

# **Certification scheme**

## **Product certification**

### **acc. to PEFC<sup>TM</sup>-CoC and ISO 38200:2018**

supplement to the GTCs

## **INTRODUCTION**

This document provides supplementary information on, and requirements for conducting PEFC-CoC and ISO 38200 audit and certification services by Quality Austria.

PEFC-CoC and ISO 38200 certificates are subject to a particular public interest. It is therefore of great importance to consider the claims of interested parties and to ensure the high reliability of the certification system at any time.

When conducting PEFC and ISO 38200 audits, Quality Austria is obliged to take account of all applicable PEFC-CoC requirements as published on the websites of PEFC Austria ([www.pefc.at](http://www.pefc.at)) and PEFC International ([www.pefc.org](http://www.pefc.org)) and ISO 38200 requirements to demonstrate compliance with the international standard.

With the current edition, the certification scheme now also includes the revision of the PEFC CoC standards:

- **PEFC ST 2001:2020** – Trademark Rules – Requirements, Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020
- **PEFC ST 2002:2020** – Chain of Custody of Forest and Tree Based Products – Requirements; Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020

## **1 Scope**

This document defines system-specific requirements for conducting CoC certification against PEFC ST 2002:2013 as well as :2020 and/or ISO 38200. Regulations from the quality management system of Quality Austria are listed as other applicable documents at the respective topics.

## **2 Normative documents**

- ISO/IEC 17065
- Requirements for Certification Bodies operating Certification against the PEFC International Chain of Custody Standard, **PEFC ST 2003:2013**, Appendix 16
- **PEFC ST 2003:2020** – Requirements for Certification Bodies operating Certification against the PEFC International Chain of Custody Standard
- **PEFC ST 2001:2020** – Trademark Rules – Requirements, Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020
- **PEFC ST 2002:2020** Chain of Custody of Forest and Tree Based Products – Requirements; Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020
- Requirements for compliance with the International Standard **ISO 38200:2018**.

## **3 Transition periods PEFC CoC**

The transition period for the following Standards

- PEFC ST 2001:2020 – Trademark Rules – Requirements, Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020
- PEFC ST 2002:2020 Chain of Custody of Forest and Tree Based Products – Requirements; Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020

was originally set for 18 August 2021, but due to the CoViD-19 situation, the 18 month transition period was extended by 6 month; the new transition date is now **14 February 2022**. So it can be derived:

- The last day of an audit according to the 2013 version of the standard is 14 February
- This means that organizations have time until 14 February 2023 to obtain certification against the 2020 version of the standard

Recommendation: Initial certifications should only be carried out against the revised PEFC standards 2020.

With transition to the new PEFC Standards, the company is obliged to:

- update its processes and the management system;
- undergo an audit acc. to the new PEFC ST 2002:2020;
- sign a new Logo Use Contract with PEFC, as soon as the certificate is issued acc. to PEFC ST 2002-2020 and Quality Austria has reported this to PEFC.

#### **4 qualityaustria certification policy**

Upon the request of companies, Quality Austria carries out the assessment, auditing and certification acc. to PEFC-CoC and/or ISO 38200.

The following requirements apply:

- PEFC Chain of Custody (International CoC Standard) Chain of Custody of forest based products - requirements (PEFC Austria Appendix 4, as amended)
- PEFC logo usage rules (Appendix 5)
- PEFC ST 2001:2020 – Trademark Rules – Requirements, Issue date 2020-02-14; approved by the PEFC General Assembly on 17 January 2020
- PEFC ST 2002:2020 Chain of Custody of Forest and Tree Based Products
- ISO 38200:2018 (Chain of Custody of wood and wood-based products)

Quality Austria recognizes PEFC-CoC certificates and PEFC FM as well as ISO 38200 certificates, issued by other certification bodies, as evidence that the relevant products originate from forest enterprises managed acc. to the PEFC principles and criteria.

Quality Austria reviews in terms of a company's certification capability whether this company complies with the CoC Standards, continually improves its environmental performance and appropriately informs the public about its environmental situation.

Quality Austria supports the application of overall management systems, inter alia, for using synergies from quality management systems that have already been implemented and compliance with environmental management and occupational health and safety criteria. Accordingly, Quality Austria also offers its services combined in the sense of auditing, assessment and certification of integrated management systems.

Quality Austria appoints appropriately qualified personnel for its activities and ensures that the high level of professional competence of the auditors and employees in the Customer Service Center is maintained through training and further education.

Quality Austria promotes the wide acceptance of its certificates among users and international certification partners.

