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## NA Doc. 53

### Guidelines for the certification of environmental management systems in forestry management

Document category: Normative  
Subject area: Certification body

#### **Purpose**

*This document provides normative guidelines for what bodies for the certification of environmental management systems must emphasize in the case of PEFC certification and follow-up audits in accordance with ISO 14001 and the Living Forest Standard for sustainable Norwegian forestry.*

*The document provides normative guidelines for those who wish to obtain or who have obtained PEFC certification and have their environmental management systems for forestry management certified in accordance with ISO 14001 and the Living Forest Standard for sustainable Norwegian forestry.*

*The document provides normative guidelines for control of compliance with the Living Forest Standard in the case of forest certification in accordance with requirements from the Programme for the Endorsement of Forest Certification schemes (PEFC). These requirements also comprise reporting requirements to PEFC and requirements concerning the publicizing of information.*

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## **0. Definitions**

### **0.1 Certificate holder**

By certificate holder in this document it is understood the holder of the PEFC environmental certificate based on ISO 14001 and the Living Forest Standard for sustainable Norwegian forestry. This may be an individual property, company that organizes forestry certification and timber merchant that sells timber.

### **0.2 Living Forest**

A three-year project (1995-1998) with the goal of contributing towards Norwegian and international confidence in that the forestry industry in Norway is based on sustainable and environmentally friendly forestry practices with the ability and intent of long-term resource management.

### **0.3 The Living Forest Standard for sustainable Norwegian forestry (the Living Forest Standard)**

A set of 25 requirements for forestry management that combined describe sustainable forestry under Norwegian conditions. Prepared in consensus by Living Forest's project 2 in 1998 where all relevant parties participated. Revised by representatives of the same interested parties in 2006. The revised version applies from 1 January 2007 and is administered by the Living Forest Council where the same parties participate in binding cooperation.

### **0.4 ISO/IEC 17021**

Conformity Assessment - Requirements for bodies providing audit and certification of management systems.

### **05 ISO/IEC Guide 65 (NS-EN 45011)**

General requirements for bodies operating product certification systems.

### **0.6 NS-EN ISO 14001**

A global environmental management standard with the title: Environmental management systems. Requirements with guidance for use.

### **0.7 IAF MD 1**

IAF Mandatory Document for the Certification of Multiple Sites based on Sampling. The document is a deepening of requirements in ISO/IEC 17021.

### **0.8 IAF MD 5**

IAF Mandatory Document for Duration of QMS and EMS Audits  
The document is a deepening of requirements in ISO/IEC 17021.

### **0.9 PEFC**

Programme for the Endorsement of forest certification scheme (PEFC) provides an international framework for the reciprocal acknowledgement of national certification systems. The framework poses common requirements to the process of preparing national standards, the content of standards and the actual certification. Amongst other things, there is a requirement of independent third-party certification performed by national accredited certification bodies that are accredited in accordance with

requirements in NS-EN 45011 (ISO/IEC Guide 65). Certification in accordance with ISO 14001 and the Living Forest Standard is approved by PEFC.

## 1. Introduction

This document is published by Norsk Akkreditering (NA) and is a result of the work in a sector committee that was established in order to ensure the quality of the certification of environmental management systems for forestry management. The document is revised in 2009.

The document is directed at certification bodies that are accredited in accordance with ISO/IEC 17021, and who certify in accordance with NS-EN ISO 14001, the requirements in the Living Forest Standard and the requirements that follow from PEFC's technical documents.

**The document contains only selected themes that are considered to be of particular importance, and is thus not a complete list or guide with respect to all requirements in connection with accreditation and certification.**

It is the certificate holder who has the general responsibility for ensuring that the forest owner who has entered into the contract/agreement complies with the Living Forest Standard. Amongst other things, this entails that the certificate holder is certified in accordance with the requirements of ISO 14001. However, this does not relieve the forest owner of his independent responsibilities.

