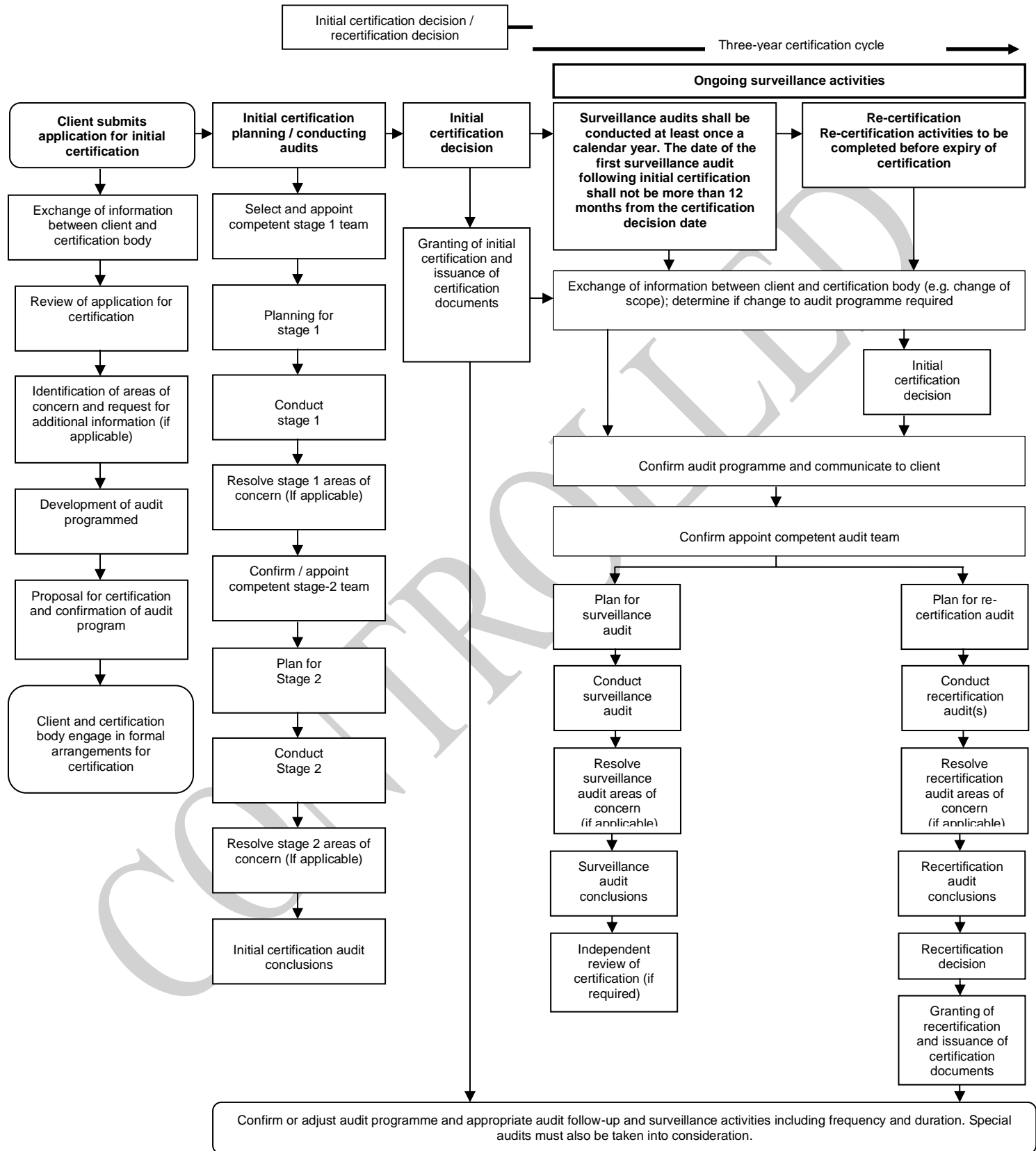




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## ANNEXURE-7, Management System Certification Process