Quality Austria informs the clients in the offer that – in case of certification against PEFC CoC – the information obtained will be disclosed to the PEFC Council or the PEFC National Governing Body and will be treated confidentially.

ISO 38200 currently does not provide any comparable information obligation to third parties.

## 5 Registration for Certification

Registration is done by means of the application form "CoC information for making offers (FO\_25\_03\_10e)" and under consideration of the **qualityaustria** General Terms and Conditions. After successful registration, each client will receive a confirmation.

## 6 Cost estimate and offer

### 6.1 Time required for "standard" audits

Applicable internal **qualityaustria** documents:

- RE\_27\_01\_092e Country-specific notification fees PEFC CoC
- RE\_25\_03\_01e Minimum audit time

The hours for a PEFC CoC and/or ISO 38200 offer are based on the "Minimum Audit Time" Regulation (RE\_25\_03\_01e). The auditor shall comply with the minimum audit times, but has to calculate time expenditure individually, depending on the complexity.

The auditor shall consider the following factors:

- Complexity of the manufactured products (product groups)
- Complexity of the processes
- Size of the company (number of sites, number of employees)
- Existence of a quality and/or environmental management system (ISO 9001:2015, 14001:2015, EMAS)

In the case of a multi-site audit, **no reduction is permitted** for the central, see also chapter 11;

The notification fee is to be considered in a PEFC-CoC offer. The fact sheet on country-specific notification fees PEFC CoC (RE\_27\_01\_092e) defines for which countries the notification fee, as well as the amount thereof must be taken into account in the offer. For ISO 38200, such fee is currently not applicable.

Any other costs (travel cost, expenses, mileage allowance etc.) are invoiced according to the actual effort or calculated and stated in the offer upon request. The overall cost for the validity period of PEFC-CoC certificates are accounted for 5 years, and for the validity period of ISO 38200 for three (3) years. It is possible to issue PEFC CoC certificates for less than 5 years.

### 6.2 Tasks of the certification body

The tasks include:

- Maintaining accreditation: Quality Austria shall immediately inform PEFC about any changes in the scope of accreditation. If Quality Austria loses its PEFC accreditation, Quality Austria will inform the certified clients so they can initiate a transfer to another certification body in due time. This does not incur any costs for Quality Austria.
- Assessment of the company with regard to compliance with the requirements of the International PEFC Chain of Custody Standard (Annex 4, Chain of Custody of forest based products) as well as of ISO 38200, as amended.
- The verification of certificate users' compliance with the logo usage rules (Annex 5, PEFC Logo Usage Rules – Requirements, as amended) in the course of the annual audits, and information to PEFC Austria in case of nonconformities / misuse.
- Information to the PEFC National Governing Body, e.g. PEFC Austria regarding the award of a certificate, withdrawal or suspension of a certificate as well as their validity and scope or any changes in the scope of the certificate (name of the organization, contact person, address, telephone, e-mail, certificate details, product groups). On the basis of this **qualityaustria** notification, the database entry at PEFC incl. its updating is made.

- Upon the request of PEFC, Quality Austria shall provide a list of PEFC CoC certificates including information about certificate number, name of the certificate holder, country of the certificate holder, status of the certificate, date of issue, date of expiration and date of the surveillance audit.
- On request, Quality Austria shall send a copy of the audit report and other necessary audit records requested by PEFC, in English language, to the PEFC Council and / or to PEFC Austria (in German language) in accordance with the confidentiality requirements.
- Settlement of the PEFC notification fee
- Important note: by signing the offer, the client agrees that Quality Austria is allowed to disclose the requested data by PEFC to PEFC International und to the PEFC National Governing Bodies, e.g. PEFC Austria.

## **7 Appeals, complaints and disputes**

Complaints and appeals can be submitted online or via e-mail.

Links: <http://www.qualityaustria.com/index.php?id=534>

E-Mail: [reklamationen@qualityaustria.com](mailto:reklamationen@qualityaustria.com)

Quality Austria shall notify the PEFC Council, **within 30 days**, of any substantiated claims of noncompliance with certification requirements by the client, or complaints against the client it receives or about which it becomes aware.