The certification body's task is to ensure that the certificate holders follow the routines described in the environmental management system as well as follow up specific enquiries and on the basis of spot checks verify if the routines work as intended. In addition, the certification bodies must verify that the certificate holder's control system is as described and functions effectively.

## 2. Models of certification

As part of the agreement on the revised Living Forest Standard from 2006, the parties agreed to the following:

*The Living Forest Standard can be used for environmental certification of forestry independent of certification system. The requirements are obligations the forest owners must comply with in the management of their forest property, whether it is directly certified or part of a group certification. The requirements apply at the property level unless otherwise specified.*

There are four models of certification. One for the certification of individual properties, and three for group certification.

### **Certification of individual properties**

The forest property has its own PEFC certification based on ISO 14001 certification and routines for compliance with the Living Forest Standard.

## **Group certification**

Group certification presumes that the certificate holder has a certificate that covers PEFC, ISO 14001 and the Living Forest Standard. Group certification presumes that the certificate holder has entered into an agreement in the shape of a timber contract or environmental agreement with the individual timber supplier/forest owner, or that the timber supplier/forest owner participates in a pool scheme with reciprocal obligations.

In all types of group certification the certificate holder must at all times maintain an overview of who is included in the group certification and the size of the forest area (productive and other) that is included.

All three forms of organization of group certification have equal value.

In all types of group certification, there must be either an agreement or contract that regulates the following:

- Who the parties are
- What the forest owner's obligations are
- What the certificate owner's obligations are
- Sanctions in the case of breaches of obligations
- What applies in the case of transfer of property
- How long obligations in accordance with the contract apply

The certificate holder's control system must intercept the aforementioned conditions.

### Timber contract model

In case of the sale of timber to the certificate holder, the forest owner is obligated to comply with the Living Forest Standard and the routines the certificate holder has defined. The obligation is fulfilled in that the forest owner, as the seller, signs a timber contract with references to PEFC and the Living Forest standard.

Responsibility for compliance with PEFC rules and the Living Forest standard apply to the entire forestry management and all requirements, regardless of whether imposed demands apply before, during or after implemented forestry measures. When a new timber contract is signed, the supplier must guarantee compliance with the Living Forest Standard during the period from the previous timber delivery.

In the case of sale of timber to two or more certificate holders from the same operations, each buyer is a responsible certificate holder. An agreement may be reached that one buyer is the responsible certificate holder. Ordinarily this would be the buyer of the largest consignment.

In the case of change of certificate holder, responsibility is transferred to the new certificate holder. This entails that when a new timber contract is signed, the supplier must guarantee compliance with the Living Forest Standard since the previous timber contract with a different certificate holder.

### Environmental agreement model

Upon entering into an environmental agreement with the certificate holder, the forest owner is obligated to comply with PEFC rules and the Living Forest Standard and the routines the certificate holder has defined for the length of the agreement period. The environmental agreement concerns compliance with the Living Forest Standard for all forestry management.

Through the environmental agreement the certificate holder is obligated to offer the forest owner assistance in complying with the Living Forest Standard and the certificate holder's routines which form the basis of the certification.

If the forest owner sells timber to other certificate holders, the environmental agreement still applies. The rules following the last two paragraphs in the timber contract model may be used, if this is apparent from the environmental agreement.

#### The pool model

The forest owner may join a pool arrangement where several forest owners through a written contract are obligated to comply with PEFC rules and the Living Forest Standard. It is the certificate holder who is the certified unit and who coordinates the group.

Until the agreement is cancelled or expires, the forest owner's and certificate holder's obligations apply in accordance with the agreement.

It is the certificate holder who through the PEFC and ISO 14001 certificate is responsible for control of the properties affiliated with the pool agreement.

A certificate holder who is responsible for a pool agreement may additionally group certify in accordance with the timber contract model.

