TITLE/TITOLO	General regulation for the management systems certification
CODE/CODICE	RG-MS-01
REVISION/REVISIONE	Rev. 0.5
DATE/DATA	24.10.2022

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Rev.	**Date/Data**	**Issued by** **Emesso da**	**Verified and approved by** **Verificato ed Approvato da**	**Description of changes** **Descrizione delle modifiche**
0.0	01.06.2017	Scheme manager SQ	Quality manager	First issue/Prima emissione
0.1	22.03.2018	Scheme manager SQ	Quality manager	Change of company name/Modifica ragione sociale
0.2	12.11.2018	Scheme manager SQ	Quality manager	Clarifications/Precisazioni
0.3	15.02.2021	Scheme manager SQ	Quality manager	General contractual conditions /Condizioni generali contrattuali
0.4	27.09.2022	Responsabile schema SQ	Responsabile qualità	Update/Aggiornamento
0.5	24.10.2022	Responsabile schema SQ	Responsabile qualità	Update/Aggiornamento

Sommario

1. Purpose

MTIC INTERCERT S.r.l. (hereinafter MTIC), acts as a conformity assessment body for management systems (hereinafter systems) by reference to recognised international and national standards.
Recognised accreditations and their sectors are available online at www.mtic-group.org or on the websites of accreditation bodies.
This document defines the contractual conditions applicable to the services listed in Chapter 2. "Scope of application"
Any special provisions, applicable only to certain certification schemes, shall be set out in specific documents specially prepared for that purpose and supplementing this Regulation.

2. Scope of application

The conditions set out in this Regulation shall apply to the certification of management systems in accordance with national and international reference regulations as ISO/IEC 17021-1:2015, ISO 9001:2015, ISO 19011:2018.
MTIC applies the certification conditions and procedures in a non-discriminatory manner because:

- the services are accessible to all organisations that request them and that contractually undertake to comply with the requirements set out in the Regulation itself;
- no financial or other penalising conditions are adopted;
- access to assessment and certification is not affected by the size of the applicant organisation or by membership of particular associations or groups.

The correct application of the certification conditions and procedures is verified by the MTIC impartiality safeguard committee in which the parties involved in the certification activities (associations, public administrations, standardisation and research bodies, clients, producers) are represented, without predominance of individual interests, and which is responsible for guaranteeing impartiality.
Consultancy and assistance in the development, implementation and certification of management systems are not among the services offered by MTIC, in accordance with the regulations and provisions issued by the accreditation and standardization bodies. The general contractual conditions are set out in the RG-GQ-01-01 regulation and apply to individual offers issued by the Body.

3. Certification process

3.1. General

The organisation wishing to apply for MTIC services shall have a documented management system in place in accordance with the requirements of the reference standard(s) chosen.
The organisation shall implement and maintain the management system and demonstrate its adequacy in accordance with the documentation developed, the requirements of the reference standard(s) and the scope of application.
The organisation - at the time of the first certification audit - must have:

- completed a complete cycle of internal audits;
- at least one full review of the system has been carried out;

- prepared and signed a declaration of compliance with the mandatory requirements, a necessary condition for the environmental management systems (EMS) and health and safety of workers (OH&SMS). The general principle is that maintaining and assessing compliance with mandatory requirements is the responsibility of the organisation managing the EMS - OH&SMS. MTIC only carries out random checks to gain confidence with the system and verify that it is effective and that, in the event of non-compliance with these requirements, the organization takes appropriate corrective action.
- provided MTIC, pursuant to art. 26 of Legislative Decree 81/08 (Consolidated Law on Occupational Health and Safety), with the necessary information on the specific risks existing in the environment in which the audit team will carry out its activities and on the prevention and emergency measures adopted;
- Provide any personal protective equipment to the members of the assessment team or inform MTIC in advance of the type of personal protective equipment with which the audit team must be equipped.