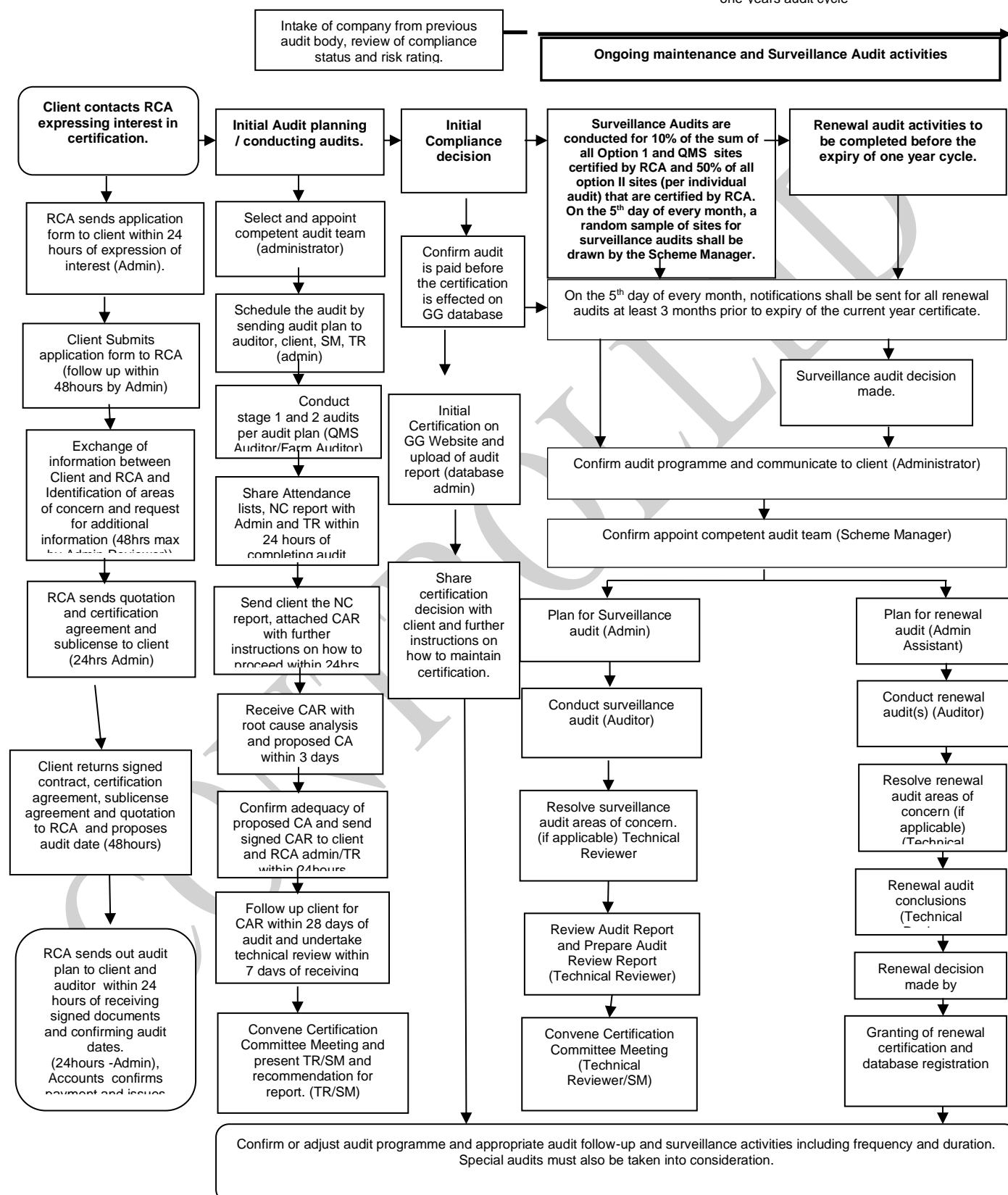


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## ANNEXURE– 7A Product Certification Process (GLOBALGAP)