### **3. Requirements concerning forestry and environmental expertise with certification body**

The auditor must have qualifications as described in ISO/IEC 17021 section 7 and in PEFC's regulations. Qualifications and experience are important as the work involves a great deal of judgement.

In order to check compliance with the Living Forest Standard, the auditor must have thorough knowledge of forestry and the effect of forestry on the environment.

In the case of audits, persons with qualified and relevant forestry and environmental expertise must be used to check compliance with the Living Forest Standard.

Qualified expertise on forestry entails at least a bachelor in forestry and 4 years of relevant experience from forestry or environmental management related to forestry. Qualified expertise on environmental aspects entails at the minimum a bachelor in forest ecology/forest biology and 4 years of relevant experience from forestry or environmental management related to forestry.

#### **4. Scope and arrangement for the certification body's audit for initial certification**

The procedure for audits depends on the organization of the certificate holder and what is included in the certificate.

It is presumed that the certificate holder, including district offices, is incorporated in the certificate. The certificate holder must in its internal audit plans include all parts of the organization that are incorporated in the certificate and must establish a scheme for the follow-up of subcontractors that ensures that timber supplies comply with the requirements of the Living Forest Standard.

The certification body must in the case of the initial audit verify that the environmental management system is implemented and that it complies with the requirements in PEFC and the Living Forest Standard. It must also be considered whether arrangements for the surveillance of timber suppliers are adequate. In connection with this, it is important to verify that knowledge on forestry in relation to ISO 14001 and the Living Forest Standard is communicated to individual suppliers.

It must also be possible to verify that forestry measures in accordance with the Living Forest Standard have been implemented in accordance with established requirements before a certificate is issued. Such verification must take place on a spot check basis in the field and be sufficient in order to establish trust in that the certificate holder's system works satisfactorily. The following issues must be taken into consideration in the case of spot checks:

- Number of district offices. If more than three, the arrangement for multi-site organizations as described in IAF MD 1 may be used;
- Geographical variations. Secure a representative selection of different geographical variations that occur with the certificate holder;
- Difficult geographical areas, roads, access, etc.;
- Variation if there are different parties responsible for forest handling;
- Variations in type of forest handling;
- Number of operations and size;
- The certification body's experience with previous certification and the occurrence of deficiencies;

The certification body must describe how the aforementioned issues are dealt with.

The certification body must have procedures for the selection of auditors. The expertise of auditors must comply with ISO/IEC 17021, section 7 and IAF GD 6: 2006 section 4.2 and they must have satisfactory knowledge of the Living Forest standard. See also chapter 3, Requirements concerning forestry and environmental expertise with certification body. It is also considered important that the expertise includes knowledge of geographical characteristics.

#### **5. Routines and documentation for compliance with the Living Forest Standard**

The following is the point of the departure:

1. The requirements in the Living Forest standard may be divided into the main subjects “General management responsibility”, “Overview and planning” and “Forestry measures”. See the course booklet The Living Forest standard (the Norwegian Forest Owners’ Federation and the Forestry Extension Institute (SKI) 2007) The course booklet may be ordered from SKI, see [www.skogkurs.no](http://www.skogkurs.no)

Requirements in the categories “general management responsibility” and “overview and planning” must be assessed at the property level. Forestry measures are to be assessed where measures have been implemented.

The certificate holder must have control routines that are adapted to how all of the requirements in the Living Forest standard combined cover requirements towards sustainable forestry. For requirements in the “forestry measures” category, the certificate holder may have routines and descriptions of corrective forestry measures as a part of the forest owner’s obligations in the case of breaches.

The certificate holder must have routines to ensure openness concerning the implementation of assistance to forest owner in the selection of biologically important areas.

The certificate holder must have routines to ensure that the forest owner has complied with the requirements in the Living Forest standard since the previous sale of timber.

2. If circumstances at the property mandate adjustments to local conditions, the reasons for this shall be stated in writing. The same applies if doubts arise with respect to how the Living Forest standard is complied with.

