



REGULATIONS APPLICABLE TO THE HOLDERS OF CSA GROUP TESTING UK LTD CERTIFICATES

Introduction

One of the conditions placed on all holders of CSA Group Testing UK Ltd Certificates is that they shall accept and comply with the current version of these Regulations.

This document specifies the general regulations applicable to all holders of CSA Group UK certificates. Supplementary regulations specific to some of the certification schemes operated by CSA Group UK also apply. These general regulations and corresponding supplementary regulations are updated periodically.

Supplementary regulations include:

- SCS/SF/053-1 Supplementary regulations specific to certification of products intended for use in potentially explosive atmospheres
- SCS/SF/053-2 Supplementary regulations specific to management system certification
- SCS/SF/053-4 Supplementary regulations specific to certification of products under the Environment Agency's MCERTS scheme
- SCS/SF/053-5 Supplementary regulations specific to functional safety certification
- SCS/SF/053-7 Supplementary regulations specific to certification under the Environment Agency's MCERTS self monitoring of effluent flow scheme
- SCS/SF/053-8 Supplementary regulations specific to certification of Personal Protective Equipment (PPE)

Definition of Terms

'Certification' The granting of a certificate in respect of a client's management system, product, service or personnel. Hence CSA Group Testing UK Ltd certificates management systems, products, services or personnel.

'Accreditation' The United Kingdom Accreditation Service (UKAS) accredits CSA Group Testing UK Ltd to provide a particular type of certificate in accordance with specified requirements. The certificate holder is not accredited.

'Certificate Holder' The party responsible for ensuring the requirements on which the certification is based are met and continue to be met.

This means that the **'certificate holder'** can state that he holds an **'accredited'** certificate. The **'certificate holder'** cannot claim to be **'accredited'**.

Certificates

Certificates remain the property of CSA Group Testing UK Ltd and shall be returned when requested. Certificates shall only be reproduced in their entirety and without change.

Misuse of Certificates, Licences and Marks of Conformity

Certificate holders shall ensure that no incorrect references to the certification system are made and that certificates, licences or certification marks are not used in a misleading manner.

General conditions relating to the use of Certification Marks

Holders of certificates of personnel competence are not permitted to use a certification mark.

Management system and product certificate holders are permitted to use the certification marks specified in the Supplementary Regulations referred to above. CSA Group Testing UK Ltd does not charge a fee for the use of these certification marks. Where a certification mark incorporates a national accreditation mark, additional restrictions apply. UKAS has conditions for the use of the national accreditation marks (see www.ukas.com). These conditions are summarised in the Supplementary Regulations. CSA Group Testing UK Ltd certificate holders are licensed to use the relevant certification mark in their publicity material if they are certificated for management systems or product conformity, or both. Only if they are certificated for product conformity may the mark be used on the certificated product.

Any use of a certification mark which might contravene these Regulations shall be referred to CSA.

Further guidance on the use of certification marks can be obtained from Sira.

Use of Certification Marks in publicity material

Certificate holders are permitted to use the certification marks in publicity material, but shall not use a mark incorporating a UKAS logo on vehicles, flags or on the exterior of buildings. Authorised users of a certification mark shall reproduce it in a single colour only, being the predominant ink colour of the document. The UKAS

regulations do allow for reproduction of the accreditation mark in multiple colours but these colours are specific. Details can be obtained from CSA.

A certification mark may be uniformly enlarged or reduced, but shall not usually be less than 20mm in height. On an A4 sized document, the mark shall be no more than 30mm in height. The mark shall be legible and with no infilling, especially if its size is reduced below 20mm in height. The mark shall be shown in its entirety. Electronic representation is allowed provided the same criteria for printing are met.

Use of Certification Marks on products

When used on certificated products, the certification mark may be stamped, moulded or otherwise incorporated in the product.

Use of Certification Marks on product packaging

Where physical constraints prevent reproduction of the certification mark to the limits specified in these Regulations, a label incorporating the certification mark may be attached to the product. If that is impracticable, the label may be affixed to the primary packaging, but not to the secondary packaging (eg outer, transit pack).

Confidentiality

Except as required in these Regulations, by law or by accreditation, information obtained or created during the performance of certification activities about a particular system, product, service or person shall be regarded as confidential and shall not be disclosed to a third-party without the written consent of the certificate holder or applicant certificate holder. Where the law requires confidential information to be disclosed to a third-party, the certificate holder or applicant certificate holder shall, unless prohibited by law, be notified of the information provided. Information provided to UKAS during accreditation audits is kept confidential by UKAS.

Witnessed Audits

It is a requirement of accreditation that occasionally UKAS is permitted to witness CSA performing an audit at a certificate holder's site. Certificate holders are required to permit such witnessed audits to take place when practicable.

Published Documentation

CSA Group maintains a register of certificates. Specific information is available on request and includes the identification of each certificate holder, certificate serial number, period of validity and the scope of the certification issued.

Complaints

Any complaint relating to CSA Group Testing UK Ltd certification activities should be submitted to CSA. CSA will acknowledge receipt of the complaint and provide the complainant with progress reports and the outcome.

Holders of management system or product certificates are required to keep a record of all complaints received (and the remedial actions taken) relating to the management system or products covered by CSA Group Testing UK Ltd certificates. CSA reserves the right to require the certificate holder to take alternative remedial action if it is not satisfied that the action taken by the certificate holder is adequate.

Appeals

An appeals process is available for when the complaints procedure has not resolved an issue. Prospective and current certificate holders have the right to appeal against decisions taken by CSA. An appeal should be initiated by submitting details in writing to CSA Group Testing UK Ltd who will follow the documented CSA appeals procedure. There is an escalation process should the appeal not be resolved at the first instance.

Termination

Certificate holders shall immediately cease to use any stationery, literature, advertisements, goods, labelling and packaging bearing the certification mark or any reference to the certification in the event that CSA Group suspends or cancels the relevant certification or if the relevant accreditation is withdrawn from CSA Group.

Penalties

If a certificate holder fails to comply with these Regulations or any conditions specified in a particular certificate, CSA Group reserves the right to suspend or cancel the certificate and to require the holder to cease use of the certificate and the certification marks. If necessary, legal action will be taken by CSA Group.

Failure to pay any fees charged by CSA Group in connection with certification may result in cancellation of the certificate.



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The Company and its Services

CSA Group Testing UK Ltd is a company limited by guarantee.

CSA Group Testing UK Ltd operates internationally and provides certification of management systems, personnel and products, and testing and calibration of products. CSA Group Testing is accredited for these activities by the United Kingdom Accreditation Service (UKAS) and is appointed as a UKCA (UK Conformity Assessed) 'approved body' by the UK Government.

The Quality Policy

CSA Group Testing UK Ltd is committed to providing all its customers, internal and external, with the best quality and the highest value services. This will be accomplished by striving to continuously improve our processes and work within the framework of a quality management system.

Quality Assurance Objectives

- a) Technical excellence and consistency;
- b) Staff are held accountable and monitored for the quality of work;
- c) Customer satisfaction;
- d) Regulatory acceptance of CSA Group; and
- e) Commitment to compliance to certification and testing accreditation requirements.

The Service is non-discriminatory in operation, with no undue financial or other constraints, and is available to all.

The Structure

CSA Group Testing UK Ltd, part of CSA Group is based in Hawarden. The service is administered by a Board of Directors with specialist Managers for each major area of business.

The service is overseen by independent Impartiality Committees whose members provide a balance of relevant interests, with no single interest predominating.

Contact CSA Group Testing UK Ltd at the address above for further information.