



SGS QUALIFOR

Doc. Number:

MSO-12

Doc. Version date:

2014-11-28

Page:

1 of 8

Approved by:

Gerrit Marais

SGS QUALIFOR MANAGEMENT SYSTEM OVERVIEW

1. CHANGES FROM THE PREVIOUS VERSION OF THIS DOCUMENT

Paragraph	Change
	Changes highlighted in yellow

2. BACKGROUND

- 2.1 It is the Policy of SGS Qualifor to provide FSC certification according to the Qualifor procedures and FSC and ISO 17065 (PEFC) accreditation requirements. SGS Qualifor is committed to continuous improvement of its systems and auditing operations. These objectives will be measure against the those set out in appendix 2.
- 2.2 SGS QUALIFOR is a forest certification programme accredited by the Forest Stewardship Council (FSC) and ISO 17065 (PEFC) accreditation through SANAS. SGS is an international company specialising in independent testing, inspection and certification.
- 2.3 Said accreditation is held and managed by SGS South Africa (Pty) Ltd (SGS ZA) – Qualifor Programme. The Programme has been in operation since 1993 and now operates in over 50 countries. The Programme head office is based in Booyens, ZA. Responsibility for maintaining and controlling the management system lies with this office. SGS South Africa is a wholly owned subsidiary of Societe Generale de Surveillance Holding SA (head office in Geneva, Switzerland). The Program Director reports to the Executive Vice President: SSC (Geneva).
- 2.4 Under the conditions of the said accreditation schemes, QUALIFOR Programme certification services can be offered by SGS Affiliates or Partners providing there is a formal agreement between SGS ZA and the Affiliate/Partner, which sets out clearly the conditions under which the services are offered. This formal agreement between SGS ZA, and the Affiliate/Partner is a controlled document, SGS QUALIFOR Associated Document (AD 08).
- 2.5 The SGS QUALIFOR Programme is accredited internationally by the Forest Stewardship Council (FSC) for two types of certification:
- Forest Management Certification (except for Brazil) which requires that operations within a defined forest area comply with a set of performance requirements relating to environmental, social and economic criteria.

- ii. Chain-of-Custody Certification which requires an organisation to demonstrate that wood products it trades originate from certified forests; such products may then carry an FSC label plus the SGS product certification mark.

2.6 The SGS QUALIFOR Programme is accredited internationally by SANAS for:

- iii. Chain-of-Custody Certification: Against the ISO 17065 to conduct Global Chain-of-Custody Certification which requires an organisation to demonstrate that wood products it trades originates from certified forests; such products may then carry the PEFC label plus the SGS product certification mark.

2.7 Associated activities include:

- Public training courses in forest management and chain of custody certification,
- Technical involvement with the development and testing of FSC and PEFC standards.

2.8 The SGS QUALIFOR Programme Management System consists of two main components:

- Personnel
- Documentation

These two components are described below.

3. PERSONNEL AND RESPONSIBILITIES

3.1 The organisational structure of SGS QUALIFOR Programme is set out in the organogram in annexure 01.

3.2 The SGS QUALIFOR Programme is composed of the following personnel. The full responsibilities of all personnel are described in their Job Descriptions and the names and qualifications of the persons listed below can be made available on request.

SGS QUALIFOR Programme Director

The Programme Director is responsible for the overall functioning of the SGS QUALIFOR Programme, including the setting of all Programme policies, all commercial and operational aspects and for certification decisions.

The Programme Director is responsible for ensuring that the Qualifor system is established, implemented and maintained. Director to report on a bi-annual basis to the Qualifor Advisory board on the performance of the system,

SGS QUALIFOR Global Programme Manager: Forest Management

The Global Programme Manager: Forest Manager is responsible for the day to day functioning of the SGS QUALIFOR Programme management system, including the maintenance and implementation of all policies, procedures, reference documents (RD), associated documents (AD), work instructions (WI) and technical guidelines (TG). The programme manager is also responsible for certification review and decisions primarily in those regions falling under his/her direct responsibility, but also elsewhere as the need may arise.

SGS QUALIFOR Global Program Manager: Chain of Custody

The Global Programme Manager: Chain of Custody is responsible for the day to day functioning of chain of custody operations, including the control of trademark officers and approvals of FSC Trademark use by SGS QUALIFOR certificate holders. The programme manager is also responsible for certification review and decisions primarily in those regions falling under his/her direct responsibility, but also elsewhere as the need may arise.

SGS QUALIFOR Programme Administrator

The Programme Administrator is responsible for the day to day functioning of all administrative aspects of the Programme, including maintenance of the SGS QUALIFOR website (www.sgs.com/en/Agriculture-Food/Forestry/) regular reporting to FSC.

SGS QUALIFOR Administrative assistant

The Administrative assistant is responsible to support the Program Administrator with the day to day functioning of all administrative aspects of the Programme, including maintenance of the SGS QUALIFOR website (www.sgs.com/en/Agriculture-Food/Forestry/) and regular reporting to FSC.