Important information and assessments in the case of logging of at least 100 cubic metres must be documented.

It is presumed that forest owners who fell/manage themselves retain the documentation so that it may be presented upon request.

The certificate holder shall establish and maintain a documentation system that attends to these guidelines.

## **6. Routines and documentation for compliance with PEFC rules**

The following is the point of the departure:

1. The certification body must carry out the forest certification within the framework of its accreditation, in accordance with the rules of PEFC Norway, in accordance with the requirements of ISO 14001 and with Living Forest as a standard for sustainable forestry.

2. The certification body must have a valid notification agreement with PEFC Norway and provide it with information concerning its own operations that are determined in PEFC's regulations.

3. The certification body must immediately inform PEFC Norway of all new certificates, changes in certificates, suspensions and withdrawals of certificates. The certificate holder must provide truthful and documentable information to PEFC Norway in accordance with the rules determined by PEFC, including the basis for calculating the certification fee. The certificate holder must agree that the information that PEFC determines, concerning the environment and products, are made available in PEFC's public databases.

The certification body must control that the information is correct and contribute towards providing it to PEFC Norway. The certification body must also check that the certificate holder has settled its accounts with PEFC Norway.

4. Following each certification, recertification and ordinary external audits, a summary of the certification body's audit report must be prepared and publicized. The summary must be prepared by the certification body and include:

- Description of which organization and which operation that is certified.
- Scope and date of the completed audit.
- A general description of conclusions and areas of improvement.
- A summary of deficiencies and observations related to the implementation of the Living Forest standard for sustainable forestry.
- A description of how relevant information from external parties is handled.
- The summary must not include information of an internal nature or of significance to the certified organization's business operations.

The certificate holder must make the summary publicly available, publish it online, if possible. The certification body or certificate holder must submit the summary to PEFC Norway for publication on PEFC's website.

## **7. Own controls, internal controls and internal audits at certificate holder and follow-up of subcontractor**

### **Purpose**

The objectives of the internal control system shall be:

1. To ensure that requirements and activities are implemented correctly
2. To ensure that there is an adequate chance of preventing and discovering deficiencies
3. To provide an adequate overview of the situation
4. To provide a basis for improvement measures



The main task of own controls is related to the first objective. The internal control can contribute towards fulfilling all objectives. The internal audit, on the other hand, may contribute towards fulfilling the last three objectives, but will be of particular importance with respect to the last objective.

### **Own control**

Own control is the individual forest worker's or contractor's control of their own work.

### **Internal control**

Internal control in this respect is the internal quality control that is performed by the person responsible for individual tasks.

### **Internal audit**

Internal audits are carried out by persons who are contractually bound or employed by the certificate holder, but who are not directly involved with the work being audited. The result of internal audits shall be a subject of the management review.

### **Follow-up of subcontractors**

In connection with follow-up of subcontractors, ISO 14001 states that the organization must establish and implement procedures in connection with the identified significant environmental aspects related to goods and services used by the organization, and communicate relevant procedures and requirements to suppliers, including contractual partners.

### **Control system**

The combined control system can be described by the following matrix:

<b>Form of control</b>	<b>Object</b>	<b>Responsibility</b>	<b>Frequency</b>
<b>Own control</b> (Operation control)	The specific measures in the forest individuals have carried out	Executing individual, contractor or forest worker	All measures
<b>Internal control</b> (Inspection)	Completed own control and implemented forestry measures that individuals are responsible for, through own employees or subcontractors	Employer such as forestry official, operation manager, forest owner, etc.	Adequate frequency in order to maintain overview of own area of responsibility. Where own control is uncertain or where documentation is sparse, frequency is increased correspondingly.

