

WOOD CERTIFICATION PRIVATE LIMITED		Product Certification Procedure	
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0. Purpose

To define specific requirements to application from clients, processing & audit and certification as Ready Mix Concrete Plant Certification Scheme (RMCPCS)

0.1 Scope

The audit is identified as RMC or RMC plant audit. The plant is certified for the RMCPCS requirements as per this procedure which addresses all RMCPCS requirements including criteria for RMC production control, certification process and rules for use of the RMC Plant Certification mark/Logo and is applicable to all personnel involved in RMCPCS certification. WOODCERT operate the RMCPCS certification scheme in India.

1. Application for Certification

1.1 FT-20 RMC Application Form – Application

(i) Client organisation will apply for RMC certification scheme in **FT-20 RMC Application Form** and submit all details as required.

(ii) The applicant will specify the type of certification being applied for.

(iii) RMC application form includes

- Information for each plant in the formats of Tables 1 to 11 of the RMC application form which are included in Section B of the “Criteria for RMC Production Control along with supporting documents.
- If any activities covered under the criteria for certification are carried out at any premises other than the plant location to enable covering the same under audit.
- The coverage of the RMC plant to be audited and certified clearly indicating the activities and whether these are covered at single or more than one location.

(iv) Irrespective of the number of RMC plants to be covered under certification, each and every plant shall be audited for the RMC Production Control Criteria.

Registration of Application

(v) WOODCERT shall respond to all enquiries received from prospective applications for RMC capability certification with complete information for facilitating a registration of an applicant, within 7 days of the receipt of the query.

(vi) The prospective applicant RMC plant shall apply to WOODCERT in the application format prescribed by WOODCERT (**FT-20 RMC Application Form**) and shall provide the information as mentioned above and any other information WOODCERT may consider relevant to the certification process.

(vii) The prospective RMC plant shall declare in RMC Application Form (**FT-20 RMC Application Form**) (as an undertaking) whether it has been an applicant / certified under this Scheme with or by any other certification body and if yes then provides the previous evaluation reports to WOODCERT. WOODCERT may verify the information provided by contacting the earlier certification body.

(viii) The prospective applicant RMC plant shall, declare in RMC application form any judicial proceedings relating to its operations, any proceedings by any Regulatory body or suspension / cancellation / withdrawal of any certification / approvals under any Regulations or otherwise.

(ix) WOODCERT shall grant certification only against the current relevant certification criteria. WOODCERT shall review all applications for the same and ensure that the same is complied with.

(x) WOODCERT shall review all applications for adequacy and deficiencies observed, if any shall inform the applicant RMC plant within 7 days of the receipt of application. WOODCERT shall utilise a competent person to review applications for certification. WOODCERT shall maintain the records of review **FT-21 Application Review**.

(xi) Only those applications that are found to be completely filled and supported with all documents sought shall be accepted and registered by WOODCERT in order of receipt with a unique identification number, acknowledged and records maintained. Registration shall be done within 7 days of receipt of application or information in response to the deficiencies communicated to the applicant. In case the applicant discloses any

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proceedings, suspensions etc. by any other approved CB

(xii) The applicant shall not be entertained for a period of one year from the date of conviction, suspension, withdrawal, deregistration etc.

(xiii) In case the RMC capability certification has been suspended/ cancelled by any approved CB, the application shall not be accepted by WOODCERT till suspension is lifted by the concerned CB or for one year from the cancellation date of certification.

(xiv) The antecedents of the applicants shall be checked in relation to the Scheme. Applications from RMC plants who have earlier either misused the RMC Certification, or whose earlier certificate was cancelled because of violation of terms & conditions / misuse of certification or have been implicated / convicted by the court, shall not be entertained for a period of 3 years of conviction / strictures by the court / cancellation of the certificate by WOODCERT.

(xv) Applications from RMC plant found to be misusing the RMC Certification while their application is being processed for grant of certificate, shall not be processed any further, and rejected after a due notice of 15 days. Fresh applications from them shall be treated in line with the requirements stated in the above (xv).

(xvi) Requests for grant of certification from previous applicants shall be processed like a fresh application and the entire procedure for grant of certification shall be adhered to.

(xvii) WOODCERT shall reject and close an application/contract under the following conditions,

- If initial evaluation is not carried out within 3 months of registration of application.
- If the entire certification process is not completed within 6 months of registration of application.
- If the applicant shows no progress towards completion of corrective actions within 3 months of Initial Evaluation and 6 months of Registration of application.
- Misuse of RMC Certification
- Evidence of any malpractice
- Voluntary withdrawal of application.

(xviii) The fees charged by WOODCERT shall be non-refundable.

2.0 Audit Programme

2.1 Audit Programme.

WOODCERT shall undertake only RMC Capability Certification scheme and accordingly shall offer the following stated program:

Certification activity	RMC CAPABILITY CERTIFICATION
Certification Audit – Stage 1	NA
Certification Audit – Stage 2	Yes
Surveillance – Six monthly including one surprise audit each year	Yes

Sampling of plants to be Audited

WOODCERT shall audit each plant applying for certification for the RMC Production Control Criteria.

3.0 Audit Mandays

The man days required to conduct an offsite/ on site audit are calculated in accordance with the following Table:

Certification activity	Audit Mandays
	RMC Capability Certification
Certification Audit	2 Mandays Min

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Surveillance – Six monthly	2 Mandays Min
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1. The audit time includes at least one man-day (8 hrs.) on-site audit. Audit preparation and report preparation time is additional 1 MD.
2. WOODCERT shall witness all the tests as mentioned in Table 4 of the Criteria during each on-site visit.