SGS QUALIFOR Lead Assessors

The Programme Director and Programme Manager are responsible for the appointment and approval of SGS QUALIFOR Lead Assessors, according to the requirements set out in AD-11 Qualification of Assessment Staff. Lead Assessors are authorised to carry out pre-assessments, main assessments and surveillances for forest management and/or chain of custody activities. Lead Assessors may also assist with other tasks, such as training and standards development, as required by the Programme Director. Lead Assessors may be based in the SGS South Africa's head office, SGS Affiliates or may be independent sub-contractors.

SGS QUALIFOR team members

In addition to the Lead Assessor, there may be additional team members involved in main assessments, pre-assessments and surveillances. Team members will be selected on the basis of their specialist expertise, to assist the SGS QUALIFOR lead assessor or assessor, and are normally independent sub-contractors.

SGS QUALIFOR Advisory Board Members

The Board's role is to provide guidance to the management of the QUALIFOR Programme, by formulating advice with particular regard to the following aspects:

- ❑ policy formulation and strategic issues;
- ❑ general project implementation;
- ❑ adequacy of QUALIFOR finances¹;
- ❑ formation of *ad hoc* committees (see section below); and
- ❑ reviewing the independence and impartiality of Qualifor and its operations.
 - a) Review of current policy re impartiality in certification decisions
 - b) Review input from stakeholders and other interested parties related to matters that may affect impartiality
 - c) Consider advice on matters affecting confidence in certification, including openness and public perception.

¹ Financial control is the sole responsibility of SGS South Africa Limited

The Board consists of two types of members:

- ❑ ex officio members - the General Manager of the SGS ZA Certification Division, the QUALIFOR Programme Director and when requested, the QUALIFOR Programme Manager; and
- ❑ invited members representative of interested parties, the composition of which shall reflect the composition of the voting chapters of the FSC.

Invited Members of the Board, as a minimum, includes representative(s) of each of the following interested groups:

Environmental Organisations/Professionals	1
Social Interest Organisations/Professionals	1
Forest Owners, Managers and Professionals (Public and Private)	1

4. DOCUMENTATION SYSTEM STRUCTURE

- 4.1 The SGS QUALIFOR controlled documentation system consists of nine different series, described below. The Document Amendment Record (AD 00) lists the full set of documents with the current issue number and date of issue. This is maintained in the relevant series folder on the SGS SharePoint data base.

Policies

Policies set out the overall structure of the management system and deal with issues of fundamental importance to the operation of the SGS QUALIFOR Programme (e.g. Conflict of Interest).

Procedures

Procedures set out the steps necessary for completing each stage of the certification process and maintenance of the management system.

Associated Documents

Associated Documents provide the standard forms and checklists to be used during each stage of the certification process and maintenance of the management system.

Reference Documents

Reference Documents provide information and guidelines to internal assessment staff, assessment team members, clients and other stakeholders who may be involved in the certification process. Brochures, promotional and educational materials are also Reference Documents. Reference Documents are publicly available on request.

Contract Documents

Contract Documents provide standard contracts for the employment of subcontractors on assessment teams.

Work Instructions

Work Instructions provide detailed practical guidance on methods of carrying out specific aspects of assessment work associated with certification. Work Instructions aim to ensure that assessors worldwide carry out complex processes with a common methodology. It also provides periodic updates on technical policy changes from the FSC and interpretation of FSC directives for practical field use.

Guidance Notes

Guidance Notes are issued on an ad hoc basis and intends to provide clarification on issues, policies, standards, etc. of either FSC or Qualifor.

External Documents

External Documents are those documents received from outside SGS QUALIFOR which need to be controlled. In particular, these are Forest Management Standards (regional or national standards) and FSC directives on changes to the Principles and Criteria or labelling requirements and logo use.

4.2 The maintenance and issue of controlled documents is covered in SGS QUALIFOR Procedure 11.

5. FINANCIAL SUSTAINABILITY OF SGS QUALIFOR

SGS South Africa (Pty) Ltd holds contracts for SGS QUALIFOR assessment work directly with clients, and also enters into Participation Agreements with SGS affiliates and other partners for the purpose of offering QUALIFOR services through local partners outside the ZA.

Liability: All operations under SGS are covered by an Error and Admission Policy. This Policy is managed by all SGS affiliates locally.

Qualifor is a cost centre that is responsible to make the planned budget plus 5%. The affiliates that are managing the client are responsible to SGS Head office for their local contribution.

5.1 Fee Structure

- 5.1.1 The calculation of fees for activities associated with certification under the SGS QUALIFOR Programme is based on a standard daily rate for SGS QUALIFOR personnel and an appropriate daily rate plus overheads for sub-contractors.
- 5.1.2 The number of days considered necessary for a particular job is dependent on the size and complexity of the forest management or chain of custody concerned. Budgets are prepared using AD-14 (Budget Guide).
- 5.1.3 Where a particularly complex situation is encountered, the Programme Director may authorise the addition of extra fees for the contingency of dealing with issues arising from the certification process (e.g. extensive stakeholder consultation).
- 5.1.4 Where a client does not have adequate resources to pay the normal daily rates for certification, the Programme Director may authorise quotation on the basis of reduced fees, after taking in consideration any impacts on budgeted income levels.