In all the checks provided for in the certification cycle, the customer must:

1) provide all the information necessary to carry out the assessment, including
    a. all descriptive documentation required by the reference standards (e.g. manuals, procedures, instructions etc.)
    b. all the registrations required by the reference standards (e.g. for ISO 9001 certification, internal audit reports)
2) provide access to the MTIC audit team, possibly accompanied by personnel from accreditation bodies, to all areas where activities and processes within the scope are carried out. Otherwise, in the case of Initial certification audit or recertification, the certification process cannot be started or continued, while the certification already issued will be suspended in the case of a surveillance audit.
3) promptly send written information to MTIC in cases of:
    a. accidents, emergencies, accidents occurred;
    b. ongoing court proceedings;
4) define and indicate its representatives in the organization chart, the document will be available to MTIC staff. These representatives will be the main interlocutors of the MTIC evaluators, the various stages of the verification, if the customer intends to involve other people (eg consultants) must ensure that their role is observer and does not affect or delay the audit activities.

3.2. Application for certification

The organisation wishing to use the MTIC services must provide the data requested in the information questionnaire.

Once these data have been obtained, the certification offer is formulated with a description of the service offered, complete with all the information relating to the activities and prices determined according to the rates in force.

In the case of recertification, a reduced information questionnaire will be required to be completed and sent approximately 6 months before the expiry of the certificate, upon receipt of which the offer for the recertification cycle will be formulated.

Some certification sectors or schemes contain special provisions contained in specific technical documents (e.g. technical regulations) issued by the accreditation body, which supplement the general certification provisions and with which both the organisation and MTIC must comply.
MTIC examines the offer signed by the customer and sends the order confirmation with which the activation of the service is formalized.
The file is assigned to the personnel in charge of carrying out the activities according to the operational modalities defined by the MTIC procedures.
The name of the staff responsible for carrying out the checks at the organisation shall be notified well in advance by means of the order confirmation. The client has the right to object to the name(s) of the members of the audit team within 5 days of the scheduled date of the audit. Any objection must be properly substantiated and in writing. In the event that the customer requests planning with less than 5 days notice, MTIC agrees to schedule the audit only if the customer waives its objections to the audit team.

3.3. Execution of audits

The process involves a certification audit in two stages, two surveillance audits in the first and second year and a recertification audit in the third year, before the expiry of the certificate.
The first surveillance audit shall be carried out within 12 months of the certification decision, while the second surveillance audit shall be carried out within the second calendar year of the date of the certification decision. The dates for carrying out the surveillance are calculated from the date of the certification decision.
The recertification audit must be carried out sufficiently in advance of the expiry date of the certificate (normally three months in advance) to allow for the resolution of any findings that may have emerged during the course of the audit. Extensions to the expiry of the certificates shall not be permitted. The purpose and method of execution of each Stage of the audit are detailed in the audit plan. The audit team leader sends the client a reasonable time in advance of the date of commencement of activities.
Each audit includes:

- the opening meeting, which defines the objectives and methods of carrying out the activity, the applicable evaluation criteria, the confidentiality requirement to which MTIC personnel are subject;
- the closing meeting, at which the outcome of the audit and the clarification of the results, detailed in the report and in the list of findings, are communicated, including the methods and timescales for their resolution;
- the analysis of the findings, both documentary and operational, resulting from the previous audit (excluding the Stage 1 audit - see section 3.5 Audit stage 1)

At the end of each audit, an informative report of the activity carried out (on request) and of any list of findings to be taken into account by the organisation is issued.

In the case of a regulated audit, the audit report issued by MTIC can be shared with the authorities as recognized by them.

Proposals for treatment and corrective action relating to non-conformities and findings must be formalised by the organisation within one week of the conclusion of the audit and sent to MTIC. They are then evaluated and possibly approved by MTIC in order to proceed with the next steps provided by the rules governing the certification process.

3.4. Pre-audit

The organisation may request MTIC to carry out a preliminary audit before starting the certification process. This audit, conducted at the organisation's facilities and including verification of the documentation prepared, allows the organisation to obtain information:

- on the completeness and degree of implementation of the system;
- details of the certification process;
- on the correct formulation of the certification scope.

This allows the organization to plan the time needed to complete the implementation of the system and obtain certification.
MTIC may only perform one pre-audit before the official start of the certification process and this activity cannot be considered part of the process and reduce the duration of the certification audit.