<b>Internal audit</b>	Completed own control and internal control. Completed forestry measures. The environmental management system as it functions for the relevant location.	Own personnel or specially hired persons with expertise in environmental auditing, forestry and the environment.	Selection-based with frequency adapted to assumed risk of deficiencies and adequate to provide an overview of the operation.
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It is important to emphasize the importance of each individual organization having a sense of ownership towards the control system that is being followed and responsibility to adapt it to their own operation. It is therefore neither possible nor appropriate to provide detailed rules for how the control system should be devised. There are nevertheless reasons to clarify the objectives for control activities and provide certain specific guidelines. The differences between the certified organizations entail that internal controls will need to be organized in different ways. While the forestry managers will be an important resource in the forest owner cooperatives, the forest owners or representatives of these will be the ones carrying out internal controls in other organizations. Own controls will also have to differ in terms of groups performing the work.

Internal controls and internal audits must always be documented. In order to ensure that own controls are also carried out satisfactorily, they should also be documented. When evaluating control frequency, the entire internal control system must be taken into consideration. The scope of internal audits must be evaluated on the basis of quality and scope of internal control routines.

The internal control in combination with internal audits is a method of controlling/assessing whether the properties/certificate holders carry out tasks in accordance with stated goals and intentions. If deficiencies or ambiguities are discovered in connection with internal audits, these will be reported as deviations/observations or comments. Such a reporting procedure has two effects:

1. Since eventual deviations/observations revealed during internal audits are presented during the management's review, this is the management's means of being informed of "the system's status and any weaknesses" in the organization.
2. Deviations/observations revealed under internal audits will reduce the risk of repeating unfortunate practices by individual employees/forest owners.

Internal audits should also provide a basis for documenting the development in the organization over time. In this respect it is important to emphasize both the positive and negative aspects that are revealed by internal audits.

### **Internal audit requirements**

#### Requirements for planning the audit

The internal audit requirement is stated in ISO 14001 chapter 4.5.5

#### Level to be included in internal audit

The internal audit in the case of forestry certification comprises a control of the systems in the organization and a spot check in the forest with focus on compliance with the Living Forest standard.

The system part of the audit must be organized so that all departments/ locations are audited during a certain period of time. Knowledge and understanding of the Living Forest standard and the routines established to implement these, must be central.

The number of spot checks must be sufficient to provide an overview of how the Living Forest standard is complied with and where the problems are most acute. Both the system part of the internal audit and the internal audit contribute towards this overview. The need for spot checks during internal audits must therefore be viewed in connection with these controls, as well as the quality and content of documentation from these.

The basis for the audit is compliance with the Living Forest standard. When designing the control scheme one must prioritize measures that are important and that must be emphasized. Based on this, the operation of forestry is ordinarily an important control element, but is usually not sufficient in itself.

The scope of spot checks should at a minimum be 2% of the number of suppliers. In agreement with the certification body, spot checks can be directed at special parts of the operation. In order for internal audits to provide as correct a picture as possible of the organization, the selection should initially be largely based on random selection (volume based). As one builds up a basis for assessing the activity/organization, internal audits should focus on special activities, previously recorded deviations (that affect the entire organization), problem areas etc.

Personnel that are used for internal audits must have a good understanding of the standard and the system. Independence with respect to the task being audited is central in the case of internal audits. Internal audits deviate from internal controls in this respect.

#### **Follow-up of forest owners who manage forestry measures themselves**

In the case of certifying in accordance with the timber contract or environmental agreement model, forest owners who don't use the organizations operational system take on a role as subcontractors. It is a precondition that the requirements that must be met are made clear to these forest owners. See also chapter 2 Models of certification. The spot checks carried out in connection with the internal audits must also include this type of property.

When the forest owner is responsible for operation or operation management and the forest owner does not have own routines for internal controls/spot checks, greater uncertainty with respect to the quality of the results must be expected. A higher frequency of spot checks must therefore be implemented than for assignments carried out by the organization's operational system. The volume of spot checks when the forest owner is in charge of operations should be at a minimum of 5% of the number

of suppliers. Spot checks should be devised so that they intercept aspects of forestry measures where controls previously have revealed deviations. The forest owner is responsible for subcontractors.