4.0 Certification Audit Planning

4.1 Preliminary Information provided to WOODCERT

4.1.1 Before the Initial Evaluation (for "RMC Capability Certification"), the Applicant shall provide WOODCERT with the documentation as mentioned in **FT-21 RMC Application Form** which includes Tables 1 to 11 as per Section B of the "Criteria for RMC Production Control"

4.1.2 Apart from information regarding the equipment and facilities of the RMC plant, the applicant shall provide information regarding the plan and frequency of controls carried out on incoming material, production facilities and testing equipment in order to allow auditor to have a preliminary overview on the plant.

4.1.3 The following documentation needs to be provided by the applicant to WOODCERT

Documentation	RMC Capability Certification
Production and Quality Control Manual	YES

4.1.4 Resource related and team competence requirements

4.1.4.1 In addition to all generic personnel related requirements as specified in clause 6 of ISO17065:2012 the following specific requirements shall apply:

4.1.5 Audit/evaluation team competence

4.1.5.1 The auditors/evaluators used by WOODCERT to carry out the audit/evaluation of the RMC plant for against the "Criteria for Production Control Ready Mixed Concrete" for the applicable capability scheme shall have all the required qualifications as described in **FT-04 Competency Matrix**

4.1.5.2 WOODCERT may use auditors who do not have the requisite qualifications as prescribed above provided they are supported by technical experts (TEs) who meet the qualifications at 4.1.5.1 above. The time spent by the TE on an audit shall be in addition to the audit time as prescribed under the 'Certification Process' which WOODCERT is expected to spend.

4.1.5.3 The auditor/evaluator involved in offsite documentation review of information received with the application and before going for onsite assessment (Tables 1 – 11 as given in "Criteria for Production Control Ready Mixed Concrete" shall have the qualifications as described in clause 4.1.5.1 of this document.

4.1.5.4 Since WOODCERT does not pursue RMC 9000+, hence the clause "In case of audit for the RMC 9000+ Capability Certification based on implementation of Quality Management Systems as per ISO 9001 and the RMC Production Control Criteria, the audit team shall have at least one auditor qualified for technical area "Manufacture of Concrete" within the EA Code 16 with the competence specified in cl. 4.2.1 in the absence of which a technical expert shall be used." Is not applicable.

4.1.5.5 One of the auditors/evaluators in the team shall be nominated as the team leader. The team leader shall be an ISO 9001 Auditor, qualified as team leader as per the requirement given in ISO 17021:2011.

4.1.5.6 WOODCERT has a system for qualifying lead auditor/evaluators for RMPCPS, based on experience of having performed at least three audits/evaluations under the RMPCPS scheme. For one time initial qualification, some other evaluation methods such as audit experience as team leader in other similar areas, may be used.

4.1.5.7 WOODCERT has not applied for RMC 9000+ hence this clause is not applicable. "While carrying out audit/evaluation of a RMC plant for both requirements specified in ISO 9001 and the "Criteria for Production Control Ready Mixed Concrete", the audit team shall collectively have competence as specified in clauses 4.1.5.2 and 4.1.5.3 above.

4.1.6 Other certification body personnel as relevant to the RMPCPS - Other certification body personnel involved in the RMC scheme certification evaluation activities shall have the competence as stated below:

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4.1.6.1 Application Review personnel – The functions to be carried out by the personnel involved in review of application review is to confirm the adequacy of the information provided by the applicant and identification of the deficiencies observed, if any, vis-à-vis the requirements specified in the documents like “Criteria for Production Control Ready Mixed Concrete” and “RMCPCS Certification Process”. *Further in case the application reviewer also needs to carry out mandays estimation (especially for RMC 9000+ Capability Certification scheme) and team nomination, the persons involved in application review process, shall have thorough knowledge of RMCPCS certification requirements as defined in above stated documents, in addition to meeting the requirements specified in the relevant requirements for application review personnel as specified in ISO17021:2011.* The application review personnel shall be qualified based on experience of having performed at least three applications under the RMCPCS scheme or through any other equivalent route.

4.1.6.2 Technical Reviewer – WOODCERT’s personnel involved in technical review function shall have the same requirement as that specified in clause 4.1.5.1 of this document. When reviewing the audit reports for RMC 9000+ Capability Certification, the technical reviewer shall also meet the qualification criteria as specified in the relevant requirements of ISO17021:2011 and shall preferably be qualified on the basis of demonstrated competence to carry out the review function say based on experience of having performed at least three technical reviews under the RMCPCS scheme. The technical reviewer shall be independent from the audit/evaluation team. Only person(s) employed by WOODCERT or on long term (2 – 3 years) full time contract with WOODCERT shall be entrusted the responsibility of technical review functions.

4.1.6.3 Decision maker – WOODCERT has a Certification Panel, independent of the persons involved in the evaluation function.

a) This Certification Panel takes the decision on granting certification under the RMCPCS, and has a level of knowledge and experience sufficient to evaluate the information obtained from the evaluation process and the review. The same has been defined under Sl. No 11 of **FT-04 Competency Matrix** and **Annexure -2 of ISO 17065 Manual-WCPL** and **WI-02 Certification Panel**.

b) Impartiality and absence of conflict of interest is ensured by WOODCERT before entrusting the task of certification decision making.