3.5. Stage 1 audit

The Stage 1 audit includes the verification of the descriptive documentation of the system and the visit to the customer's site(s).
The purposes of this Stage of the process are:

a) review the documented information of the customer management system;
b) assess the specific conditions of the customer's site and exchange information with the customer's staff in order to establish the degree of preparedness for Stage 2;
c) reviewing the customer's status and understanding of the requirements of the standard, with particular reference to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
d) collect the necessary information regarding the scope of the management system, including:
    - the customer's website(s);
    - the processes and equipment used;
    - the levels of controls established (in particular in the case of multi-site customers);
    - the applicable mandatory requirements;
e) review the allocation of resources for Stage 2 and agree with the client on the details of the Stage;
f) focus on Stage 2 planning, acquiring sufficient knowledge of the management system and activities at the customer's site, within the framework of the management system standard or other normative documents;
g) assessing whether internal audits and management reviews are being planned and carried out and whether the level of implementation of the management system provides evidence that the client is ready for Stage 2.

The findings, both documentary and operational, resulting from the audit are classified as areas of potential concern if only one of the following situations occurs:

- a failure to comply with the requirements of the documentation required by the standard for which the organisation has requested certification and/or by the certification regulations and/or by the regulations of the accreditation body;

- a lack of compliance with the requirements for the implementation of the management system with respect to the Standard for which the organisation has requested certification and/or certification regulations (including the mandatory and specific requirements for the certification scheme).

The documented conclusions relating to the fulfillment of the objectives of phase 1 and the possibility of proceeding to phase 2 are communicated to the customer, including the identification of each area of potential criticality which, in phase 2, could be classified as non-compliance. The results of phase 1 are an integral part of the MTIC audit report

3.6. Stage 2 audit

The Stage 2 audit must be carried out within 6 months of Stage 1
To define the interval between phases 1 and 2, the customer's needs for the resolution of the potentially critical areas identified during phase 1 are considered.
If more than 6 months elapse between the end of phase 1 and the beginning of phase 2, the Scheme Manager will evaluate with the support of a competent technical certifier in the certification scheme (if required) or with the Head of the audit team in charge phase 2 audit, if it is necessary to repeat phase 1 in whole or in part before confirming to the customer the planned phase 2 audit. If there are no impediments such as the critical issues indicated above, it is possible to carry out phase 2 immediately after phase 1; this programming can only be confirmed in the absence of potentially critical areas identified during phase 1.
If in the interval between phase 1 and phase 2 there are significant changes that may have an impact on the management system, the customer is required to inform MTIC. In this case, the Scheme Manager will evaluate with the support of a competent technical certifier in the certification scheme (if required) or with the Head of the audit team in charge of the phase 2 audit, if it is necessary to repeat phase 1 in in whole or in part before confirming to the customer the planned phase 2 audit.
Stage 2 is carried out at the customer's site(s) and aims to ascertain the consistency of the policy defined with its objectives in order to assess the effectiveness of the system in accordance with both the reference standard(s) and the documentation prepared.
During Stage 2, the audit team shall verify the following aspects:

- The resolution of the issues raised in Stage 1;
- Information and evidence about compliance with all requirements of the standard(s) or other normative document(s) applicable to the management system;
- Monitoring, measuring, reporting and reviewing performance with respect to defined objectives and targets;
- The management system and its performance, with reference to compliance with legal requirements;
- The methods of management and control of the processes;
- Internal audits and management review where required by the reference standard.

The head of the audit team tries to settle any difference of opinion between the audit team and the client regarding the audit evidence or the findings; unresolved issues are recorded.
The findings, both documentary and operational, resulting from the Stage 2 audit are classified according to their severity, as set out in section 3.10.

3.7. Surveillance audits

The purpose of surveillance audits is to verify that the organisation maintains an effective management system in accordance with the requirements of the reference standard(s) and the specific arrangements established by the accreditation bodies.

The surveillance audit is mandatory and is based on a sampling of the activities subject to certification ensuring the complete verification of the management system over the certification cycle (usually three years).

The supervisory audit shall verify the effective implementation of the findings of the previous audit.

MTIC carries out its surveillance audits generally every 12 months in accordance with the contractually agreed reference scheme communicated to the organisation and reserves the right to examine requests for intervals other than those normally applied.

The performance of the surveillance audits foreseen in the certification cycle is subject to the regular payment of the invoices issued and related to the audit carried out previously and to the audit to be carried out in case of request for advance payment.

