

Certification Process, appeals and other information

1. BRCGS Certification Process

Businesses must go through a 4-step certification process and should be re-certified every year.

Step 1

- Submit application form to any BRCGS Certification Body. Eurofins is an [approved Certification Body](#).

[Apply to us](#) to get quotes swiftly! Then, confirm quotation and scope.

Step 2

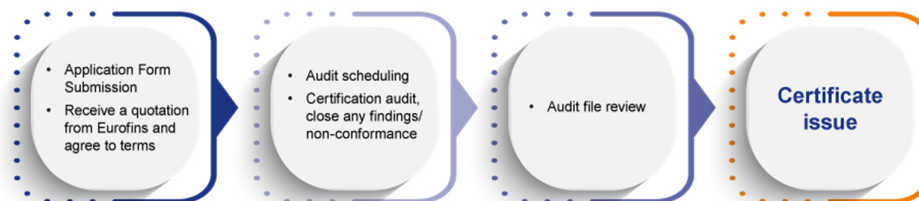
- Audit scheduling
- Certification audit
- Close any findings/ non-conformances

Step 3

- Audit file review

Step 4

- Issuance of BRCGS Certificate



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2. Use of Marks or Logo

There are certain rules of logo use. Logo of Eurofins & Accreditation board. Details of rules of "Logo Use" shall be provided to each certified client during the issuance of certificate. However, in general, the marks shall not be used in such a manner to bring the accreditors in disrepute and no statement shall be made regarding Eurofins' accreditation that the accreditors may consider inaccurate, misleading or unauthorized. The mark/logo cannot be displayed on vehicles, buildings, or flags. It should not be used on the packaging of a product, labels, publicity material, and written announcements etc. that in any way suggests that the Eurofins or its accreditation have certified or approved any product, process or service of the certified client or in any other misleading manner. Eurofins shall take appropriate action if found any misuse of mark.

3. Handling requests for information, complaints and appeals

Eurofins Assurance India Pvt. Ltd. is reachable to provide relevant information via Email (either directly or via website), by phone or in writing/Email. Information of contact is available on our website www.eurofins.in. Personnel receiving the request may, as appropriate, direct the requestor to the appropriate section(s) of Eurofins' website or forward it to appropriate concerned personnel. Eurofins Assurance India Pvt. Ltd. shall ensure that the relevant requested information is provided & does not violate any confidentiality requirements as well as any policy of Eurofins.

Complaints : Eurofins Assurance India Pvt. Ltd. has maintained a detailed process to handle the complaints received from any client and/or any interested parties. Eurofins Assurance India Pvt. Ltd. can be reached either via phone or by e-mail us at assuranceindia@xoin.eurofinsasia.com. Each complaint shall be escalate and respond as per our complaint handling procedure.

Appeal : Eurofins have a robust mechanism to deal with appeal received from Complainant. All appeals shall be respond as per our internal defined procedure. The appeals-handling process of Eurofins shall include the following elements and methods : a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions need to be taken in response to it, taking into account the results of previous similar appeals ; b) tracking and recording appeals, including actions undertaken to resolve them ; c) ensuring that any appropriate correction and corrective action are taken. Appeal can be made via email or direct contact us provide on our website www.eurofins.in.

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4. Suspension, Withdrawal, Reducing, Increasing Scope

Suspension is a temporary status which can only end by full reinstatement or withdrawal of certification. During this period, the client's certification is temporarily invalid. A certificate's validity is subject to ongoing requirements for recertification audits, and other conditions specified in the client's contract with Eurofins. The process may begin when any of the following conditions occur (if) :

- If the client refuses to take mandatory unannounced audit.
- The certified client has voluntarily requested a suspension.
- Violation of Eurofins contractual requirements.
- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
- Non-conformities are not closed within the specified timeframe.
- As a result of investigation conducted on a complaint against a certified client.

Based on any of the above-identified conditions, any personnel may recommend the suspension of a client's certification or the reduction of the scope of certification of the client. Reduction of scope may occur when the client has persistently or seriously failed to meet the certification requirements for parts of the scope of certification. With any such occurrence, those parts of the scope of certification may be excluded. Any such reduction shall be in line with the requirements of the audit criteria used for certification. Eurofins has a suspension policy & a detailed internal procedure for suspension or reduction of the scope.

Withdrawal : Eurofins may terminate the validity of the certificate, a certificate's validity is subject to ongoing requirements for surveillance and recertification audits, and other conditions specified in the client's contract with Eurofins. The withdrawal process may begin upon verification when either any discrepancy observed, or Client wishes to cancel the certificate. Eurofins has detailed internal procedure for a certificate withdrawal.

Increasing and/or modification in existing scope : Clients can send the request to Eurofins Assurance India Pvt. Ltd, if there is any increase and/or modification in scope, Eurofins Assurance India Pvt. Ltd. Shall review the application and decide the further process of scope increase and/or modification. The process will be followed as per the terms and conditions of Eurofins Assurance India Pvt. Ltd.

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5. Certification Financial Details

The BRCGS certification scheme operates on a yearly cycle, with fees determined by the following factors :

1. Audit cost for BRCGS.
2. BRCGS Registration Fees.
3. Technical review and administrative charges.
4. Additional addendum fees if required.
5. Actual expenses for travel, accommodation, and meals, billed separately.
6. Taxes will be applied based on government guidelines and the total cost.

For inquiries, contact Eurofins Assurance India Pvt. Ltd. via email at assuranceindia@xoin.eurofinsasia.com or through the direct contact information provided on our website www.eurofins.in.