4.2 Audit Team

Audit Type	Audit Team Composition
Certification Audit	Team Leader + 1 Auditor (If Required) + 1 Technical Expert (if Team Leader / Auditor is not qualified as per RMCPCS auditor competence)
Surveillance	Team Leader + 1 Auditor (If Required) + 1 Technical Expert (if Team Leader/ Auditor is not qualified as per RMCPCS auditor competence)

4.3 Audit Plan

4.3.1 WOODCERT shall ensure that the Audit is conducted during the working days in which customers’ orders are being produced and delivered.

4.3.2. WOODCERT shall not plan the audit in the RMC plant when the plant is non-operational and as far as possible, on Mondays (e.g. Diwali) since it may be difficult to verify all the aspects of production processes.

4.3.3 WOODCERT auditors, if more than one, may conduct part of the audit in parallel being focussed on specific processes.

4.3.4 WOODCERT shall plan the audit of headquarters late in the afternoon to optimise the time spent in the morning and early afternoon to verify the operations and the plant equipment.

5. Certification Audit:

5.1 Certification Audit

5.1.1 RMC 9001 + QMC based certification- Not pursued by WOODCERT

5.1.2 RMC Capability certification audit

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Objective : Verifying the effective implementation of the criteria for RMC Production control

Opening Meeting: (Additional to the requirements defined in *PCP-12 Procedure for Initial Audit* the following are required to be carried out during RMC scheme audit).

During the opening meeting, the Team Leader shall ask the MR to show the list of customers' orders undertaken in last 6 months including the ones to be processed during the day (for verification, the auditor shall select any five random orders since last audit including at least one from the ones executed during the day of the audit). The Audit plan shall be modified accordingly.

The Team leader shall also collect information on the situation and on changes concerning RMC plant, equipment, raw materials and anything else relevant.

5.1.3 Safety during audits

5.1.3.1 WOODCERT acknowledges that the Audit involves risks linked to the need to travel to work environments. Responsibility for risk analysis and the identification of the most suitable means of protection is of the RMC plant that manages the building or factory. WOODCERT shall request the document for risk analysis and identification of the most suitable means of protection from the RMC plant before the commencement of the audit. The information shall be validated by the auditor.

5.1.3.2 However, WOODCERT shall provide auditors with personal protective equipment which may be reasonably required to run in the security checks. In particular, each auditor shall go to the sites to verify with at least:

- helmet; safety shoes; goggles; ear protectors; high visibility vest

5.2 Use of the Check List

WOODCERT's auditors shall conduct the RMC Capability certification in accordance with the following instructions:

5.2.1 Capability Certification

The audit shall be conducted with the help of the Check List included in Section B of the Criteria for Production Control of Ready Mix Concrete. WOODCERTS's auditor/s shall fill in the entire Check List along with remarks giving objective evidence of compliance/non-compliance in the production facility itself, and not in the office.

5.2.2 RMC 9001+ Capability Certification- Not pursued

5.3 Non conformities

Objective: To establish criteria for determining the relevance of evidences and clarity on nomenclature considered as NCs to reduce variation among auditors and WOODCERT.

5.3.1 Classification and Closure

Non Conformity	Description	Time frame for closure
Critical	Non-compliance with a requirement which indicates serious failure of the plant's capability to produce and deliver RMC to meet the customer requirements	Within 15 days. Corrective Actions shall be submitted to WOODCERT within 10 days. Onsite verification to be undertaken within 5 days and decision taken either to close the NCs or suspend certification
Major	Non conformity regarding a Management system requirements which does not allow the	Within 1 month. Evidences of closure shall be provided to the WOODCERT; verification to be done

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	production and delivery process toon site meet the customer requirements or As given in the Criteria for classification below	
Minor	Non-compliance with a requirement which does not compromise either the overall management system effectiveness or the production and delivery process	Within 3 months; Evidences of closure shall be provided to the WOODCERT; verification to be done in the following surveillance audit

5.3.2 Criteria for Classification

Critical NCs	Major NCs	Minor NCs
Check List items as under: 3.2.1.1 (Storage - Cement only), 3.2.1.2 (Batching & Mixing), 3.3 (Laboratory), 5 (Concrete Mix Design), 6 (Production and Delivery), 6.1 (Identification and traceability), 7 (Control of Process control equipment and measurements)	3.2.1.1 (Storage – other than Cement), 3.2.1.3 (Delivery Fleet), 3.4 (Key Personnel), 4 (Control of Incoming materials), 8 (Complaints)	6.2 (Control of nonconforming products), 9 (Feedback)

The certified clients shall be shown with a green colour code on the WOODCERT's website as a sign of their current status. In case critical NCs are raised, the status shall be classified as 'Certification Status under Review' and colour coded as Orange. In case the certification is suspended, the colour code Red would be used to indicate the status of certification.

Any non-compliance observed during audit, for which corrective actions are taken on-site during audit and not raised as non-conformity, shall however be reported in the report findings.

The Non Conformities and related corrections and corrective actions shall be:

- a) Prepared by the Team leader before the Closing Meeting
- b) Discussed with the Customer
- c) Countersigned by the Team leader and the Customer's representative
- d) Sent to the WOODCERT for verification.