## **8. Frequency and scope of the certification body's follow-up**

According to the surveillance requirements, ISO/IEC 17021, section 9.3.2.2 specifies that surveillance audits must be carried out at least once a year and that the date for the first follow-up audit following initial certification must not be more than 12 months from the last day of the step 2 audit. In some cases more frequent surveillance audit is practised (twice yearly), usually by request of the certificate holder.

Surveillance audits should be conducted twice yearly with certificate holders for the first three years following certification. The certification body must at all times be in a position to implement necessary measures in order to verify that those certified comply with the conditions for certification. This particularly applies if those certified implement changes to their systems that may affect their positions as certified.

It is presumed that the certification body implements measures in connection with complaints directed at the certification body concerning operations carried out by the certified. Such measures may be new visits, document reviews and in the next instance suspension and/or withdrawal. If the complainant is dissatisfied with the handling of the issue with the certification body, he may pursue the complaint with Norwegian Accreditation. The certification body is also obligated to ensure that certified organizations record all inquiries related to ISO 14001, and that necessary measures are implemented (ref. ISO/IEC 17021, section 9.9).

ISO/IEC 17021, section 9.3.2 describes in detail which conditions that ordinarily will be subject to verification in the case of surveillance audits.

With respect to the Living Forest standard, the certification bodies must through their follow-up verify an adequate volume of forestry measures on a spot check basis. Amongst the forestry measures to be verified, locations where the certificate holder also has carried out verifications must be selected in order to ensure that this work has been performed satisfactorily. This is in addition to ordinary audits to confirm that the management system is maintained and works as intended.

Surveillance audits must also include audits of how the management of forest areas is handled in various stages between two loggings in order to check whether this complies with requirements in the Living Forest standard.

## **9. Qualification requirements of forest owner, forest worker/machine operator, employee and management**

In the Living Forest standard requirement 1, Workforce and competence, the requirements to the forest owner's knowledge is described. The explanation specifies the following:

*The forest owner's responsibility obtains irrespective of his own competence. If the forest owner does not have adequate competence, he must make arrangements to secure necessary competence.*

The certificate holder must have routines to ensure that there are adequate forest biology qualifications in all parts of the organization.

### **Target groups:**

In relation to PEFC rules, ISO 14001 and the Living Forest Standard, the following important target groups exist with respect to competence:

- Forest owner
- Forest worker/Machine operator
- Manager
- Environmental management/forest biology expertise

The target groups have different roles in relation to administrative and practical function, but may from each of their positions breach rules and the Living Forest Standard if it is a lack the necessary competence.

In the case of deviations from rules and the Living Forest Standard, the need for training must be assessed.

### **Qualification and follow-up requirements**

#### Forest owners

The forest owner must possess adequate knowledge of the Living Forest Standard in order to plan and implement relevant forestry measures in accordance with the standards. By participating in a course on the Living Forest Standard, the forest owner will ordinarily be in possession of this knowledge.

If the forest owner does not possess the necessary competence, decisions concerning forestry measures must be assisted by persons with relevant competence.

The certificate holder must be in a position to offer the forest owner satisfactory training on environmental considerations in forestry. The training must include the "Living Forest Standard" course.

In addition to general qualifications, the forest owner is also required to have specific knowledge or information pertaining to his forest's environmental value.

#### Managers

The requirements towards this target group is that they have a degree or equivalent in forestry. The equivalent may be long and broad experience.

The course on the Living Forest Standard must be completed. They must have basic knowledge of the routines and procedures regarding the environmental management system and of their own role and responsibility.

The certificate holder will be subject to a requirement of annual follow-up of this group.

#### Forest worker/Machine operator

With respect to this target group the certificate holder imposes requirements of completed courses and knowledge of their role and responsibility in the environmental management system with respect to cooperating target groups. Experience or other relevant education may replace requirements.

