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1. Introduction

This set of regulations describes the working method and the responsibilities regarding certification by WOOD.BE.

2. Reference documents

ISO 17065 Conformity Assessment – Requirements for bodies certifying products, processes and services

ISO 17020 Conformity assessment – Requirements for the operation of various types of bodies performing inspection

ISO 17025 General requirements for the competence of testing and calibration laboratories

IAF MD 4 IAF mandatory document for the use of Information and Communication Technology (ICT) for auditing/assessment purposes

PT-58-001 Handling external customer complaints

3. Definitions

See ISO 17065

4. General requirements for the Certification Body

4.1. Legal and contractual matters

An agreement shall be drawn up between the applicant and WOOD.BE for each certification assignment. The agreement shall contain the General and Special Certification Regulations as an appendix.

4.2. Management of impartiality

WOOD.BE and its advisory committee shall ensure the certification activities are carried out fully independently and, in this regard, will not succumb to any kind of pressure, be that commercial, financial, or any other type.

4.3. Reliability and financing

Before starting a new certification activity, WOOD.BE will check that the necessary preconditions have been met in order to achieve this in accordance with ISO 17065. In particular, whether the necessary resources are available (knowledge, personnel, financial activity, etc.), and whether the appropriate insurance or reserves are available and linked to the risks of the certification activities.



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4.4. Non-discriminatory

Except in the cases described in ISO 17065, WOOD.BE procedures cannot be used to hinder or restrict access to the certification for any applicant.

WOOD.BE makes its services accessible to those who submit applications.

Access to the certification process is not affected by the applicant's size or membership in an association or group, nor is certification affected by the number of certificates already issued. No unlawful demands (e.g. financial) will be imposed on the applicant.

WOOD.BE limits the requirements, evaluation, assessment, decision and supervision to those elements that are specifically related to the scope of the certification.

However, WOOD.BE can always refuse the certification of a customer if there are fundamental and demonstrable reasons (e.g. illegal activity).

The advisory committee oversees all of this.

4.5. Confidentiality

WOOD.BE and its subcontractors shall not disclose to third parties any confidential information and/or documents obtained in the context of its certification and inspection activities.

The HOLDER expressly authorises WOOD.BE to grant access to the certification file containing this information and documents to the WOOD.BE accreditation and/or recognition and/or notification authorities.

The HOLDER also authorises WOOD.BE to communicate the required information to the parties mentioned via the Special Regulations, as well as to communicate the status of the certification to the competent authorities and certification scheme holders.

In all other cases, WOOD.BE undertakes to only use confidential information and documents exclusively for its certification activities and to only communicate them to third parties after receiving express written consent (e-mail is sufficient) from the applicant or a representative of the applicant.

Confidential information and documents in the sense referred to above are all business economic, technical, financial and similar information provided by the applicant in any way whatsoever in the context of the certification. The use of ICT tools between HOLDER and WOOD.BE during auditing (e.g. in case of remote audit) also falls under this; these tools must be used in accordance with IAF MD 4 and this must be agreed upon between parties by e-mail for each use (e.g. with every audit). If no agreement is reached in this regard, other audit techniques must be used.

Public or unclassified information is information for which WOOD.BE can demonstrate that:

- the information was already publicly available before WOOD.BE received the information;
- or



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- the information has become publicly available in the meantime without this being attributable to WOOD.BE

If WOOD.BE is required by law, or is permitted by contractual agreements, to disclose confidential information, the HOLDER shall be notified of the information transmitted, unless prohibited from doing so by law.

Information not publicly available and obtained from sources other than the HOLDER (for example, from someone who files a complaint) shall also be treated confidentially, unless the source of the information and the HOLDER gives written permission to make it public.

All disputes that may arise as a result of these confidentiality articles shall be submitted to the WOOD.BE Appeals Committee. If the dispute is not resolved despite the committee's decision, the courts of Brussels have jurisdiction.

Any dispute is governed by the laws of Belgium.

4.6. Publicly available information

The General and Special Regulations are available publicly.

4.7. Anti-corruption guidelines

WOOD.BE and any individuals who carry out assignments for WOOD.BE perform their work in an ethically correct manner. All the legal provisions are respected. Any form of bribery, fraud or corruption must be reported to the quality manager, the head of department and the management board.

5. Structural requirements imposed on the Certification Body

5.1. Organisational structure and top management

The responsibilities and authorities are explained in WOOD.BE's internal procedures. The structure is publicly available through the organisation chart. The management board within WOOD.BE has ultimate responsibility with regard to the certification activities.

5.2. Mechanism to maintain impartiality

WOOD.BE has put the necessary mechanisms in place to preserve impartiality. The WOOD.BE advisory committee oversees this.