5.4 Audit Report

5.4.1 WOODCERT shall send the Audit Report within 7 days from the date of the completion of the audit to the client.

5.4.2 Irrespective of the Scope of the Certification (Company-wide, Regional office, List of RMC plants, Single plant), the Audit report shall:

- a) describe the structure of the audited RMC plant
- b) specify the part of the RMC plant to which each NC is addressed
- c) the processes excluded by the Scope of the certification, if any,

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6 Certification Decision:

WOODCERT shall grant the certificate when all the following conditions are met with:

- a) All NCs raised are closed – critical and major after onsite verification and minor after off-site verification
- b) payment of outstanding dues
- c) Technical review of report (Certification Panel Decision)
- d) QCI Agreement signed

Other Details as verified in client file before certification decision.

- a) Application Form
- b) Application Review / Contract Review – Auditor/TE qualification/ Allocation
- c) Updated audit checklist of the Production Control Criteria of RMC with relevant comments & mention of evidences verified
- d) Audit Report
- e) Signed agreement along with Mark Logo use guidelines 'Use of RMC Scheme logo' between the client & QCI.

7. Surveillance Audit:

7.1 Type

Two types of surveillance audits shall be carried out:

- a) Planned Surveillance Audits
- b) Surprise Audits (with a short notice of 3 days)

7.2 Frequency

To ensure more stringent control on production and delivery processes and monitor the effective implementation of the Certification Scheme, the frequency of surveillances shall be as follows:

Surveillance Audit shall be conducted within every six month period with at least one Surprise Audit in a year. The Surprise can be in addition to Surveillance audit shall be one of the two Surveillance audits to be carried out in a year. Surveillance shall normally be held within the defined period and a delay of maximum one month beyond the due date shall only be allowed in exceptional circumstances. Any further failure to conduct surveillance shall result in suspension of the certificate.

8.0 Complaints

8.1 Complaints submitted by the RMC plant to the WOODCERT

8.1.1 The WOODCERT shall have a documented process to receive, evaluate and make decisions on the complaints. This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

8.1.2 The complaints-handling process shall include at least the following elements and methods:

- a) an outline of the process for receiving, validating, and investigating the complaint, and
- b) for deciding what actions are to be taken in response to it; tracking and recording complaints, including actions undertaken in response to them;
- c) Ensuring that any appropriate correction and corrective action are taken.

8.1.3 The WOODCERT shall make a description of the complaint-handling process publicly available.

8.1.4 Upon receipt of a complaint, the WOODCERT shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client,

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then examination of the complaint shall consider the effectiveness of the certified production control/management system.

- 8.1.5 Any complaint about a certified RMC plant shall also be referred by the WOODCERT to the certified plant in question within 7 days from the date of receipt of the complaint.
- 8.1.6 The WOODCERT receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.
- 8.1.7 Whenever possible, the certification body shall acknowledge receipt of the complaint, and shall provide the complainant with progress reports and the outcome.
- 8.1.8 The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
- 8.1.9 Whenever possible, the WOODCERT shall give formal notice of the end of the complaints handling process to the complainant.
- 8.1.10 WOODCERT shall determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

8.2 Complaints regarding the activity carried out by the Certified organization

- a) The WOODCERT may audit the complaints received by the RMC plants from its customers
- b) receive a complaint regarding the activity of a certified organization from any interested party

In the event a) WOODCERT shall audit the complaints in each visit to the plant and report the compliance to and findings of the same. The RMC plant shall keep a register for complaints received by the Customer.

In the event b) WOODCERT the complaint must specify detailed information regarding the certified RMC plant and the reasons of the complaint. The complaint shall be evaluated by the WOODCERT in accordance with its own "complaint procedure". A decision shall be take on the basis of evidences. If the decision is to conduct a supplementary audit the WOODCERT shall plan it, even with short notice. The RCM plant must accept such supplementary audit. In case of rejection in receiving the audit, the WOODCERT may decide for suspending the certification.

8.3 Additional Requirements of complaints and Appeals handling.

8.3.1 All the requirement as specified in clause 7.13 of ISO 17065:2012, those specified above are applicable in addition to those specified below:

8.3.2 In case of complaints related to a certified client and the products manufactured by the certified client, then the examination and evaluation of the complaints shall take in to consideration the effectiveness and implementation of the client's production control system. The process of establishing validity of the complaint shall generally involve processes like conduct of additional surveillance activities – visit to certified client's premises for special evaluation, testing and evaluation of the products manufactured in the plant, if necessary, etc. The decisions on complaint shall then be based on the result of additional surveillance activities.

8.3.2.1 WOODCERT's complaint handling process shall document the actions to be taken by WOODCERT as well as the certified client, in case the complaint is established to be valid and the plant's production control is found to be non-compliant with the specified criteria. Some of these actions/conditions shall also be included in WOODCERT's legally enforceable agreement with the client.

8.3.3 In respect of appeals, WOODCERT shall ensure that the individual(s)/committee entrusted with handling of appeal and its resolution/ decision shall be independent of the persons involved in certification related recommendations and decision and their position in WOODCERT shall be such that it shall not be possible to influence their decisions with respect to the subject of the appeal.

8.3.3.1 WOODCERT has a provision for giving a written statement to the appellant, of the appeal findings including the reasons for the decisions reached and also communicating to the appellant about the provision for giving an opportunity to formally present his case. Based on the presentation made, the individual or a committee appointed for hearing the case shall take a final decision on the appeal and a formal notice of the outcome and the end of the appeal process shall be given to the appellant.