Quality Austria shall provide the PEFC Council and the relevant PEFC National Governing Body with **summary reports** for resolved complaints and appeals against PEFC certified clients received by Quality Austria, including at minimum:

- Identification of the appellant / complainant (subject to disclosure)
- Identification of the client
- Subject of the complaint
- Summary of the complaint handling process
- Outcome / resolution of the complaint

Applicable documents:

RE\_10\_01\_01e Appeals and complaints

RE\_10\_01\_02e Suspension and withdrawal of certificates

## **8 Conducting the audit**

### **8.1 Preparation and informational talk**

During the informational talk, the following points are presented:

- Introduction of Quality Austria / Introduction of the company = applicant
- The company's objective / motivation for PEFC and / or ISO 38200
- Entity, significance of PEFC and / or ISO 38200
- What PEFC Standards are there? (PEFC FM, PEFC COC)
- Requirements for PEFC CoC certification and / or ISO 38200 certification
- Certification against PEFC or ISO 38200 – why? (Benefits)
- Necessary steps to take for obtaining certification
- Identification of following factors (information for making an offer): Complexity of the manufactured products, complexity of the processes, size of the company (number of full-time employees equivalent), annual turnover of the overall timber sector (certified and non-certified wood / wood fiber), potential risk countries (countries of origin)
- Interface Quality Austria/PEFC (notification of certification to the national body, logo license contract)
- Existence of a quality management system
- Efforts / cost

## 8.2 Organizational preliminary talk/ Stage 1 audit

Quality Austria offers the organizational preliminary talk / Stage 1 audit to the client for preparation and estimation of the circumstances. Cancellation of the Stage 1 audit is only permitted with the approval of the product expert.

- Introduction of Quality Austria / Introduction of the company = applicant
- Presentation PEFC CoC and / or ISO 38200
- Presentation of checklist and PEFC Standard
- Clarification of important PEFC and/or ISO 38200 requirements
- On-site inspection tour
- Review of competence
- Planning the date
- Preparation of the audit plan, incl. coordination with client (timetable, standard requirements, contact person ...).

Misc.: necessary translations, documents, transportation, overnight stay, etc.  
Next planned steps (date of the certification audit ...)

## 8.3 Performing the audit

### 8.3.1 Certification and recertification audit

A certification or recertification audit is carried out on-site in accordance with the PEFC Chain of Custody (International CoC Standard) Chain of Custody of forest-based products – requirements (PEFC Austria Appendix 4, as amended) or ISO 38200, in order to

- determine conformity of the client's CoC process and the relevant site with the CoC Standard requirements, which includes the **definition of the origin of raw material**, and their effective implementation;
- determine conformity of the client's **management system** with the CoC Standard requirements and their effective implementation;
- determine conformity of the client's CoC process with the requirements of the **Due Diligence System for avoiding raw materials from controversial sources**, where applicable (Appendix 2 of the CoC-Standards), and their effective implementation;
- determine the client's conformity with the requirements of the **PEFC Logo usage rules** and their effective implementation;
- identify potential **areas for improvement** of the CoC client.

In case of **PEFC CoC multi-site certification**, the additional Appendix 2 "Implementation of the CoC Standard for multi-site organizations" has to be considered. The Lead Auditor identifies the organization's central office, which is also the contractual partner when conducting the certification.

Quality Austria is obliged to submit a list of all participating sites to the PEFC National Governing Body. In the case of multi-site certifications with sites located in more than one country, the relevant PEFC National Governing Body (for notification) is the PEFC National Governing Body in the country where the central office of the multi-site organization is registered.

For ISO 38200 multi-site certification, the internal **qualityaustria** regulation RE\_27\_01\_074e (matrix regulation) applies.

### 8.3.2 Transfer of certificates

When transferring certificates, the client has to sign document FO 27\_01\_162e "**Self-declaration – transfer of certificates**" and the previous CB shall send a **confirmation of termination** to Quality Austria. Furthermore, Quality Austria also needs the **latest audit report** and **copy of the valid certificate** of the previous certification body for the **transfer**.

#### **8.4 Audit documentation and certification decision**

The audit report is prepared acc. to the audit report template FO\_27\_01\_062e\_ PEFC audit report or FO\_27\_01\_160e\_ISO 38200\_Audit report. For PEFC CoC multi-site certification, chapter 9 of the report must be documented in accordance with specifications.

The audit report, the checklist, the customer master data sheet, the print order, the audit confirmation and other verification documents are uploaded to WIS. The documents are reviewed in a two-step procedure. The formal review (Business case review → completeness of documents, formal aspects) is done by the person of contact in the CSC and the technical review by the person responsible for veto (audit report, possible counter-check with the checklist, approval of certificate). The certificate will be issued after positive veto release.