Otherwise, MTIC reserves the right not to carry out the planned activities and to proceed with the suspension of the certificate.

If the organisation does not intend to carry out the surveillance audit, it must promptly notify MTIC in writing, which will proceed with the suspension of the certificate.

3.8. Recertification audits

The recertification audit shall include an on-the-spot audit which shall establish the following

a) the effectiveness of the management system as a whole, in the light of internal and external changes, and its continued relevance and applicability to the scope of certification;
b) the commitment shown to maintain the effectiveness and improvement of the management system in order to strengthen its overall performance;
c) the effectiveness of the management system in relation to the achievement of the client's objectives and the expected results of the respective management system(s).

MTIC has defined time limits for corrections and corrective actions for each major non-conformity (see par. 3.10). These actions must be implemented and verified before the expiry of the certification.

When recertification activities are successfully completed before the existing certification expiry date, the expiry date of the new certification may be based on the expiry date of the previous certification.

The date of issue of a new certificate shall correspond to or be later than the certification decision.

If the certification body has not completed the recertification audit or is not able to verify the implementation of corrections and corrective actions related to any major non-conformity, before the date of expiry of the certification, then the recertification is not approved and the certification validity is not extended. The customer is informed and the consequences are explained.

Following the expiry of the certification, MTIC can restore the certification within 6 months, provided that the pending activities of recertification of the certification have already been completed, otherwise at least one Stage 2 must be carried out. The actual date on the certificate is the same as or subsequent to the decision to renew the certification and the expiry date is based on the previous certification cycle.

MTIC takes decisions on the recertification of certification on the basis of the results of the recertification audit, as well as the results of the system review during the certification period and the complaints received from certification users.

3.9. Special audits

MTIC may need to conduct short notice or unannounced audits of certified customers to investigate complaints either in response to changes or as a follow-up action against customers whose certification has been suspended.
In such cases:

a) MTIC shall describe and make known in advance to certified clients the conditions under which such audits are conducted;
b) MTIC pays particular attention to the appointment of the audit team because of the client's lack of possibility to reject members of the audit team.

MTIC may need to conduct additional audits that can be carried out at short notice and in a simplified manner and monitor only the aspects related to the purpose for which they are carried out (for example for the closure verification of major non-conformities, request for extension of scope, modification of an outsourcer, etc.)

In such cases:

a) MTIC shall describe and make known in advance to certified clients the conditions under which such audits are conducted;
b) MTIC pays particular attention to the appointment of the audit team because of the client's lack of possibility to reject members of the audit team.

3.10. Management of non-conformities

The findings (with the exception of the phase 1 audit - see par. 3.5 Phase 1 audit) are classified according to the severity as indicated below:

1) **Opportunities for improvement:** recommendations for the improvement or better application of the criteria/requirements required by the applicable regulations. In this case, the company is required to apply the recommendation or to provide a justification in support of the decision not to implement what has been reported.
2) **Minor non-compliance:** non-compliance related to the requirements of the applicable regulations and mandatory requirements, which does not affect the integrity of the Quality System and the safety of the product/service provided; or partial fulfillment of a requirement established by the requirements of the applicable regulations and mandatory requirements which, although requiring correction, are such as not to compromise compliance.
3) **Major non-compliance:** non-compliance related to the requirements of the applicable regulations and mandatory requirements, which affects the integrity of the Quality System and the safety of the product/service provided; or failure to meet a requirement established by the applicable regulatory and regulatory requirements due to:
   - failure or insufficient consideration of the requirement and / or failure or insufficient definition of the criteria and methods adopted to satisfy the requirement itself;

- failure or insufficient practical implementation of the aforementioned criteria and methods, initially or over time.

The audit team can identify opportunities for improvement but do not recommend specific solutions.
MTIC requires the customer to analyse the causes and to describe the specific corrections and corrective actions adopted or planned to eliminate, within a set time, the non-conformities detected.
Under the responsibility of the audit team leader, the audit team reviews the customer's proposed corrections, causes identified and corrective actions to determine whether these are acceptable.
Under the responsibility of the audit team leader, the audit team checks the effectiveness of each correction and corrective action taken.
Evidence obtained to support the resolution of non-conformities is recorded. The customer shall be informed of the outcome of the review and verification.
The customer is informed if a full additional audit, a limited additional audit or documented evidence (to be confirmed during subsequent audits) is required to verify the effectiveness of the correction and corrective actions.
For all non-conformities, the customer's plan for corrections and corrective actions must be sent to MTIC within 15 working days of the audit.