one-years audit cycle

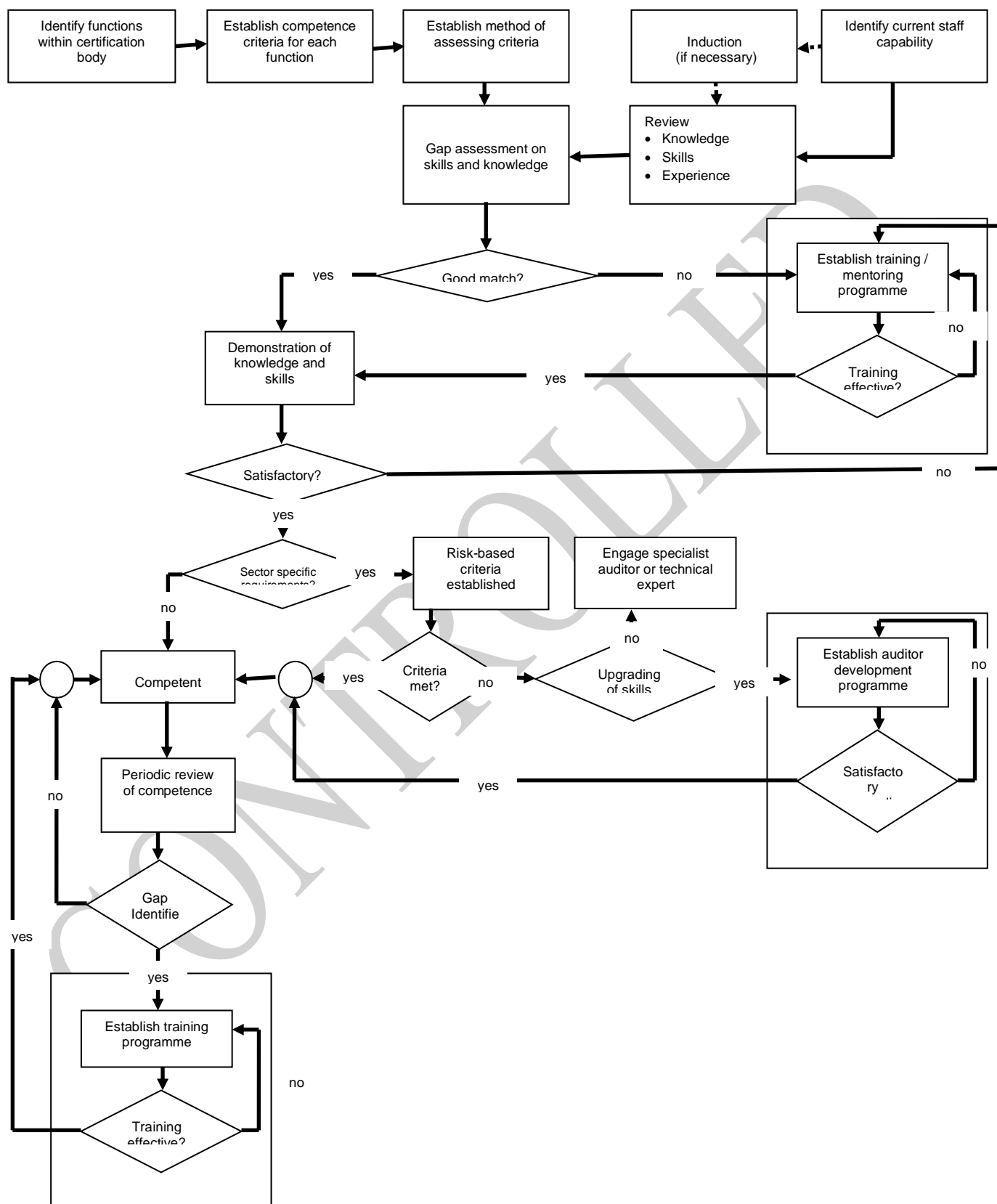




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## ANNEXURE-8, Process flow for determining competence.