#### **8.5 Audit results**

The audit findings should be classified into the following categories:

- Conformity to the standard
- Major nonconformity
- Minor nonconformity
- Observations (opportunity for improvement)

Nonconformities are documented in the action protocol and communicated to the client.

In case of major or minor nonconformities, the client shall take corrective actions to resolve the nonconformities. The Lead Auditor shall review and accept the action plan, including its timeframe. The time period for completion of the corrective action(s) for major nonconformities identified in surveillance audits and their verification lead auditor shall follow the **qualityaustria** Rules but not exceed three months. Corrective actions for minor nonconformities identified during recertification and surveillance audits shall be verified no later than during the next audit.

**ATTENTION: Initial certification:** Major and minor nonconformities shall be corrected; the corrective actions shall be verified by the Lead Auditor / Veto examiner and the major and minor nonconformities must be effectively closed before a certificate is issued.

**Recertification: Major nonconformities** shall be corrected; the corrective action shall be verified by the Lead Auditor / Veto examiner and the major nonconformity must be effectively closed before granting recertification.

For minor nonconformities, the client submits an action plan for closing the nonconformities; this plan is verified by the Lead Auditor; the effective implementation of the actions shall be reviewed during the next audit.

Corrective action(s) for all nonconformities identified in initial, surveillance or recertification audits shall be verified by Quality Austria during on-site visits or in another appropriate form of verification (follow-up audit).

The auditor uploads the action protocol to the WIS. For major nonconformities, a follow-up audit order is automatically placed in the WIS with the agreed timeframe for follow-up.

#### **8.6 Follow-up audit**

The follow-up audit is commissioned separately and will be invoiced by Quality Austria.

The Lead Auditor shall verify the effectiveness of the corrective action(s) within the agreed timeframe. Verification documents shall be attached as a supplement to the action protocol. The follow-up audit can be carried out on site, or in any other appropriate form of verification.



In case of initial certification or recertification, the veto examiner may grant a positive certificate decision and issue the certificate only after successful completion of a follow-up audit.

## 9 Surveillance audit

The surveillance audit shall be carried out annually (12 months plus or minus three (3) months). Quality Austria shall carry out at least four (4) surveillance audits before the expiry date of the certificate. If the certificate is valid for less than five (5) years, the number of surveillance audits can be reduced accordingly. For ISO 38200, two (2) surveillance audits need to be carried out, since the certificate is valid for only three (3) years.

For PEFC CoC, the annual on-site surveillance audit may be replaced by other audit techniques such as documentation review, and the period between surveillance audits shall not exceed two years (plus three months) where::

- Quality Austria can justify that the audit techniques used deliver sufficient confidence in the certified entity's compliance with the certification criteria; and
- the client organization is a micro enterprise; and
- no nonconformity was raised in the previous initial, surveillance or recertification audit; and
- the client's procurement does not include significant risk supplies; and
- the client provides Quality Austria with all the records required to be kept by the CoC Standard or a list of records that allow Quality Austria to establish an independent sampling.

The minimum audit time for the surveillance and recertification audit is the same as the minimum audit time for certification audits, as described in chapter 4 "Cost estimate".

Any nonconformity to the Chain of Custody Standard identified during the annual surveillance audit shall be explicitly mentioned in the audit report and shall be documented in the action protocol.

## 10 Recertification

Recertification or renewal of the **qualityaustria** PEFC CoC or ISO 38200 certificate shall be carried out before the expiry date of the certificate. Recertification shall be conducted in due time prior to expiration of validity to allow the client the timely correction of any nonconformities.

## 11 Multi-site CoC certification

The multi-site CoC audit shall be conducted acc. to PEFC Chain of Custody (PEFC Austria Appendix 4, as amended), incl. Appendix 3 or PEFC ST 2002:2020 Appendix 2, on-site. Conduct of the audit is described in chapter 9.

### 11.1 Requirements, function and responsibilities of the central office

**Eligibility criteria** for multi-site organizations and their tasks include:

- The organization shall have a **Central Office**. The central office is the contractual partner of Quality Austria.
- The central office shall have a legal or contractual link with all the sites.
- The central office shall plan, manage and control the activities which are carried out at its sites, including the internal audit program, audit planning and conduct of the audit, as well as implementation of corrections or preventive and corrective action(s).



- The central office shall be able to demonstrate its ability to collect and analyze data from all sites.
- Complaint management
- Management review
- Risk management (DDS) concerning raw material from controlled sources.
- The central office shall communicate with all sites and provide information and guidance, such as standards, procedures or specifications.
- All sites, including the central office shall have been audited prior to Quality Austria starting its assessment for certification.

