

It is advised to all the certified clients, to read the information provide in this document carefully.

### **Change in Contact Information**

If the contact number or e-mail address of an organization is changed, the certified organization shall intimate to APC in advance and ensure that, the up-to-dated contact information is provided to APC.

### **Notification of Client's Change for Confirming Change**

Certified organizations shall notify APC in written request if following changes occurs in its management system. The situations include a change in organization name and ownership, a change of address, a change in scope, significant changes in process, significant changes in organization and management, any significant events including, but not limited to fatal incidents, serious injuries, occupational diseases or legal actions by a regulatory authority and OHS related findings by third-parties. After review of the information submitted by the certified organization, APC shall determine the necessary action and inform the client.

### **Initiating a Complaint or an Appeal**

When a certified organization wishes to make a complaint in respect of the APC's certification or appeal against a decision of the APC which is considered to be unfair and prejudicial to the interests of the complainant, it can refer to the work guidelines of APC-WG-01 Handling of Complaints and Stakeholder Concerns and APC-WG-02 Handling of Appeals available on APC's website.

### **Report of incident or breaching of legal regulations**

Certified organizations granted the certificate of occupational health and safety management system have to inform APC without delay of the occurrence of a serious incident or breach of regulation necessitating the involvement of the concerned competent regulatory authority (e.g. Hong Kong Police Force and/or Labour Department of HKSAR, etc.). If the certified organization does not do so, APC would take immediate actions such as imposing an unannounced audit or may even suspend the concerned certification

### **Use of Certification Marks & Accreditation Symbol**

Certified organizations shall kindly read the APC-WG-03 "Use of APC Certification Mark" and APC-WG-04 "Use of HKCAS Accreditation Mark" available on APC website. It is welcome to ask for the comments from APC about the uses of certification mark in conjunction with HKCAS accreditation symbol, especially before the first use of them. Certified organizations shall not make or permit any misleading statement regarding its certification.

### **Reference to Certification**

It is suggested to consult APC when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents. The statement on product packaging or in accompanying information shall in no way imply that the product, process, or service is certified by this means, or imply that the certification applies to activities that are outside the scope of certification.

The statement shall include reference to:

- identification (e.g. brand or name) of the certified client;
- the type of management system (e.g. quality, environment, occupational health and safety) and the applicable standard;
- APC issuing the certificate

### **Use of APC's Certificates**

Certified organization can use APC's management system certificate for the tendering application and its promotion. Please aware that the certified organization shall not use or permit the use of certification document or any part thereof in a misleading manner including the implications of that the product, process, or service is certified by APC. APC is welcome to answer about whether the use of certification document is proper or not.

### **Understanding of Certification process and Audit process**

Certified organization can contact APC for the information of certification process and audit process. Certification process, audit process, and the process for granting, refusing, maintaining, renewing, suspension, withdrawal, extension and reduction of certification are briefly described in *Certification Regulations* (APC-M-06). Certification Regulations can be accessed in APC's website.

### **Surveillance Audit / Re-assessment Audit**

Certified organizations shall kindly coordinate with APC for the arrangement of Surveillance / Re-assessment Audit in timely manner.

### **Cases of Suspension of Certification After Granting Certification**

In the event that Certified Organization (Client) is not complying with the following items, APC may suspend Client's certification.

1. Client did not accept on-going surveillance visit within the time agreed.
2. APC determines that Clients does not have resources or organization to satisfy with requirements of standard applied, or the certified system does not exist.

3. Client lost its confidence as a result of claims raised by interested party and social conflict.
4. Client has not taken the required actions against the changes or registration system or requirements during the specified period.
5. Client failed to correct the nonconformities found at on-site audit within the time agreed.
6. Client failed to timely correct nonconformities, caused by misuse of certification mark, within one (1) month.
7. Client did not settle the payment for APC's certification activities mentioned in the agreement.
8. It is verified that Client did not comply with the client's obligations based on the contract.
9. Clients used and applied the certificate (certification) beyond its coverage.
10. It is proved that the information and/or material provided by Client during assessment are falsity.

### **Terms and Conditions**

Certified organizations shall comply with the *Clause 5 OBLIGATIONS OF THE CLIENT* of APC's *Terms and Conditions for Certification Services (M-05)* bound to the contract.

### **Dealing with APC's related parties**

While dealing with person/organization – who/which is claiming themselves as APC representative / Business partner, please check them with APC prior to dealing with them. In normal circumstance, APC's representative / Business partner will not deal with the certified organization without formal notice to APC. APC will consider whether such deals will significantly affect the impartiality of APC as a certification body. APC will take actions to ensure the impartiality of certification, and, if necessary, suspend the certification.

**\*\*\*The End\*\*\***