For the initial certification audit: if MTIC is not able to verify the implementation of corrections and corrective actions for any major non-conformity, within 6 months after the last day of Stage 2, MTIC conducts another Stage 2 before recommending the issue of the certification.

For surveillance: if MTIC is not able to verify the implementation of corrections and corrective actions for any major non-conformity, within 6 months after the last day of surveillance, MTIC withdraws the certificate. The validity of the certificate shall be suspended until the corrections and corrective actions of any major non-conformity have been verified.

For recertification: if MTIC is not able to verify the implementation of corrections and corrective actions for any major non-conformity, within 6 months after the last day of recertification and in any case before the expiry of the certificate, MTIC conducts another Stage 2 before recommending the issue of the certificate.

The verification of the effectiveness of the treatment and corrective actions for minor non-conformities and opportunities for improvement are evaluated by MTIC during the next scheduled audit.

4. Issue and validity of the certificate

The certificate is issued by the MTIC deliberation committee after having received, examined and approved successfully the report of the audit team and other documents and data constituting the certification practice (such data may be information in the public domain, comments of the organization on the audit report).
The deliberation committee may also not approve the issue of certification, in which case it will be the responsibility of the certification service manager and formally inform the customer about the reasons that voted for this decision.
The documentation proving the certification consists of:

- Audit report, showing the positive outcome of the technical examination of the file, the conditions for maintaining the certification, including the expiry date of the certification and the time within which the next surveillance audit must be carried out.
- Certificate containing: the identification number (in case of re-issue), the company name of the organisation with the relative site(s), the applicable standard and any specific documents prepared by the accreditation bodies, the scope of application with any exclusions, the IAF product sector(s) (only if required by the reference Technical Regulation), the first issue date (in case of re-issue of the Certificate), the current issue date, the signature of the MTIC legal representative or authorised personnel, the expiry date. Certificates from multi-site organisations may include a list of certified sites or linked certificates for each site in an annex.

4.1. Changing the scope of application

The organisation may request a change in the scope of the certificate following the same process as for the initial issue.
The variation may concern:

- Processes - products - services;
- Production sites;
- Production departments.

MTIC assesses the feasibility of each request to change the scope of application and communicates the outcome to the customer.
The change may only be granted following a successfully concluded audit carried out at the organisation's premises, taking as a reference the elements of the management system being extended.
The audit to verify the variation may be carried out in conjunction with a surveillance audit; in any case, MTIC will calculate additional time for the verification of the required changes and formalise a special quotation to the customer.
Following the technical verification of the audit documentation, as indicated in Chapter 4. Issue and validity of the certificate, the revised certificate is issued with the activities subject to variation.
For some schemes MTIC has the right to reduce the scope of the certificate to exclude parts that do not meet the requirements, if the organization has failed, persistently or seriously, to meet the certification requirements. The reduction is consistent with the requirements of the reference standard(s).
The customer that obtained the certificate can apply for the use of the certification mark (RG-GQ-01-02).

4.2 Suspension and withdrawal of the certificate

MTIC reserves the right, in case of serious reasons, to proceed with the suspension of the certification issued, justifying this decision in writing to the organization. The suspension may be implemented in the following cases

- The organisation voluntarily requests the suspension of the certificate;
- The organization does not use the certificate and the mark correctly;
- The organization refers to certification incorrectly;
- The organization is not in compliance with the payment of the activities already carried out;