The central office has the **obligation** to inform Quality Austria about closures, establishment, or changes in activities of the sites. Failure to provide such information will be considered by Quality Austria as a **misuse of the certificate** (see PEFC ST 2003:2020 3.5.5), and it will act consequently according to its procedures (suspension, withdrawal). Quality Austria shall inform the PEFC Council or the PEFC National Governing Body, e.g. PEFC Austria.

It **shall not be admissible** that, in order to overcome the obstacle raised by the existence of a nonconformity raised by the certification body at a single site, the client organization seeks to exclude from the scope the "problematic" site during the certification process.

**Additional sites may be added** by the central office between audits; however, the central office shall inform Quality Austria in advance of its desire to add new sites, shall perform internal audits at these sites and communicate the results of the internal audits to Quality Austria for evaluation. The number of sites that may be added between audits is **limited to 100%** of the existing sites at the previous audit.

Quality Austria shall obtain from the client the chain of custody procedures covering the additional sites, including the applied chain of custody method and the products covered by the chain of custody.

Quality Austria shall obtain from the client the internal audit report for the site(s) being considered for inclusion in the certificate. Quality Austria shall review results of the internal audit and determine if additional information is needed while considering the request of the client. Based on the result of the review, Quality Austria shall determine if an on-site audit of the additional site(s) is required or if the review shows sufficient evidence that the sites can be added. If an on-site audit is not required before adding the additional site(s) to the chain of custody certificate, these new site(s) shall be subject to on-site visit no later than the next scheduled audit. Quality Austria may determine whether a sample of the new sites is required based on the sampling requirements for on-site audits.

## 11.2 Sampling for multi-site

An additional requirement for PEFC CoC multi-site CoC certification is the **size of sample** for on-site audits:

- The **central office** shall be audited during every initial, surveillance and recertification audit. **No reduction is permitted** for the central office.
- **Initial audit:** The size of the sample shall be the square root of the total number of sites rounded up to the next whole number ( $y=\sqrt{x}$ ).
- **Surveillance audit:** The size of the annual sample shall be the square root of the total number of current sites reduced by a factor 0.6, rounded up to the next whole number ( $y=0,6 \sqrt{x}$ ). Sites added since the last audit shall also be considered in the audit program.
- **Recertification audit:** The size of sample shall be the square root of the number of current sites, rounded up to the next whole number: Where the central office did not receive **any major nonconformities** over the certification cycle, the size of the sample

could be reduced by a factor 0.8, rounded to the upper whole number ( $y=0,8 \sqrt{x}$ ). Sites added since the last audit shall also be considered in the audit program. For each audit, an audit plan shall be prepared for the central office and the sites to be audited.

### 11.2.1 Sampling criteria

The site selection criteria shall include among others the following aspects:

- results of internal audits or previous certification audits
- records of complaints and other relevant aspects of corrective and preventive action
- significant variations in the size of the sites and in production processes of the sites
- variations in the applied chain of custody methods
- modifications since the last certification audit
- geographical dispersion
- sites added since the last external audit

This selection does not have to be done at the start of the audit process. It can also be done once the audit at the central office has been completed. In any case, the central office shall be informed of the sites to be part of the sample. This can be on relatively short notice, but should allow adequate time for preparation for the audit.

### 11.2.2 Increasing the size of sample

The size of sample shall be **increased** where the risk analysis of the activities covered by the multi-site client subject to certification indicates increased risk due to factors like

- **size** of the sites and **number of employees**;
- number of different processes
- **complexity and variations** of raw material flow and **chain of custody methods**;
- variations in the application of CoC methods and definition of the raw material origin;
- **level of risk** of procurement of raw material from controversial sources;
- **records on complaints** and other relevant **aspects concerning corrective and preventive actions**;
- any **multinational** aspects;
- **results of internal audits**.
- **new sites** to be added to the multi-site.

The same approach will be adopted for ISO 38200:2018.

### 11.2.3 Additional sites

When a new group of sites applies to be included in an already certified multi-site network, each new group of sites should be considered as an independent set in determining the size of sample. After integrating the new group into the certificate, the new sites should be combined with the previous ones in order to determine the size of sample for future surveillance and recertification audits.

## 12 Certificate and database registration

### 12.1 Prerequisite for granting certification

Major and minor nonconformities shall be corrected and the effectiveness of corrective action(s) shall be verified by the lead auditor and the veto examiner prior to granting certification and recertification.