6. Requirements for resources made available to the Certification Body

6.1. Personnel

WOOD.BE has sufficient personnel to carry out the certification activities. The available personnel are competent and monitored, and further training is provided where necessary. They are

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contractually bound to respect the confidentiality rules (Article 4.5), as well as to report any form of conflict of interest and violation of impartiality.

6.2. Evaluation tools

If WOOD.BE carries out evaluations internally or externally under its direct control, they shall meet the requirements of ISO 17020 (inspection) and ISO 17025 (testing) respectively.

If WOOD.BE outsources evaluations, they shall meet the requirements of ISO 17020 (inspection) and ISO 17025 (testing) respectively. A contract shall be concluded between both parties.

WOOD.BE remains fully responsible for the outsourced evaluations

The customer shall be notified of the outsourced activity in advance.

7. Certification process

7.1. Introduction

The certification process is described below, and will be supplemented where necessary in the special certification regulations.

7.2. Application

A certification file shall only be opened after receipt of a certification application.

In addition to the certification application, the applicant also receives the applicable General and Special Certification Regulations. Any standards referred to are not made available by WOOD.BE.

7.3. Review of the application

WOOD.BE checks whether:

- The information about the applicant and the activities is sufficient to plan and execute the certification process;
- All disagreements between WOOD.BE and the applicant have been resolved, including a consensus on the applicable reference documents (see §2);
- The scope of the certification has been determined;
- All the information required to start the certification process has been made available. The applicant will be contacted if any items are missing.
- WOOD.BE has the resources, competence and capacity available to handle the application.

The applicant will be notified if the application is declared inadmissible due to non-compliance with one of the above requirements.

The certification agreement will be drawn up if the application is declared admissible; the agreement shall then be signed by the applicant and WOOD.BE. This agreement is valid for a

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period of 5 years. It is tacitly renewed for the same period. The HOLDER can terminate the agreement by means of a notification sent to WOOD.BE at least three months in advance.

7.4. Evaluation

If the application has been declared admissible, the file is evaluated by a qualified auditor who will contact the applicant to obtain documents, to develop plans, and to make an appointment for an instruction visit, etc.

After the auditor has carried out the instruction visit to the company to be certified, the auditor reports to WOOD.BE. For this, the auditor relies on the requirements described in the Special Regulations and uses the associated inspection reports. The auditor shall objectively record, among other things, the deviations established with respect to the certification regulations in these reports. The reports may contain comments or requests for corrective action. The company has the opportunity to make a comment on the report upon signature.

If lab reports have to be delivered as part of the certification process, these tests must:

- have been carried out in an accredited lab or a lab recognised by WOOD.BE.
- must have been carried out on samples taken by WOOD.BE, and this on a random basis and completely independently, or the sampler must be recognised by WOOD.BE
- be in accordance with the conditions contained in the Special Regulations.

7.5. Review

The file will then be reviewed internally before it is submitted to the WOOD.BE certification committee.

7.6. Decision on certification

Decisions regarding certification are taken by the WOOD.BE certification committee. For this, the certification committee bases its decision on the objective findings and reports of the evaluating auditor, and weighs them up against the criteria in the certification regulations, as well as on any reactions from the applicant. Members of the certification committee who were involved in the evaluation of the files shall refrain from making decisions in these files.

- If the certification committee decides to proceed with certification, and there is a signed certification agreement, the certificate is issued.
- If the certification committee decides not to proceed with certification, the applicant will be informed of the decision and the reasons why, as well as the possibility to appeal the decision.

7.7. Certification documentation

After a positive assessment by the certification committee, the certificate is signed and delivered. A certificate is only signed if:

- There is a signed certification agreement
- There is a positive decision from the certification committee



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The certification is issued for a duration determined in the Special Regulations, up to a maximum of 5 years. Renewal will occur after this time.

Certificates include:

- name and address of the Certification Body (WOOD.BE),
- unambiguous designation of the certificate (number),
- unambiguous indication of the certified product,
- name and address of the HOLDER, and as appropriate, the address of the place of production,
- exact indication of the reference document (standard or other),
- validity (expiry date, technical description, etc.) of the certificate,
- as appropriate, a statement regarding the certification method followed (inspections and/or tests),
- signature of the person in charge of WOOD.BE (director or deputy head of the certification department).

7.8. Directory of certified products

Certified products are listed both internally and externally on the WOOD.BE website.

7.9. Supervision

Supervision of the certification is carried out as described in the Special Regulations.

For this, WOOD.BE is appointed as an inspection body unless stated otherwise in the Special Regulations.