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9. Certificate:

9.1 Certificate

The organization may achieve one of the following certificates:

Certificate	Object	Extension	Certificate Number
Single plant	All the processes carried out by the plant	Single plant	One certificate number
Cluster	Group of plants sharing common facilities or processes	Group of plants	One certificate number for cluster of plants (a list of plants certified in the cluster is given)
Company	Entire company	All plants	One number per company (the certificate shall have an annexure with the list of certified plants)

9.2 Information

The certificate shall report the following information:

- certificate number
- certification scheme name (or logo)
- reference to certification criteria
- company name (should be a legal entity)
- certified plant address
- scheme logo
- logo of the WOODCERT
- accreditation number of the WOODCERT
- date of certification
- expiry date
- signature of the WOODCERT's legal representative
- in the event of issuing any revised certification documents, a subsequent date shall be indicative as a means to distinguish the revised document from any prior obsolete documents.

In case of organization certification, WOODCERT shall annex to the certificate the list of the certified plants.

9.3 Validity:

The certificate is valid for 3 years **starting from date of Issue**. Recertification is to be carried out before expiry of the current certification if certification is needed in continuation. It is preferred that the audit is completed well in advance preferably at least one months before certification expiry date so as to retain its continuity. (WOODCERT shall require the client to meet its internal guidance as described in **PCP-15 Procedure for Recertification**.)

10. Suspension and Withdrawal of Certificate

10.1 Suspension

10.1.1 WOODCERT shall issue instructions to the certified RMC plant for suspension of certification when

- a) a critical NC is raised during any surveillance audit and not resolved within 15 days
- b) the major NCs issued are not closed in timelines prescribed
- c) repeated major NCs are raised in consecutive surveillance assessments
- d) there is failure to organize a surveillance audit within the specified time period
- e) there is non-payment of outstanding due
- f) any major changes have taken place in the legal status, ownership, name etc. without prior information to WOODCERT
- g) any wilful misuse of the logo of the Scheme is detected

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- h) any wilful false declaration in the application form or otherwise is detected
- i) excessive or serious complaints against the RMC plant's production or management system are received and are found to be valid
- j) The RMC plant voluntarily requests a suspension. Such request must be submitted in writing to WOODCERT along with the reasons. WOODCERT may decide to accept the request but may not allow the client to revoke suspension on its own.

10.1.2 WOODCERT shall issue due notice of at least one week for suspension of certification to the RMC plant. In case of critical NCs, the notice may not be required.

10.1.3 On receipt of instructions for suspension of certification, the certified plant shall suspend claiming RMC certification with immediate effect.

10.1.4 WOODCERT shall revoke suspension only when Corrective actions have been taken and verified by it.

10.1.5 Suspension shall not exceed a period of six months. The RMC plant's inability to resolve issues relating to suspension within this period shall lead to withdrawal of certification after due notice of 15 days is given.

10.2 Withdrawal

10.2.1 WOODCERT shall withdraw the certificate when

- a) Certified unit contravenes the terms and conditions of certification and provisions of the RMC Plant certification scheme
- b) RMC Plant is not conforming to the requirements of the Certification Criteria and the corrective actions taken are not ensuring compliance,
- c) the proposed plan for corrective actions will take a considerable time beyond 6 months for implementation;

10.2.2 WOODCERT shall withdraw the certificate at the request of the certified plant, if the operation(s) in the certified plant premises can no longer be carried due to reasons of natural calamities such as flood, fire, earthquake etc., lock out declared by the management, or closure of business operations etc.

11. Change of Location/ Ownership/ Name

11.1 Duty of Information & 11.1.2 Treatment of information

11.1.1 The certified RMC plant shall inform the WOODCERT of any change:

a. in the location of the plant

11.1.2.1 On receipt of information of the, WOODCERT shall suspend certification of the certified plant with immediate effect. The certified plant shall be subject to an evaluation at the new site like certification audit of an applicant. If the evaluation is satisfactory, WOODCERT shall transfer the Certificate to the new location and the suspension of the RMC plant shall be revoked. WOODCERT shall endorse the change of premises on the Certificate. In case of an applicant changing location, a fresh evaluation at the new site shall be carried out.

b. in the ownership

11.1.2.2 In the event of change in the ownership, the plant shall provide necessary documentary evidence to WOODCERT. The new management of the organization shall submit its acceptance of the agreement for certification with WOODCERT. The same process shall be followed as and when an existing applicant undergoes a change in management. This shall not call for a visit to the production site

c. in the name

11.1.2.3. In the event of change of name, the applicant/certified RMC plant shall inform the change in the name to WOODCERT supported with documentary evidence, and if satisfied WOODCERT shall endorse the Certificate in the new name.

12. Fees

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12.1 A fee to be charged to the organization for various activities of the certification scheme, without any discrimination between units, geographical location, size of the unit.

12.2 The WOODCERT fee structure shall be publicly accessible and also be provided on request.

12.3 WOODCERT shall notify and obtain consent to its fee structure from the organizations prior to grant of certification. As and when the fee undergoes a change, the same shall be communicated to all including applicants and the RMC plants certified under this scheme of certification for their acceptance.

12.4 Fees Structure

Activity	Registration & Accreditation Fees	Man Day Cost	Certificate issuance
Cost (INR)	15,000 (Fifteen Thousand)	20,000 (Twenty Thousand)	2000 (Two Thousand)

On request from a specific applicant/client, based on the specific conditions concerning the applicant, the certification body shall inform the applicable fees, which shall essentially be derived from the fee structure made publicly available. It shall not substantially defer from the one available publicly, unless some plausible justifications are recorded.

Note: Travel and incidental cost shall be charged as per actual and applicable tax shall be extra.

