

ACCREDITATIONS

The certifying bodies of the AFNOR group are accredited throughout the world. Find the different accreditations below:

AFNOR Certification available

here: <https://certification.afnor.org/pages/accreditations>

GUTcert available here: <https://www.gut-cert.de/the-gutcert/accreditation.html>

AFNOR UK Limited is accredited by UKAS (*United Kingdom Accreditation Service*) for the following management systems certification:

- ISO 9001: Quality management systems certification work
- ISO 14001: Environmental management systems
- BS OHSAS 18001 & ISO 45001: Occupational health and safety management systems
- ISO 55001: Asset management systems
- ISO 27001: Information Security
- ISO 20000-1: Information services management systems
- TickITplus



Accreditation schedules are available on the [UKAS](#) website.

AFAQ AFNOR Int. Tunisie

AAI, the certification body of the AFNOR Group in Tunisia, is accredited by the TUNAC (*TUnisian Accreditation Council*) in the following areas:

- certification of quality systems according to ISO 9001,
- compliance certification of environmental management systems according to ISO 14001,
- certification of food safety management systems according to ISO 22000,
- certification of occupational health and safety management systems according to ISO 45001
- certification of information security management systems according to ISO 27001.

The scope and accreditation certificates are available on the [TUNAC](#) website.

AFNOR Asia Ltd., part of the AFNOR Group, is accredited by TAF (*Taiwan Accreditation Foundation*) in respect of:

- Quality management systems certification work, according to ISO 9001,

- Environnemental management systems certification work, according to ISO 14001,
- Certification in accordance with ISO 14064-1 Greenhouse Gases,
- Occupational health and safety management systems certification work, according to OHSAS 18001 & ISO 45001,
- Food safety management systems certification work, according to ISO 22000,
- Information security management systems certification work, according to ISO 27001,
- Certification covering the supply of electronic components (IECQ).
- Occupational health and safety management systems certification work, according to TOSHMS,
- Energy management systems certification according to ISO 50001.

Accreditations schedules are available on [TAF](#) website.

AFNOR Italia

Accreditation by ACCREDIA for the issuance of certificates of conformity according to ISO 9001 (document RT-05) in the construction sector (EA code 28).

The accreditation field is available on the [ACCREDIA](#) website.

PLEGDED COMMITMENTS

AFNOR Group has set up an organisation, which shows its customers that it provides quality certification, assessment, inspection and company qualification services. Our accreditations for our main activities as well as those of our partners are proof of this. Read the [declaration of general management](#):

AFNOR Certification, available here: <https://certification.afnor.org/pages/nos-engagements>

GUTcert, available here: <https://www.gut-cert.de/>

AFNOR Italia, available here:

[Politica AFNOR](#)

[Regolamento per attività certificazione](#)

[Privacy policy](#)

AFAQ AFNOR Int. Tunisie:

Commitments:

As required by international standards, a certifier must be independent from its customers. AFAQ AFNOR international is not only a trusted third party very committed to the values of independence and confidentiality, but it also guarantees that its professional ethics is shared by all its employees as well as by its entire network of partners.

The main line of its policy is impartial judgment in the issue of certificates, equal treatment of applicants and beneficiaries and total transparency of the decisions taken.

Political quality :

As a certification body, AFAQ AFNOR INTERNATIONAL recognizes the importance of impartiality in the exercise of management system certification activities and undertakes to apply a quality policy to meet the requirements of ISO standards / IEC 17021-1 (2015) and ISO / TS 22003 (2013). In particular, it commits to:

- Ensure the proper management of conflicts of interest and the objectivity of management system certification activities. Be impartial towards customers and respect confidentiality rules
- Apply the rules for managing the certification
- Ensure the training and competence of personnel involved in certification; AFAQ AFNOR INTERNATIONAL is particularly committed to ensuring the qualification of personnel involved in carrying out audits
- Evaluating the conformity and certification of SMSDA, in a market where the mastery of food safety and consumer protection becomes an essential issue.
- Apply procedures to resolve complaints, appeals and disputes.

Our values are thoroughness, ethics, respect for our customers and the service we owe them. They commit us to provide professional work to each of our customers and encourage us to constantly seek ways to improve the quality of our certification

or assessment services. Each of our employees makes a personal commitment to respect these values, to implement them, and to report any conflict of interest and actively participate in the continuous improvement of our processes.

Ridha HAJERI
Managing Director
AFAQ AFNOR Int. Tunisia

AFNOR Asia Ltd, available here:

[Policy on impartiality](#) :

AFNOR UK Limited:

Quality has always been, and remains, at the heart of everything that we do. As part of the AFNOR Group, our common values are Integrity, Impartiality, Competence, Respect for our Customers and Quality of Service. These values demand professionalism and encourage us to continuously seek opportunities for improvement.

Our values can be demonstrated in our everyday operations:

- Developing long-term relationships with our customers
- Recognising that every client is different and faces different challenges
- Adopting a pragmatic, constructive approach, whilst respecting the impartiality of the auditing process
- Sharing our insight and expertise with our clients
- Ensuring that our employees and partners have the expertise and skills to conduct our operations efficiently
- Introducing a Risk based approach to manage all identified risks and opportunities.

As part of this, we are implementing measures to react to, and recover from, adverse situations in line with the business continuity objective:

- Maintain employee awareness of the company's expectations of them during an emergency or business continuity threatening situation
- Ensure that integrity of clients' certificates is maintained.