- The organization does not promptly communicate any substantial changes to the management system including corporate changes;
- The organization is the subject of complaints, legal action or other procedures and facts that could compromise or invalidate the effectiveness of the management system or its components;
- Serious and motivated cases;
- The organisation shall not carry out the additional audit necessary to verify the correct and effective closure of the non-conformities identified during the certification, surveillance or recertification audit;
- The organisation does not carry out the surveillance audits on time;
- Complaints are not handled properly;
- The organization does not promptly inform MTIC about actions, for any reason, by public authorities and/or legal proceedings in progress, accidents or serious injuries, in the event that legal proceedings are in progress or the process of prior notification of the initiation of legal proceedings against the organization has been activated, MTIC reserves the right to proceed to a precautionary suspension of the certificate until the basic elements of the proceedings initiated have been clarified and there is no objective evidence of the non-involvement of the certified management system or its elements or responsibilities, in the aforementioned legal proceedings;
- The organization substantially changes its management system without informing MTIC;
- The organisation is placed in liquidation or transferred/sold to third parties and/or is acquired by third parties or ceases trading or is admitted to composition, both judicial and extra-judicial, or is declared bankrupt.

The period of suspension may not normally exceed three months.
MTIC informs the customer by registered letter with return receipt or by fax or by certified e-mail (PEC) with acknowledgement of receipt also communicating the conditions to be met to reactivate the certification.
Suspension of the certificate shall entail:

- the prohibition of use in any form or manner of the certificate, the mark and any reference or symbol related to MTIC certification;
- notification of the state of suspension on our website.

During the period of suspension the validity of the certificate can be restored by performing the audit. MTIC may require additional verification hours in order to assess whether the organisation's management system continues to meet the requirements of the relevant standard(s).
The costs of any suspension procedure and reactivation of the certificate shall be borne by the organisation.
If the organisation meets the conditions set by MTIC in order to reactivate certification, the decision-making committee shall lift the suspension or, if not, withdraw the certification.
The certificate may be withdrawn in the following cases:

- Expiry of the suspension period;
- The organisation voluntarily requests the withdrawal of the certificate;
- The organization does not eliminate the causes that led to the suspension of certification within the established timeframe;
- The organisation does not resolve the non-conformities found within the established timescale;

- The organisation rejects planned surveillance audits and/or additional audits;
- The organisation ceases to exist as a legal entity in relation to the activities covered by the scope of the certificate;
- The organization communicates that it does not want or can adapt to any changes in the certification rules;
- The organisation shall interrupt for more than one year the activities for which the organisation has obtained management system certification;
- Serious and motivated cases.

The decision to suspend or withdraw certification shall be taken by the deliberation committee.
MTIC informs the organisation by registered letter with return receipt or by fax or by certified e-mail (PEC) with acknowledgement of receipt.
Withdrawal of the certificate involves:

- The return by the organization of the certificates issued, within 10 days of receipt of the order of withdrawal, to the following address: MTIC INTERCERT S.r.l. - Via Moscova 11 - 20017 Rho, Milan - ITALY;
- The prohibition of use in any form and manner of the certificate, the mark and any reference or symbol related to MTIC certification;
- Notification of the withdrawal status on the website.

4.3. Recognition and transfer of certification

MTIC recognises the validity of certificates issued by other conformity assessment bodies accredited by recognised bodies and forming part of the Mutual Recognition Agreement (MLA - Multi Lateral Agreement) unless this conflicts with the certification scheme established by MTIC. The way in which the certificate is recognised is handled by the internal MTIC procedure. The transfer of the certification takes place at the explicit request of the organization and provides for the verification of the existence of the conditions through the examination of the following aspects:

- confirms that the customer's certification falls within the accredited scope of the issuing conformity assessment body and MTIC;
- confirms that the accredited scope of the issuing conformity assessment body falls within its own MLA scope of the accreditation body;
- the reasons for the request for the transfer;
- that the site or sites wishing to transfer the certification hold a valid certificate;
- the most recent initial certification report or recertification audit report and subsequent surveillance reports; the status of all non-conformities issued in relation to the above mentioned audit reports; any other relevant documentation available regarding the certification process. If these audit reports have not been made available or if the surveillance audit or recertification audit has not been performed and completed as required by the audit programme of the issuing conformity assessment body, then the organisation shall be treated as a new customer;
- complaints received and actions taken;
- relevant considerations for the establishment of an audit plan and audit programme. The audit programme established by the issuing conformity assessment body should be reviewed if available;

- any ongoing commitment by the transferring customer to regulatory bodies relevant to the purpose of certification with respect to legal compliance.