12.5 The fees charged by WOODCERT shall be non-refundable.

13. Information requirements (2.6 – ref to document on requirements of CB)

13.1 Publicly available information

13.1.1 Making the information publicly available through WOODCERT's website shall be the only means of meeting this requirement.

13.1.2 The following information with respect to RMPC Scheme shall be made publicly available on the WOODCERT's website. The information provided shall be accurate, non-misleading and where relevant detailed enough for the reader to clearly understand:

a) Information related to the terms and conditions of certification and the use of certificates/certification mark for RMPC, as contained in the Certification Agreement (clause 3 of this document). A description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the WOODCERT's name and certification mark and on the ways of referring to the certification granted.

b) WOODCERT may also provide any other guidance documents on the certification criteria for the benefit of the applicant, as long as they are not advisory/consultative in nature.

c) WOODCERT shall make publicly available on its website the information about applications registered and certifications granted, suspended or withdrawn.

d) On request from any party, WOODCERT shall provide the means to confirm the validity of a given certification and the provision for the same shall be made available on the website.

e) WOODCERT shall maintain and make publicly available on its website, a directory of valid certifications under RMPC scheme that as a minimum shall show the name, relevant certification criteria, scope and geographical location (e.g. city and country) and contact details for each applicant and certified client and validity of certification for the certified clients.

WOODCERT shall maintain and make publicly available (on its web site and by other modes) accurate information describing its certification processes for granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification, and geographical areas in which it operates. The information shall include:

i) reference to the Certification Criteria,

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ii) procedure for obtaining RMC Certification, a detailed description of the initial and continuing certification activity, including the application, initial evaluation, periodic surveillance, evaluations, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and re-certification .

iii) An Application form;

iv) List of documents required to be submitted along with the application.

v) Information about the fees for application, initial certification and continuing certification and policy for the fee

vi) Documents describing the rights and duties of certified clients, and

vii) Information on procedures for handling complaints, feedbacks and appeals

f) WOODCERT shall also make arrangement for providing and updating of information with respect to status of certified clients, based on classification of non-conformities raised during audits/evaluations in line with the requirements specified in clause "RMCPCS Certification Process".

13.1.3 WOODCERT have procedure for frequent updating of the information on its website monthly basis or as and when required. Certification In-Charge is responsible for ensuring accuracy of the information made available on the website, ensuring frequent updates. Last date of website update shall be displayed on the website.

13.1.4 The information on complaints handling process and the certification body's procedure shall be directly available to the public, without the public having to go through layers of cross linkages.

13.2 Information exchange between WOODCERT and its clients

13.2.1 Information on the certification activity and requirements- WOODCERT shall provide and update clients on the following:

a) a detailed description of the initial and continuing certification activity, including the application, initial audit/evaluation, surveillance audit/evaluation, and the process for granting, maintaining, reducing, extending, suspending, withdrawing certification and recertification;

b) the certification criteria for RMCPCS certification scheme;

c) information about the fees for application, initial certification and continuing certification;

d) WOODCERT's requirements for prospective clients;

e) Documents describing the rights and duties of certified clients as well as obligations on part of the WOODCERT including the changes within certified RMC client that need to be informed to the WOODCERT; information on procedures for handling complaints (both by the WOODCERT as well by the certified RMC plant, in respect of complaints against certified products) and appeals;

13.2.2 Based on the changes affecting certification, including those initiated by the client, WOODCERT shall decide upon the appropriate actions in accordance with its documented procedure, which shall include any of the actions as specified in clause 7.10.3 of ISO 17065, singly or in combination. Responsibility for deciding about the course of actions to be taken shall also be documented.

14. Certification Marks and LOGO use

14.1 Client shall not be allowed to use the logo on any of the clients' documents such as any reports, marketing material, test certificates or any other stationery material. Mark shall be used as per **PD-02 "Rules for Use of the RMC Plant Certification Mark Logo"** and QCI agreement.

14.2 **PD-02 "Rules for Use of the RMC Plant Certification Mark Logo"** is on the WOODCERT website. Any violation regarding the use of certification marks/scheme logo would be raised as a nonconformity.

14.3 WOODCERT has documented clear instructions regarding appropriate use of certification mark/certificate and for providing information about certification status by its clients. It has also identified the aspects that would be considered as misleading and unauthorised as relevant to the relevant certification scheme. The certification

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agreement shall make appropriate cross references to the above document, so as to make it legally binding. In no case, the mark shall be used to imply that the product (RMC) is certified. The specifics are defined under clause 5 of **PD-02 “Rules for Use of the RMC Plant Certification Mark Logo**

14.4 WOODCERT intends to runs more than one product/process certification schemes in due course, the procedure specifying generic requirements common to all schemes and in line with the requirements of ISO/IEC 17065:2012 have been defined in **ISO 17065 Manual-WCPL** along with other **PCP’s** and additional section with specific requirements as specified for the RMC PCS are defined under this document i.e. **PCP-23 RMC Protocol** and **PD-02 Rules for Use of the RMC Plant Certification Mark Logo**.

14.5 WOODCERT shall ensure that the Certificate is used only with reference to the RMC plant (s) certified. Accordingly the Certification Mark shall be put on the delivery challan carrying reference to the supplies made by the certified Plant.

Each delivery challan shall carry the following information:

- a) Address of the RMC Plant.
- b) Certification Number
- c) Certification Mark.
- d) CB Logo.

The same has been additionally been defined under **FT-23 Certification Agreement** for better clarity and understanding.