The generic audit plan below is applicable unless otherwise stated in the Special Regulations or in a specific audit plan that has been provided.

The audit shall be performed by the one auditor who makes the appointment. If observers are to be present, the Holder shall be informed. The audit scope, the audit criteria, and the sites to be audited are those stated on the certificate. The items that are to be audited can be found in the Special Regulations.

A report shall be drawn up for each inspection and submitted to the HOLDER for inspection. During the certification period, the following may occur, which must be reported to the certification committee

- Prolongation of a certificate
- Renewal of a certificate
- Administrative prolongation of a certificate
- Suspension of a certificate
- Lifting of a suspension
- Withdrawal of a certificate
- Termination of a certificate upon request by the certified
- Edition of a certificate



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- Edition of a previously formulated non-conformity

The certification committee makes a decision based on the submitted documents.

The HOLDER is informed of the decision taken.

In the event of suspension, withdrawal and termination of certificates, the competent authority will be notified as appropriate and the necessary adjustments made to internal and external registers (website WOOD.BE). Special Regulations may impose additional requirements.

In case of renewal, Procedure 7.4 to 7.8 will be repeated

7.10. Changes that affect certification

If the certification regulations introduce new or amended requirements, WOOD.BE shall warn the HOLDERS concerned, and this shall be within a period that allows an audit to be carried out in good time in order to evaluate the introduced requirement. If the evaluation of the introduced requirements shows that the new requirements are not met, this shall lead to suspension of the certificate.

Amendment of certificates shall follow procedure 7.4 to 7.8 if this concerns changes that do not entail any risk for the applicant, the user or WOOD.BE. In this case, certificate number, 1st issue and expiry date are retained, and the certificate is signed with a new signature date.

Unless the certification committee decides otherwise, a new certificate with a new number will be issued for other changes.

7.11. Termination, limitation, suspension or withdrawal of the certification

Established non-conformities may lead to reduction, suspension or withdrawal of the certificate. For this, the rules laid down in the General Certification Regulations (WOOD.BE/butgb/benor) and the relevant Special Regulations shall be followed. WOOD.BE has the right to suspend and/or withdraw a certificate with immediate effect if, in the opinion of WOOD.BE, the HOLDER does not comply with the conditions specified with regard to retention of certification.

Regarding the supervision of the certification, 2 types of non-conformities can be formulated.

- Minor (-): is a minor non-conformity (NC) that does not compromise the quality of the product. The corrective action on such a deficiency shall be checked during the next inspection. If the corrective action and its implementation prove to be insufficient within the stipulated period, the (-) NC becomes (M) NC. Deviations from this must be documented.
- Major (M): is a serious non-conformity that means the quality of the product is compromised. For this, the HOLDER must carry out the corrective actions within the prescribed period. This period is a maximum of 2 months after the audit. If the expiry date of the certificate is closer, this period shall be shortened so the certificate does not expire.

If insufficient proof has been provided after these 2 months that the (M) NC has been corrected, WOOD.BE shall send a letter giving the HOLDER a maximum of one further month to correct the



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NC. As a result, the company will have been given a maximum of 2+1 months to correct the (M) NC. If compliance is not achieved within this period, a proposal to suspend the certificate shall be submitted to the certification committee.

Certification or renewal of a certificate cannot take place while uncorrected NCs are open.

The following matters can be reported to the HOLDER:

- Observation: not a non-conformity, but an observation
- Warning: sent 1 month before expiry of an (M) NC as standard
- Suspension: will be sent by registered letter
- Withdrawal: will be sent by registered letter

In the event of an established non-conformity leading to suspension, the certification committee shall decide:

- whether the certificate will be suspended until sufficient corrective actions have been taken
- whether the certificate remains valid, but with a limitation on the scope (exclusion of non-compliant products)
- whether the certificate is maintained under specific conditions (e.g. increased supervision).

7.12. Registrations

WOOD.BE retains records of the entire certification process

7.13. Complaints and appeal

External complaints are handled by the WOOD.BE quality manager in accordance with PT-58-001.

The HOLDER or a representative of the HOLDER can lodge an objection against WOOD.BE's certification decision. In order for this objection to be valid, it must be sent by registered letter within a period of two months after the announcement of WOOD.BE's decision. Filing an objection does not suspend the certification decision.

All disputes are evaluated by the Certification Committee in the first instance.

Should the dispute be within its competence, the Certification Committee shall propose a solution and submit this in writing to the HOLDER within two weeks.

All disputes regarding the application or interpretation of Regulations shall be submitted to the Advisory Committee.

