

Polcargo Group Sp. z o.o.

MANAGEMENT SYSTEMS CERTIFICATION OFFICE

Certification Rules



POLCARGO GROUP SP. Z O.O.

QUALITY MANAGEMENT SYSTEMS CERTIFICATION OFFICE

St. ŻEROMSKIEGO 32

81-963 GDYNIA

TEL: 58 6207941

FAX: 58 6216819

E-MAIL: polcargo.certyfikacja@beep.pl

polcargo.group@beep.pl

INTERNET: www.polcargo-group.pl

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Certificates granted by Polcargó Group are impartial proof of efficient functioning of each enterprise. The certification process is carried out in accordance with the binding standard **PN-EN ISO/IEC 17021:2011 „Conformity Assessment. Requirements for bodies providing audit and certification of management systems.”**, by qualified auditors. This standard introduces the principle of openness, which is intended to gain greater confidence in the reliability and credibility of certification.

STAGES OF OBTAINING CERTIFICATION AT POLCARGO GROUP:

I. Preliminary Phase

- Filling in by the Customer the inquiry necessary to prepare an offer and quotation,
- Preparing and sending an offer to the Client, on the basis of data included in the inquiry
Złożenie wniosku i jego przegląd,
- Signing of a binding agreement to carry out certification,
- Agreeing on an audit date, communicating the audit plan and introducing the audit team.

II. Certification audit

- The Phase I certification audit is designed to audit the documentation and resources necessary to proceed to Phase II certification,
- The objective of the Stage II certification audit is to gather objective evidence that the implemented management system meets the specified requirements,
- Conclusions and information to the customer on the outcome of the audit,
- Issuance of certificate in case of successful completion of certification.

III. Activities in supervision

- Surveillance audits are conducted at least once a year, so that the certification body can maintain confidence that the certified management system continues to meet the requirements between recertification audits,
- Audits in supervision shall be carried out at least once a year. The first surveillance audit shall take place no later than 12 months after the last day of the second stage audit.

IV. Recertification

- The purpose of the recertification audit is to confirm the continuing conformity and effectiveness of the management system as a whole and its continuing responsibility and suitability for the scope of certification,
- Re-certification audit is performed in the 3rd year of certificate validity, at the time allowing to maintain the continuity of certificate validity.

Date of the certification audit: approximately 4 weeks.

V. Certification extension

Organization can apply for an extension of the scope of certification. This decision should be presented to the Polcargo Group in writing.

VI. Limitation, suspension, withdrawal of certification

Restriction, suspension, revocation may occur if:

- If a surveillance audit reveals gross negligence - limitation,
- Determination, based on audit, complaint analysis or any other information, that the management system is not functioning properly and the organization is not doing anything to improve it, or that flagrant nonconformities have been identified - suspension,
- If it is determined, on the basis of an audit, complaint analysis, or any other information, that the management system is not functioning properly, and the organization is not doing anything to improve it, or gross nonconformities are noted that are not being monitored and analyzed, and no corrective action is being taken - revocation.

The decision on action is made by the Vice President after a thorough analysis of the collected material. In case the certification is revoked, it is possible for the organization to obtain the certification again after going through the whole certification procedure. After suspension of the certification the Customer may apply for its renewal. This can occur if the surveillance audit shows that any non-conformities have been corrected and the organization demonstrates a desire to improve the system. In the case of limited certification, the area where certification is to be re-certified is considered in the surveillance audit or price. If the organization meets the requirements it receives another certification for the area, and if it is an assessment audit, one certification is made, supplemented by the area where the system was found to function

VII. Certificate and POLCARGO GROUP certification mark

Every Customer of POLCARGO GROUP, who has successfully passed the certification process, receives a certificate confirming the implementation and maintenance of the management system. The certificate authorizes the Customer to use POLCARGO GROUP certification mark. A POLCARGO GROUP Customer using the management system certification mark may use it only in the way to which it has been authorized in writing by POLCARGO GROUP.

VIII. Complaints and appeals

The Customer has the right to lodge a complaint about the activities of POLCARGO GROUP and make a written appeal against decisions made by POLCARGO GROUP on not granting, revoking, withdrawing or suspending certification. Appeals are considered by the President of the Management Board of POLCARGO GROUP.