

SBSC

Systems 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 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 of a company, individuals, products, and systems. More information regarding the certifications offered by SBSC can be found on our website.

2. Supplementing your application

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

For example, the supplemental documentation may relate to the company's management system.

3. Audit

When the SBSC has determined that the company is ready to move forward in the certification process, you will be contacted by SBSC to schedule and plan an audit.

The audit is divided into two parts and is carried out on two different occasions. The first part, Stage 1, involves a review by us of your management system according to the requirements of the standard. In the second part, Stage 2, we verify your compliance with your management system.

Verification of the self-declaration regarding the social responsibility of organisations is also divided into two parts. During the first stage, Stage 1, we review the conditions necessary for a successful verification of your self-declaration. During the second part, Stage 2, we review your self-declaration through interviews and spot checks of your documentation.

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.

You will receive more information from our auditor in conjunction with the audit. In addition, more information can be found in the report you will receive following completion of the audit.

Before an ordinary audit takes place, we can offer a so-called *pre-audit*. This is completely voluntary. A pre-audit is carried out to ensure that the conditions exist for certification. Contact us if you would like to discuss the need for a potential pre-audit. A pre-audit is carried out for a fee.

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 [spsc.se](https://www.spsc.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 system 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.