If the Certification Committee is unable to respond to the objection, or if the Advisory Committee is not competent, or if the HOLDER cannot agree with the decision taken, an Appeal Committee shall be appointed. The HOLDER must submit this appeal by registered letter. Filing an appeal in itself does not suspend the certification decision.

Irrespective of the outcome of the objection or appeal, the HOLDER cannot claim compensation from WOOD.BE for any damage.



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Refusal by the auditor must be reported to WOOD.BE in writing.

Any complaint against WOOD.BE within the accredited activities can also be submitted in writing to BELAC.

WOOD.BE shall treat anonymous complaints or expressions of dissatisfaction that are not substantiated as a complaint as stakeholder comments, and shall investigate them during the next audit of the certificate holder.



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8. Quality system requirements imposed on the Certification Body

WOOD.BE maintains a quality system in accordance with ISO 17065.

9. Obligations of the HOLDER

The HOLDER respects all obligations of these General Regulations, as well as those included in the applicable Special Regulations, and in particular the following points:

- By making use of the certificate, the HOLDER must ensure the certified product is manufactured in accordance with the criteria stated in the relevant Special Regulations. The HOLDER undertakes to take all necessary measures to ensure this remains the case, even if the Special Regulations are revised. In the event of non-conformity, the HOLDER undertakes to inform WOOD.BE immediately.
- The HOLDER recognises the right of the certification and inspection body to examine the production installations and the means of control at any time, to carry out all necessary measurements, and to take samples, all without disturbing the operation of the production. The HOLDER takes all possible measures so the inspection body can carry out the evaluation and supervision audits, including the review of documents, registers and complaints, and grants access to equipment, rooms, company floors, personnel and subcontractors. The HOLDER acknowledges the right of the inspection body to be accompanied (as appropriate) by additional observers. The latter are then bound by the rules described in 4.5.
- The HOLDER can only make claims about products that fall within the scope of the certificate. Any statements made by the HOLDER must not give rise to confusion regarding the certified product, and/or regarding the scope of the certification. The claims may only be made after the certificate has been issued, and then on the proviso that the certificate is valid.
- The HOLDER ensures use of the certification for the products is not done in a way that could harm WOOD.BE. The HOLDER does not make any statements regarding the certification of its products that WOOD.BE could consider misleading or unauthorised.
- In the event of suspension or withdrawal of the certificate, the HOLDER shall halt/remove all publicity references to the certificate and shall take the measures received by WOOD.BE.
- If the HOLDER distributes certification documents, the documents must be distributed in their entirety as established by the Special Regulations.
- When referring to the certification in any kind of media (documents, brochures, advertising), the HOLDER shall comply with the set requirements, in particular those of the Special Regulations.
- The HOLDER complies with all requirements concerning marking in the Special Regulations.
- The HOLDER registers all complaints regarding compliance with certification requirements, and makes these registrations available to WOOD.BE. The HOLDER takes the necessary measures with regard to these complaints and documents these measures.



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- The HOLDER is obliged to inform WOOD.BE immediately of any changes to the product, the manufacturing method or, if present, the quality management system that could affect the conformity of the product. WOOD.BE decides whether an additional investigation is necessary as a result of these announced changes. If this is the case, the HOLDER may no longer distribute the products that are the subject of this amendment as certified products, and this for as long as WOOD.BE has not given written permission in this regard.
- He shall reimburse without delay the costs invoiced by WOOD.BE and as stated in the Special Regulations. In the event of non-payment of the costs on the payment date, WOOD.BE can take the necessary steps to suspend the certificate. The payment of the sums due, with the reminder costs and the statutory interests, shall be made as prescribed by law.

10. Responsibility

In making use of these General Regulations regarding the right to use a certificate delivered by WOOD.BE to a HOLDER, WOOD.BE declines any liability that normally rests on the manufacturer and/or distributor in application of the laws or regulations.

11. Remuneration

The remunerations WOOD.BE asks for its services are determined in the Special Regulations.

The costs relating to the management of the certificate are the subject of an annual invoice drawn up by WOOD.BE. Certificates are delivered electronically as standard. Paper versions are available for a cost of €50 per certificate delivered. For a certificate in a language other than Dutch, French, English or German, the costs of translation shall be invoiced.

Costs related to the inspections are determined by the Inspection Body in accordance with the specifications of the Special Regulations and must also be paid to this body.

Costs related to the tests being conducted by an external lab are invoiced to the HOLDER by the lab according to the specifications of the Special Regulations, and they must also be paid to that lab.

The costs related to additional checks/or tests as a result of non-compliance with the certification regulations shall be charged additionally and invoiced to the HOLDER according to their implementation.

If the certificate is suspended, withdrawn or stopped during the year, the amounts already invoiced remain due.