

SBSC

EN 50518 Certification Guide

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SWEDISH FIRE AND SECURITY CERTIFICATION

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General

This guide will help you through the certification process and make it as simple and understandable as possible.

It is difficult to say in advance how long the certification process will take. Among other things, it will depend on when all supporting documentation has been assembled and when the on-site audit is scheduled.

If you have any questions, you are always welcome to contact us.

1 Application

The application for certification is made via the client portal on SBSC's website. After you have registered and logged on, you can apply for certification. More information regarding the certifications offered by SBSC can be found on our website.

2 Supplementing your application

When you register as a customer and complete your application via the client portal, you will have access to your customer folder in our file management system, Box.

In order to be able to examine and determine if you fulfil the requirements of the standard, you will need to supplement your application.

The additional supporting documentation which you may need includes, for example, relevant parts of the management system and drawings.

The supporting documentation to be added is set out on the checklist which you will find in the folder, **EN50518:2019 – Checklist on application**. Go through the checklist carefully and ensure that all supporting documentation has been included. Then notify us as instructed in the contact information on the checklist.

3 Audit

When you have supplemented your application in accordance with **EN50518:2019 – Checklist on application** and the assessor determines that the supporting documentation is satisfactory, you will be contacted in order to plan and schedule an audit.

After that, an audit plan is sent with information on audit scope, time and date.

As a rule, the certification audit takes at least two business days to complete, but the time may vary depending on the scope of the business.

The audit is then performed by the auditor(s) in accordance with the audit plan.

The days are concluded with a joint review of the results of the audit. The audit may identify nonconformities which, in such case, are to be addressed with corrective actions.

4 Review

When all supplemental supporting documentation has been uploaded in your customer folder, the supporting documentation is reviewed. We will contact you if supplemental information is necessary.

If you have had audits and been informed of nonconformities, we examine your corrective actions. If we are of the opinion that the actions are insufficient, we will notify you and you will have an opportunity to supplement the corrective actions.

5 Decisions regarding the issuance of certificates

When SBSC determines that all requirements of the standard have been fulfilled, a decision is taken regarding the issuance of a certificate and, as a customer, you will be notified of the decision.

The original certificate is sent to you by post, and you will also find a copy (pdf) of the certificate and the relevant certification mark in the client portal.

Information regarding your certificate is also published on sbsc.se.

6 During the term of validity of the certificate

During the period of validity of the certificate, SBSC ensures that the company meets the requirements in accordance with the standard that the certification relates to and otherwise our General terms and conditions and Certification regulations. Audits are normally carried out through regular audits, where our auditors go through the fulfilment of the requirements on site.

7 Re-certification and upgrading of certificates

When the term of validity is about to expire, a renewed certification is carried out in order to be able to extend the term of validity of the certificate by an additional term. Such renewal of certification is called re-certification. An application for re-certification is normally made automatically in the client portal. If you do not wish to extend the certificate, you have the possibility to terminate the process of re-certification in the client portal.

Upgrading a certificate means that a new edition of the regulations has been issued for the certification. It is the issuer of the regulations that decides on new issues, not SBSC. To retain the certificate, you as a customer need to prove that the system meets the requirements of the new edition of the regulations.

8 Miscellaneous

8.1 Contact SBSC

You will find contact information on our website.

For your communications with us, please use the e-mail address, sakerhet@sbsc.se.

8.2 Client portal

You can log in to our client portal in order to do the following:

- Change settings in the form of contact information, invoicing address, etc.;
- Add, amend or terminate authority for persons who are to have access to information regarding the company's certificate in order to be able to apply, terminate, upgrade and renew certificates;
- See the current status of pending applications;
- See new events connected to your certificate;
- See the status of upcoming or pending upgrades or re-certification.

You can log in to our client portal on our website. For questions regarding technical support, the mail address is support@sbsc.se.

8.3 Regarding your customer folder in Box

When you have registered as a customer and applied for certification, SBSC creates a temporary customer folder in our system, Box. You will receive an invitation from us in your customer folder with the same username (e-mail address) which you used to register as a customer. You choose the password. In your customer folder you will find a checklist, **EN50518:2019 – Checklist on application**.

You can read more about logging into and using Box at: <https://bit.ly/2qqT0Aa>.

You can read more about uploading files and folders on to your customer folder at: <https://bit.ly/2HlhQvj>.