14.6 WOODCERT has documented procedures for the measures to be adopted in case of non-compliances to specified requirements with respect to use of certification mark, misuse, including false claims as to certification and false use of certification body marks and these shall be part of its agreement with the certified clients (RMC plants). The procedures include the process steps and the actions (including penal actions as relevant), WOODCERT intends to take in the event of observing misuse/misleading use of RMCPCS certificates and marks. Incorrect references to the certification scheme, or misleading use of licenses, certificates, marks, or any other mechanism for indicating a product is certified, found in documentation or other publicity, shall be dealt with by suitable action, such as suspension or, withdrawal of certificate refer to **PCP-19 Procedure for Granting or Refusing, Expanding or Reducing, Suspending or restoring, Withdrawing or Renewing of Certification**.

14.7 WOODCERT ensures that the applicants are not misusing the certification mark in any way prior to grant of certification, as the same is verified during the Audit process. WOODCERT will suspended processing of the application in case applicants found misusing the certification mark in any way prior to grant of certification.

15. Additional Certification Agreement Requirements

15.1 WOODCERT shall ensure that its certification agreement requires that the client comply with the following requirements in addition to those specified in the respective ISO 17065 standards:

- a)** Always fulfill the certification requirements including product requirement as specified in the document “Criteria for Production Control Ready Mixed Concrete”, the certification process described in the document “RMCPCS Certification Process” and the requirements specified in this document as applicable and the changes in them as communicated by WOODCERT, time to time;
- b)** The certified RMC Plant and its processes always fulfils the certification requirements;
- c)** The liability on account of non-conforming processes shall rest with the certified RMC plant;
- d)** The client makes all necessary arrangements for the conduct of the initial and recertification onsite audit/evaluation, surveillance onsite audits/valuations (announced and unannounced), onsite special/short notice audits/evaluations for the purpose of complaints investigation, etc. It shall also include provision for examining documentation and records, and access to the relevant equipment and facilities, products, location(s), area(s), personnel, and client's subcontractors;
- e)** The client shall make claims regarding certification only in respect of the location and the scope

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for which certification has been granted;

f) The client shall endeavor to ensure that no certificate or report nor any part thereof is used in a misleading manner;

g) WOODCERT keeps a record of all complaints made known to the client relating to the compliance with certification requirement and to make these records available to WOODCERT for its verification. The client shall also agree to take appropriate action with respect to such complaints and any deficiencies found in products/process in accordance with the requirements of the Scheme;

h) The client shall inform WOODCERT, without delay, of matters that may affect its ability to conform to the certification requirements. These shall include changes in:

i. The legal, commercial, organizational status or ownership,

ii. Organization and management (e.g. key managerial, decision-making or technical staff),

iii. Contact address and production sites/premises,

iv. Modifications to the plant design and or processes or the production methods, changes in manufacturing/testing equipment and in the internal control measures which are significant in nature.

v. Any other information indicating that the RMC plant may no longer comply with the requirements of the certification criteria and the certification scheme.

15.2 Records kept by the client in respect of the complaints received and their resolution shall be verified by WOODCERT during the surveillance visits to the client's premises.

15.3 The client shall agree for re-audit/evaluation by WOODCERT as per the requirement of the certification scheme, in the event of changes significantly affecting its capability to comply with the requirements of the certification scheme.

15.4 The client shall also agree for re-evaluation by WOODCERT, in the event of changes in the standards to which compliance of the plant is certified.

15.5 In addition to the requirements as specified above the requirements specified vide clauses 15.6 (confidentiality) shall also be part of the agreement with the client.

15.6 Confidentiality - In addition to the requirements as prescribed in the respective accreditation standards (clause 4.5 of ISO17065:2012 and clause 8.5 of ISO 17021:2011) following requirements shall apply:

15.6.1 Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on WOODCERT's behalf, shall keep confidential all information obtained or created during the performance of WOODCERT's activities.

15.6.2 When confidential information is made available to other bodies (e.g. accreditation body, agreement group of a peer assessment scheme), WOODCERT shall inform its client of this action, in advance.

15.6.3 In case of transfer of certificate or application, when the client decides to move from WOODCERT to another certification body, the certification body to which the client is now moving may ask WOODCERT for information on the reasons for such movement or the performance of the client with respect to the certification requirements. WOODCERT shall be obliged to share this information within a reasonable time, not exceeding 10 days from the date of receipt of the request.

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Such information shall not be considered as confidential.

15.7 Impartiality related requirements – In addition to the requirements as specified in clauses 4.2 ISO17065:2012, following requirements shall apply.

15.7.1 WOODCERT’s top management’s commitment to impartiality shall be demonstrated through:

- a) Documenting the policy on safeguarding impartiality (**PD-01 Impartiality Policy**) and ensuring that it is understood at all levels of the organization. Implementing good practices like establishing requirements of signing the COI declaration and requiring internal and external personnel to abide by it.
- b) Having a defined institutional structure and impartiality policy and procedures, appropriate implementation of these policy and procedures and operation and conduct of its activities and personnel.
- c) Having a system that ensures appropriate management of conflict of interest for ensuring objectivity of its certification functions.
- d) Taking action to respond to any threats to its impartiality arising from the actions of other parts of the organization, persons outside of the organization, subcontractors, related bodies or other bodies or organizations.
- e) Maintaining a professional environment and culture in the organization that supports a behaviour of all personnel that is consistent with impartiality.
- f) Making available to public through its website, its policy on impartiality.