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## ANNEXURE 9- RCA Customer Service Charter

### 1. Purpose of this charter

- To outline the services, we provide to the clients.
- To summarize the customers' responsibilities and rights.

### 2. Vision

To be a respected provider of independent third-party product and management systems certification services to clients in Africa through continuous innovation and shared learning.

### 3. Mission

We seek to establish ourselves as the most reliable provider of product and management system certification services by maintaining a robust and reliable management system and auditing expertise built through engagement of local experts who continually upgrade their knowledge, skills and competencies.

### 4. Core values

- Competence: we offer high quality services by local auditors.
- Impartiality: we offer services objective evidence collected without undue influence.
- Responsibility: we assess sufficient objective evidence upon which certification decisions are based.
- Openness: we provide access to appropriate information on our audit & certification processes.
- Confidentiality: we keep all information obtained during audits confidential.
- Responsiveness: to complaints, feedback etc: we process complaints made on the certification process appropriately.

### 5. Our mandate

We offer independent third-party certification services within the scope of our accreditation and approval by various scheme owners. Details on the standards we certify are available on our website [www.reactcertafrica.com](http://www.reactcertafrica.com).

### 6. What we do

- We receive duly filled application forms from potential clients
- We review applications to determine whether they fall within the scope of the services we provide
- We communicate to the client the outcome of the application review
- If the application is accepted, we schedule audits based on the agreed upon dates with the client organization
- Upon completion of the audit, we provide an interim report to the client
- We review the corrections and corrective actions submitted by the client to determine if they are acceptable
- We make certification decisions based on the information provided by the audit team.

### 7. Timelines

Activity	Client Input	RCA output	Timelines
Request for information	Client sends an inquiry via email or telephone	RCA shares the requested information	24 working hours
Application	Return a duly filled application form	Review of application	24 working hours



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Preparation of the audit plan	Client proposes audit dates within a 14-day window.	RCA liaises with client and agrees on audit date.	24 working hours
Audit	Client and auditor liaise on logistics for audit.	RCA conducts the audit and provides non-conformance report where necessary.	Within 14 days of signing contract
Audit Report Review	Client submits root cause analysis and evidence of corrective action.	RCA reviews root cause analysis and corrective action from client and the audit report and submits technical review report to the certification committee.	Within 7 days of receiving reports.
Issue Certificate	Client clears any pending issues	Certification committee reviews the audit report, checklists and decides on certification	Every 14 days

## 8. Your rights as a customer

- Right to information.
- Right to confidentiality.
- Right not to be discriminated against.
- Right to be treated with dignity.
- Right to impartiality.
- Right to file a complaint.
- Right to timely service delivery.

## 9. Your responsibility/obligation as a customer

- Conform with all certification requirements.
- Provide RCA with accurate information to facilitate the certification process.
- Respond to any requests for information by RCA.
- Provide RCA with information regarding any changes that affect the scope and status of your certification.
- Pay agreed certification fees.

## 10. Our commitment to you

- Deliver services with professional competence.
- Maintain confidentiality of all information gathered in the process of certification.
- Be ethical.
- Be impartial in all our dealings.
- Resolve complaints within reasonable timelines.

## 11. How to contact us

Mode of contact	How to contact us	Our Standards
Telephone	+254 714 398 599	We answer calls promptly and respond to enquiries expeditiously.
Email	admin@reactcertafrica.com	We respond to all emails within 24 working hours.
In person	React Cert Africa is located at Mwimuto, Ngecha Road, Lower Kabete Ward, Kabete Sub-County, Kiambu County	We resolve face to face inquiries immediately.





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Effective	June 2023

	Office hours: 8:30 a.m. to 5.30 p.m. Monday to Friday 8:30 a.m. - 1.00 p.m. Saturday	
Website	<a href="http://www.reactcertafrica.com">www.reactcertafrica.com</a>	RCA's website provides relevant and accurate information to customers and interested parties.

CONTROLLED