

SBSC

EN 50518 Certification Guide

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Generally

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 in, 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 in the client portal, you will have access to your customer folder in our *Box* file management system.

When your application is received, you will be contacted by SBSC to supplement the documents which are necessary for us to be able to get the certification process underway.

The additional supporting documentation which you may need includes, for example, relevant information regarding your management system and drawings.

3. Audit

When you have supplemented your application and SBSC has determined that the supporting documentation is satisfactory, you will be contacted to plan and schedule an audit. An audit plan will then be sent to you with information regarding the scope, time, and date of the audit.

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

The audit may identify one or more deficiencies which need to be corrected. These need to be addressed with an analysis of causes and corrective measures before the certificate can be issued.

4. Decisions regarding the issuance of certificates

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

The certificate will then be available for download via SBSC's client portal. If you have chosen to also receive a printed version of the certificate, it will be sent to you by mail. Information regarding your certificate is also published on sbsc.se.

5. During the period of validity of the certificate

During the period of validity of the certificate, SBSC ensures that the company meets the requirements of the standard for certification as well as our General Terms and Conditions and Certification Provisions. Verifications are normally carried out through regular audits in which our auditors verify that the requirements have been met while they are on site.

6. Re-certification and upgrading certificates

When the period of validity is about to expire, a renewed certification process is carried out to extend the period of validity of the certificate for an additional period. Such renewal of certification is called *re-certification*. An application for re-certification is normally submitted 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 standard has been issued for certification. It is the issuer of the standard who determines whether to issue a new edition, not SBSC. To retain the certificate, you need to demonstrate that your company meets the requirements of the new edition of the standard.

7. Miscellaneous

7.1 Contact SBSC

For your communications with us, please use the e-mail address, foretag@sbsc.se. Other contact details can be found on our website.

7.2 Client portal

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

- Change settings for contact information, invoicing address, and so on;
- Add, change and/or cancel the authority to access to information regarding the company's certificate or to be able to apply, terminate, upgrade and/or renew certificates;
- View the current status of pending applications;
- View new events relating to your certificate;
- View the status of upcoming or pending upgrades or re-certification;
- Upload a company presentation with text and logotype for presentation on sbsc.se; and
- Download relevant certification marks.

You can log in to our client portal on our website.

7.3 Certification marks

Certification marks are available in digital format in the client portal for downloading and use in your marketing on your website and in other marketing channels. More information about this will be sent to your company's contact person by email after the certificate has been issued.

Certification marks are also available as stickers in different sizes to use on, for example, company cars. You can obtain these free of charge by contacting us at info@sbsc.se or by phone on +46 8 409 536 00.

7.4 Marketing and information material

In certain cases, marketing and information material is available for use in your contacts with clients and end-customers. You will find the material on our website.

7.5 Your customer folder in Box

When you have registered as a customer and applied for certification, SBSC creates a temporary customer folder in our *Box* system. 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 will be able to choose your password.

You can read more about logging into and using Box at [the Basics of Box](#)

You can read more about uploading files and folders on to your customer folder at [Upload Your Content to Box](#).