The Impartiality Committee, composed of various stakeholders in certification issues, assures the impartiality of our processes and the absence of conflicts of interests. To ensure the objectivity of our operations, we analyse and manage risks and potential conflicts of interests on an on-going basis through the implementation of our Quality Manual and supporting documents. We are committed to continual improvement of both our Quality and our Business Continuity Management systems.

This policy is communicated to employees, suppliers and sub-contractors and is made available to the public. This policy is reviewed annually to ensure it remains relevant and appropriate.

Fabienne BONIN-BREE
Managing Director of AFNOR UK

PARTNERSHIPS

IQNet (International Quality Network) partnerships

AFNOR Group is a partner member of the IQNet International Quality Network, which has a 40% market share of certificates issued worldwide. The IQNet network federates the leading certification bodies in over 35 countries, from Europe and Asia to Australia and North America.

By opting into this network, AFNOR Group can offer our customers added benefits, by making it possible to coordinate international-scale audits or harmonize certification processes.

IQNet certificates can be issued in tandem with the AFAQ certificate to leverage enhanced recognition of your certification in the global marketplace.

COMPLAINT HANDLING

You are a customer of AFNOR Group

You wish to challenge a certification decision

- . Send us your written claim within 15 days from the date of the decision (or information of the decision),
- . We analyze your request and send another decision-maker if necessary,
- . We inform you of the new certification decision, if any,
- . You have the possibility to appeal this second decision,
- . If so, we shall send a committee of competent external experts to make a new decision;
- . We inform you of the new certification decision.

The challenge of a certification decision shall not have suspensory effect.

You are not satisfied with one of our services

(examples: audit services, commercial relations, documents transmitted...)

- . You send us your written claim,
- . We analyse your application and assess its admissibility;
- . If your application is admissible, we analyze the causes of the claim,
- . We shall determine the corrections and subsequent measures to be implemented, where appropriate;
- . we inform you of our response.

Financial claims are not receivable when contractual conditions have been met.

You are not a customer of AFNOR Group

You wish to make a claim about a product, service, person or organization that we have certified

- . You send us your written claim,
- . We analyse your application and assess its admissibility;
- . We inform you of our response,
- . if your claim is admissible, we ask our certified client to process your claim,
- . during the monitoring of the certification, we verify that the customer concerned has implemented the necessary corrective measures following your complaint,
- . the decision-maker shall take into account the handling of the claim by the certified party in the certification decision.

To send us your complaint, contact:

AFNOR Certification: reclamationcertification@afnor-ext.org

GUTcert: beschwerde@gut-cert.de

AFNOR UK Limited: enquiries@afnor-ext.org

AFAQ AFNOR Int. Tunisie: tunisie@afnor-ext.org

AFNOR Asia Ltd. process available here:

[Processes for handling requests for information, complaints and appeals](#)

Contact: clients@bellcert.tw

AFNOR Italia, process available here:

[Politica AFNOR](#)

[Regolamento per attività certificazione](#)

[Privacy policy](#)

Contact: italy@afnor-ext.org

For other countries: international-network@afnor-ext.org

GENERAL TERMS OF CERTIFICATION

AFNOR Certification

- General terms of certification France ([EN](#))
- General terms of certification international ([EN / CNCA](#))
- General terms of certification IFS-BRC ([EN](#))

AFNOR UK Limited

- General terms of certification ([EN](#))

AFNOR Italia

- General terms of certification ([IT](#))

AFNOR Tunisia

- General terms of certification ([FR](#))

REDUCTION SUSPENSION OR WITHDRAWAL OF THE CERTIFICATE

Where the certified Body has consistently or seriously failed to meet the requirements of the certification for certain elements within the scope of the certification, the Certifying Body shall have the right to reduce the scope of the certification to exclude the elements that do not meet the requirements. To suspend the certification or to proceed to the withdrawal of the certificate and this according to the procedures applied.

For **AFNOR Asia Ltd**, available [here](#).

USE CHARTER OF BRANDS

AFNOR Certification, available [here](#).

GUTcert, available ici : <https://www.gut-cert.de/>

AFNOR Italia, available [here](#).

AFAQ AFNOR Int. Tunisie, available [here](#).

AFNOR Asia Ltd, available [here](#).

AFNOR UK Limited, available [here](#).

CERTIFICATION PROCESS

The certifications of systems delivered by AFNOR Group follow the reported process which stages are explained in the document below:

[Certification process](#)

For **AFNOR UK Limited**, process available here:

[Certification process](#)

For **AFNOR Italia**, process available here:

[Regolamento per attività certificazione](#)

For **AFNOR Asia Ltd.**, process available here:

[Audit processes](#)

For **AFNOR Tunisia**, process available here:

[Processus de certification](#)

CERTIFIED COMPANIES DIRECTORY

For all information in relation with the certified companies, according to the Certification Body contact us through:

AFNOR Certification: certification@afnor-ext.org

GUTcert: beschwerde@gut-cert.de

AFNOR UK Limited: enquiries@afnor-ext.org

AFAQ AFNOR Int. Tunisie: tunisie@afnor-ext.org

AFNOR Asia Ltd. :

- Certified companies directory:
<http://mis.afnor.tw:90/mis/creData/search1.asp?flag=1>
- Suspended / withdrawal certificate list : <http://search.afnor.tw/certi/>

AFNOR Italia: italy@afnor-ext.org