### 12.2 Validity period of the certificate and prolongation

The PEFC CoC certificate shall be granted for a maximum of **five (5) years**. The certificate may be granted for another period after successful completion of a recertification audit.

Quality Austria shall immediately inform the relevant PEFC National Governing Body, or the PEFC Council where the PEFC National Governing Body does not exist, when certification is granted, suspended, terminated, withdrawn, its scope is changed or any other changes affecting the certification or the information that certification bodies shall report to PEFC.

The ISO 38200:2018 certificate is issued for **three years**.

### **12.3 Certification document (certificate)**

The certificate should include at least the following information:

- Identification of the certification body;
- Name and address of the client and its sites / legal entities, whose CoC is subject to certification;
- Type of certification, e.g. individual certification, multi-site or producer group
- The PEFC logo with the certification body's PEFC trademark license number
- Accreditation mark of the accreditation body (including accreditation number where applicable)
- The date of granting, extending or renewing certification and the expiry date or recertification due date. The effective date on a certification document shall not be before the date of the certification decision.

The scope of certification shall include the following information:

- Identification of the CoC-Standard, e.g. PEFC ST 2001:2020, PEFC Trademark Rules - Requirements and PEFC ST 2002:2020 Chain of Custody of Forest and Tree Based Products - Requirements or ISO 38200:2018
- Applied chain of custody method
- Definition of origin of the raw material and products covered by the chain of custody.

Where the scope of the certification is included in an appendix to the certificate, the certificate shall include a reference to the appendix, and the appendix shall be considered as part of the certificate and be provided whenever the certificate is requested.

### **12.4 Database entry**

Quality Austria publishes the information about any PEFC CoC or ISO 38200 certificate issued on [www.qualityaustria.com](http://www.qualityaustria.com). Further information, such as expiry date, product groups etc. is listed in the PEFC database. You can find a direct link to the PEFC database on the **qualityaustria** intranet.

## **13 Use of the PEFC logo and notification fee**

The PEFC trademarks are legally protected by copyright (**PEFC logo / labels and PEFC initials and related claims**). The trademark usage requirements are regulated in the respective PEFC Trademark Standard.

Using the PEFC trademarks requires a **valid PEFC certificate** and a **signed Logo Usage Contract** between PEFC and the client.

The CoC certified client is required to pay a notification fee for the chain of custody certificate as specified by the respective national and international contribution scheme of the PEFC authorized body. The notification fee shall be paid annually. The fee will be charged by Quality Austria, PEFC will invoice Quality Austria.

## **14 Suspension or withdrawal of certification**

Basis is the Quality Austria Regulation RE\_10\_01\_02e Suspension and withdrawal of certificates.

### **14.1 Information obligations and consequences**

If certification is terminated, suspended or withdrawn, Quality Austria body shall inform the client organization that any further use of PEFC trademarks and claims is not allowed. In case of suspension, Quality Austria shall monitor whether the client is in compliance.

Quality Austria shall immediately inform the PEFC National Governing Body or the PEFC Council where the PEFC National Governing Body does not exist, when certification is suspended, terminated or withdrawn.

If the certification is terminated, suspended or withdrawn, the PEFC Trademark License will be automatically suspended (until the suspension is lifted) or terminated.

If the certification is withdrawn, the client shall either completely destroy already printed material, or modify it in such a way that information related to the PEFC certification is no longer existent.

### **14.2 Reasons**

Possible reasons for suspension or withdrawal of certification

- Client does not pay the audit fees including the fees for certification including third party fees such as the PEFC notification fee
- In case of surveillance or recertification audits, the major nonconformities are not effectively resolved within the agreed timeframe.
- Serious misuse of the trademarks

### **14.3 Suspension and withdrawal of multi-site certificates**

The central office shall inform Quality Austria about the closure, establishment or changes in activities of sites. Failure to provide this information will be considered by Quality Austria as a misuse of the certificate (see PEFC ST 2003:2020 3.5.5) and will act consequently according to its procedures (suspension, withdrawal).

The certificate will be withdrawn in its entirety, if the central office or any of the sites does not/do not fulfil the necessary criteria for the maintaining of the certificate (see the principle of "mutual responsibility").

## **15 Accreditation and notification**

PEFC CoC: Accreditation is carried out by Accreditation Austria / BMDW. Quality Austria has a valid accreditation for PEFC CoC and ISO 38200.

Quality Austria must be notified by a PEFC-authorized Body for the respective country in which it operates. PEFC-notification may include the requirement that Quality Austria has to pay a notification fee according to the PEFC Council or the respective PEFC-authorized Body.