There are currently courses that lead to certificates and shorter, more specific courses for forest workers and machine operators. The certificate holder shall on the basis of the competence of the target group prepare a required training plan in order to satisfy the organization's requirements.

If the target group is involved with logging, the Living Forest course must be completed, independent of volume.

Full time workers with independent responsibility must have a certificate of completed apprenticeship. Experience or other relevant education may replace a certificate of completed apprenticeship. Such an assessment must be documented. Where the requirements are not satisfied, the training plan must indicate when this will be the case.

Training requirements for the target group must differentiate between the nature of work (logging, transporting, ground preparation, planting and care for young forest) and the volume handled by the individual. Load carrier drivers, preparation crews and seasonal forest workers must have knowledge of the Living Forest Standard in those areas where their work comes into contact with requirements.

Forest workers who are involved in work management and administrative tasks related to forestry in addition to regular forestry work, should have certificates of completed apprenticeship.

#### Environmental management/forest biology expertise

The environmental manager with the certificate holder must have thorough knowledge of PEFC regulations, the ISO 14001 standard and the Living Forest Standard, in addition to Norwegian forestry and environmental legislation.

Environmental managers must also have knowledge on how environmental work is implemented in their own organizations and in Norwegian forestry in general, and contribute towards coordinated practices internally and externally.

Persons with "forestry biology qualifications approved by certificate holder" that are used for compliance with requirement 4, Areas of ecological importance in the Living Forest Standard, must have relevant biological background and experience and intimate knowledge of the Living Forest Standard.

Certificates that are issued shall clearly describe which activities that are included in the certification and who they comprise. In connection with the ISO 14001 standard it must be added “Forest management in accordance with the Living Forest Standard for sustainable Norwegian forestry” and “Approved by PEFC”. The date of issue for the standards must be included for both the ISO 14001 standard and the Living Forest Standard.

## **11. Criteria for sanctions in the case of serious deficiencies**

The certification body’s criteria for sanctions in the case of serious deficiencies is regulated in ISO/IEC 17021 section 9.6 for system certification and ISO/IEC Guide 65 section 4.6 for PEFC certification.

The certification body must have routines for suspension, withdrawal and changes to validity of the certificate. The certification body must ensure that the certificate holder is familiar with the criteria for sanctions in the case of serious deficiencies and keep the certificate holder continuously informed of findings that may be relevant to the validity of the certificate.

If audits or other information reveals persistent and serious breaches of the requirements of the forest management system despite written information from the certification body, the certification bodies will assess the degree of severity and scope of deficiency and implement one of the following measures:

- Suspension of certificate
- Withdrawal of certificate

The certificate holder will receive written warning of the measure and, if applicable, be given the opportunity to rectify the deficiency before the suspension or withdrawal is implemented.

Both measures imply that the certificate holder no longer holds a valid certificate.

### **Suspension of certificate**

The certificate is suspended, i.e. invalidated for a limited period, usually up to three months. There are two main reasons for suspension:

1. Satisfactory corrective measures for given deficiencies in relation to steering documents have not been implemented within provided deadlines,
2. Directly as a result of persistent minor breaches or serious individual breaches to statutory requirements with the certified unit.

The suspension is revoked when the certificate holder has implemented satisfactory corrective measures and this is confirmed through an audit by the certification body. Suspension and revoking of suspensions must be reported to PEFC Norway and made public without undue delay.

### **Withdrawal of certificate**

The certificate is withdrawn when e.g. necessary corrective measures in the case of suspension are not implemented within given deadlines, when significant requirements in the standards are no longer practised or are frequently neglected in the certified unit, and in the case of repeated serious breaches of statutory requirements in the certified unit.

A written warning is issued with a request to return all copies of certificates. The certification relationship ceases and a notification of withdrawn certificate is immediately issued to PEFC Norway and relevant databases. If the organization wishes to apply for a new certificate, the certification process must be processed as for initial certification.

Kryssreferanser

Eksterne referanser