5.2 Complaints and Appeals

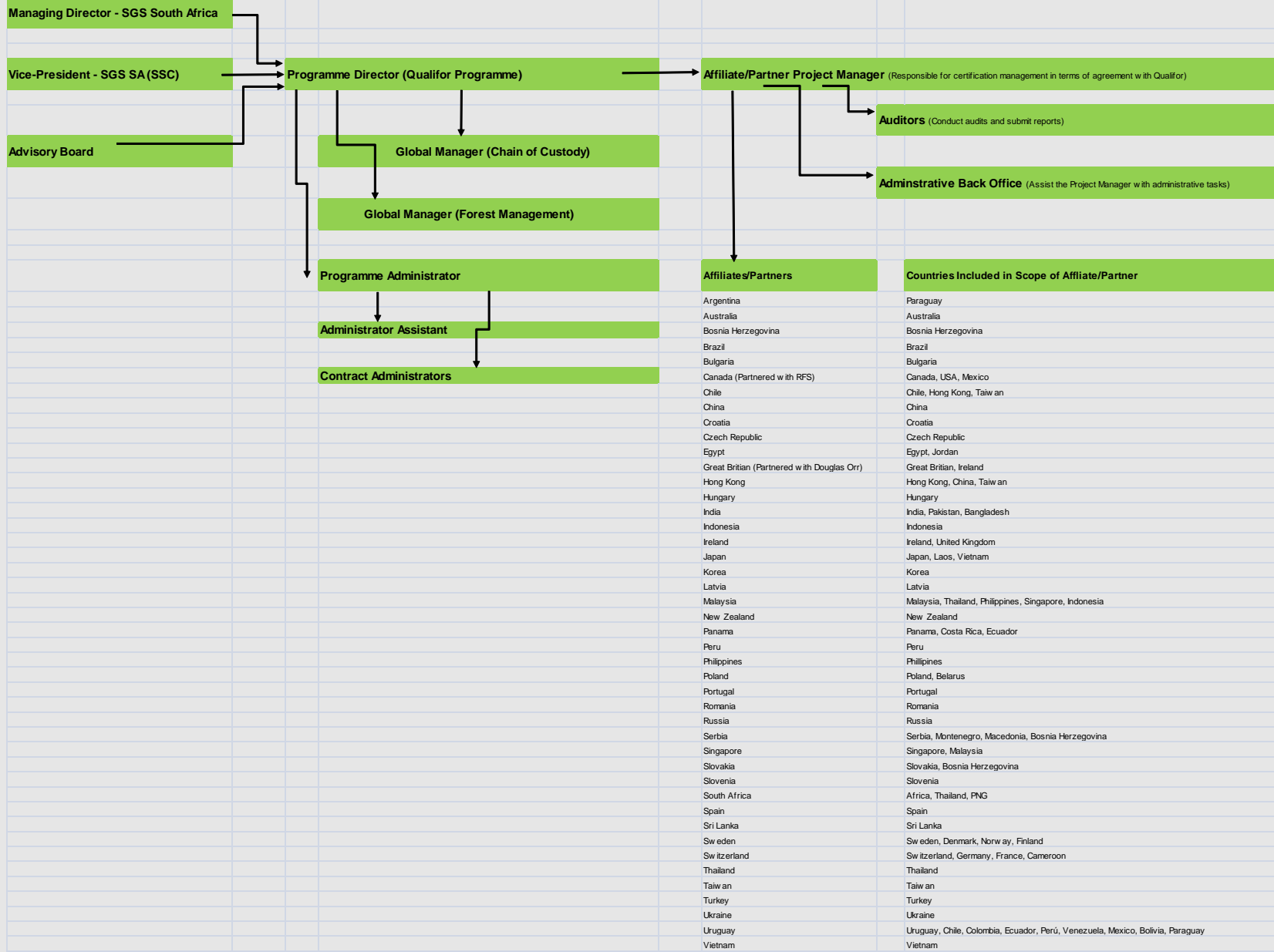
- 5.2.1 The Qualifor procedures for complaints and appeals are dealt with in terms of Procedures 06A and B. Summaries of these procedures are available in the Qualifor document RD05.

6. DEFINITIONS

6.1 Refer to RD 07, Glossary of Terms and Words.



Annexure 01: Organogram of Qualifor Programme



APPENDIX 2**SGS QUALIFOR OBJECTIVES FOR 2014**

Nr	Objective	Due Date
1.	Develop system for better co-operation between the different SGS accreditations.	2014-12-31
2.	Optimise the control mechanisms for managing auditor performance.	2014-09-30
3.	Improve the marketing and promotion of Qualifor services.	2014-12-31

End of Overview