The process of transferring certification takes place through a documentary review of the information described above. If, as a result of this review, it becomes necessary to carry out in-depth studies, for example in the case of open major non-conformities, MTIC conducts a pre-transfer audit at the client's premises in order to confirm the validity of the certification.
In the case of suspended or withdrawn certification or in cases where the certificate is no longer valid, the application shall be treated as a new certification.
Note: The applicant shall declare the validity of the certification by means of the document 'Specific information for the transfer of certification'.

5. Registration of certified organisations

MTIC regularly updates its list of certified organisations and informs, where appropriate, interested parties so that their registers can be updated.
The information made public is as follows, unless specifically requested by the organisation:

- Company name of each certified organization;
- State of validity of the certification;
- Reference standards for the management system;
- Site(s) covered by the certificate;
- Typology of products, processes, services subject to certification.

The list of MTIC-certified organisations is available on the website.
Organisations certified in the information security management scheme may request MTIC to disguise or omit certification from the information made available to the public and recorded in the register.

6. Management of complaints and reports

The organisation, already certified by MTIC or not yet certified, but using MTIC's certification services, must have set up and implemented a documented procedure for handling complaints and reports that it ensures:

- The recording of complaints and reports received from its customers and interested parties, related to products, processes, services to which the management system applies;
- The execution of appropriate investigations of such complaints and reports and their recording;
- The adoption, if necessary, of corrective actions and their registration;
- The written response to the complainant within a set time frame.

The organisation must keep these records at the disposal of MTIC, which may review them during audits.
In addition, if the complaint relates to IAF sectors for which MTIC is in possession of accreditation, these records must be kept available for possible verification by representatives of the body that granted the accreditation.

7. Changes to the management system and/or operating conditions

The certified organisation shall assign a controlled copy of its management system documentation to MTIC and shall keep it in its records and keep it up to date. This documentation constitutes the reference for the audit team during the audits.
Any substantial change made by an organisation to its management system, including the site(s) indicated in the certificate, to the relevant scope of application or to the relevant documentation under control, to the processes subject to certification, must be promptly communicated to MTIC by written communication.
MTIC assesses the real need to carry out a supplementary audit, possibly accompanied by a review of the certificate, or to start a new certification process directly, depending on these changes.
Failure to comply with these conditions may result in suspension, or in serious cases withdrawal of certification.
The organisation is also obliged to inform MTIC in good time of exceptional events, legal proceedings, accidents or emergencies that have occurred, and of legislative non-compliance.
The information must relate to the event and be supplemented by a report describing the management of the event and its impact on the management system. MTIC examines the information and the report in order to assess its completeness and effectiveness and then decide what action to take:

- Confirmation of certification;
- Need for an additional audit;
- Suspension or withdrawal of certification.

8. Changes to the certification rules

MTIC may amend its certification system as described in this Regulation.
In this case, however, MTIC allows already certified organisations to comment on the proposed amendments.
MTIC, once it has been decided on the amendments to be made, shall specify the date of entry into force of the amendments and any subsequent corrective action required from the organisations, giving them a reasonable period of time to adapt.
If an organisation is unable or unwilling to comply with these new rules, MTIC will withdraw its certification.

9. Confidentiality and protection of intellectual property

MTIC shall ensure that all information obtained in the course of certification activities except as described in Chapter 5. Registration of certified organizations, are considered confidential at all levels of their organization, without prejudice to the provisions of the law or the accreditation bodies, whose delegates can access the above information, in which case MTIC undertakes to inform in writing the customer, if third parties require MTIC undertakes to request the organization's written permission for the dissemination of such information.
MTIC is also aware of its duty to ensure the protection of proprietary information and any other material and intellectual property document of the organization, meaning proprietary information, including but not limited to, any idea, concept, know-how, patents, designs, prototypes, trade secrets, financial information.
This principle of protection will not include information that has become public knowledge.

10 Complaints and appeals

If a direct or indirect **Customer** of the **Organisation** believes that they must lodge a complaint with regard to a service provided or a process, a service, a product, a person or a system certified by the **Organisation**, or bring an action in relation to a decision taken thereby, they may sent their reasons to the **Organisation** in writing; such reasons will be managed by the means described in procedure **PR-GQ-06-02** published on the website of the latter.