15.7.2 WOODCERT shall not have any relationship with the client except third party conformity assessment. There shall be a minimum separation of 2 years before application can be entertained, in case the certification body has had relationship which is generic (not RMC specific) in nature, for example, internal audit training, etc. In cases where the relationship pertained to RMC specific (product/process/mix design related) activities trainings, etc., then WOODCERT shall consider the same as an unacceptable risk to impartiality and will reject the application. Decision taken shall be recorded.

15.7.3 Although, testing is considered as a conformity assessment activity, in case WOODCERT also has a laboratory and if the RMC plant it has certified/intends to certify, has a contract/arrangement for getting all its raw material and RMC samples, as per the frequency described in the “Criteria for Production Control of RMC”, then this is considered as an unacceptable threat to impartiality. In such cases WOODCERT shall not certify such RMC plant. This is not applicable in case the RMC plant uses a number of NABL accredited laboratories by rotation or otherwise. This provision shall also be applied if the laboratory is a separate business unit within legal entity as WOODCERT as well if the lab belongs to a related body (a separate legal entity).

Note – Definition of Related Body is based on the relationships as described in Note under clause 5.2.2 of ISO 17021:2011.

15.7.3.1 Since WOODCERT is not a government body hence the clause “ *If the certification body and its client are both part of government, the two bodies shall not directly report to a person or group having operational responsibility for both. The certification body shall, in view of the impartiality requirement, be able to demonstrate how it deals with a case where both it and its client are part of government. The certification body shall demonstrate that the applicant receives no advantage and that impartiality is assured*” shall not be applicable.

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15.7.4 When a relationship poses an unacceptable threat to impartiality then certification shall not be provided. These shall be implemented together with the additional ones provided herewith

15.7.4.1 In case the related body is engaged in any of the activities as specified in clause 4.2.6 of ISO 17065:2012 or activities like management system consultancy, internal auditing or training, then certification shall not be provided to the relevant client to whom these services may have been provided by the related body. There shall be a minimum separation of 2 years, in case the related body has had relationship which is generic (not RMC specific) in nature, for example, internal audit training, etc.

In cases where the relationship pertained to RMC specific (product/process/mix design related) activities, etc., then WOODCERT then WOODCERT shall consider the same as an unacceptable risk to impartiality and will reject the application. Decision taken shall be recorded.

15.7.4.2 WOODCERT shall not certify a RMC plant on which a client has received consultancy (product, processor system), internal evaluations/audit or training, where the relationship between the consultancy organization/individual and the WOODCERT poses an unacceptable threat to the impartiality of WOODCERT. Allowing a minimum period of two years to elapse following the end of the relationship product consultancy is one way of reducing the threat to impartiality to an acceptable level however, it shall be considered based on the nature of services offered.

15.7.4.3 WOODCERT shall not outsource/subcontract any part of the certification work, evaluation, marketing, etc., to a legal entity that is engaged in designing, manufacture, installation, distribution or maintenance of the RMC plants. It shall also not be outsourced to organizations who are engaged in management system consultancy, internal auditing and training and similar services to RMC plants.

15.7.5 All WOODCERT's personnel, either internal or external, or committees, who could influence the RMC plant certification activities, shall act impartially and shall not allow commercial, financial or other pressures to compromise impartiality. WOODCERT requires personnel, internal and external, to reveal any situation known to them that may present them or WOODCERT with a conflict of interests. These aspects shall be ensured through a signed agreement between the individuals and WOODCERT. WOODCERT shall use this information as input to identifying threats to impartiality raised by the activities of such personnel or by the organizations that employ them, and shall not use such personnel, internal or external.

15.7.6 WOODCERT's personnel involved in certification activities are bound by the WOODCERT's impartiality policy and act impartially in their work through contractual or employment conditions and assignment conditions for each evaluation/audit activity. WOODCERT shall also take an undertaking with respect to freedom from conflict of interest for every audit/evaluation assignment allotted to the individuals.

15.7.7 WOODCERT's personnel involved in certification activities shall not provide, while carrying out evaluation/audit, any advice, consultancy or recommendation to the client on how to address any deficiencies that may be identified during the evaluation/audit.

15.7.8 WOODCERT require its personnel, internal and external, to report any situation of influence or pressure from the client that may threaten their independence in the course of certification activities. Based on such report, WOODCERT takes appropriate actions to ensure its independence in its certification work.

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15.7.9 WOODCERT shall be responsible for ensuring that neither related bodies, nor sub-contractors, nor internal or external assessors/auditors operate in breach of the undertakings that they have given. WOODCERT is also responsible for implementing appropriate corrective action in the event that such a breach is identified.

15.7.10 WOODCERT shall ensure that a conflict of interest analysis is carried out in accordance with the requirements specified in clauses 4.2.3/4.2.4 of ISO 17065:2012 at least once annually and whenever a significant change occurs in WOODCERT's activities, such as changes in the organizational structure and business activities or of the legal status and mergers with, or acquisitions of other organizations. This analysis shall be approved by the impartiality committee established by WOODCERT.

15.7.10.1 Further, where risks to impartiality have been identified as a result of risk analysis, WOODCERT has established and implemented a documented procedure (Annex-3 of ISO 17065 Manual- Risk Analysis – Potential Conflict of Interest) for mitigation of threats against impartiality. The means of mitigation are the following:

- a) Not provide certification, since the situation poses unacceptable threat to impartiality – prohibition.
- b) Carry out the certification in a restricted manner based on disclosures
- c) Minimize the risks on the basis of clearly defined control points to ensure mitigation.