



# Operation Guideline for Korea Forest Certification Scheme



**Korea Forestry Promotion Institute (Kofpi)**  
**Korean Forest Certification Council(KFCC)**

**475, Gonghang-daero, Gangseo-gu, Seoul, Republic of Korea**

**Tel : 02-6393-2743**

**Fax : 02-6393-2718**

**HP : <https://kfcc.kofpi.or.kr>**

Name of Document	Operation Guideline for Korea Forest Certification Scheme		
Document Number	KFCC-G-01		
Approval by	Korea Forest Certification Council(KFCC)	Approval Date	2021. 12. 21.

## **<Contents>**

<b>Chapter 1. General Provisions .....</b>	<b>1</b>
Article 1. (Purpose) .....	1
Article 2. (Scope of application) .....	1
 <b>Chapter 2. Operating System of Certification Scheme .....</b>	 <b>1</b>
Article 3. (Authorised body) .....	1
Article 4. (Accreditation Body) .....	2
Article 5. (Certification Body) .....	2
 <b>Chapter 3. Organization of Authorised body and Operation of KFCC Scheme ....</b>	 <b>2</b>
Article 6. (Quality System of Authorised body) .....	2
Article 7. (Formation of Korean Forest Certification Council) .....	2
Article 8. (Development of Forest Certification Standards) .....	3
Article 9. (Notification of Certification Body) .....	3
Article 10. (License Issuance for Use of Certification Logo) .....	3
Article 11. (Management of Certification Information) .....	3
Article 12. (Fact-finding Survey on Certification Scheme) .....	4
Article 13. (Fees) .....	4
Article 14. (Handling of Complaints and Appeals) .....	4
Article 15. (International Mutual Recognition Scheme) .....	5
Article 16. (PR for KFCC Scheme) .....	5

<b>Chapter 4. Organization of Accreditation Body and Accreditation of Certification Body .....</b>	<b>5</b>
Article 17. (Quality System of Accreditation Body) .....	5
Article 18. (Reception of Application for Accreditation) .....	5
Article 19. (Accreditation Criteria and Evaluation) .....	5
<b>Chapter 5. Certification Activities of Certification Body .....</b>	<b>6</b>
Article 20. (Quality System of Certification Body) .....	6
Article 21. (Certification Evaluation) .....	6
Article 22. (Matters to be observed by Certification Body) .....	7
<b>Chapter 6. Training of Certification Auditors .....</b>	<b>7</b>
Article 23. (Training of Certification Auditors) .....	7
Article 24. (Qualification as Certification Auditor) .....	8
<b>Chapter 7. Organization Applying for Certification .....</b>	<b>8</b>
Article 25. (Application for Certification) .....	8
<b>Chapter 8. Use of Certification Logo .....</b>	<b>8</b>
Article 26. (Use of Certification Logo) .....	8
[Attached Table No. 1] Notification Criteria for Certification Body(Pertaining to Article 9) .....	10
[Attached Table No. 2] Qualification for Certification Auditor(Pertaining to Article	

20 and 24) ..... 11

[Attached Table No. 3] Number of Evaluation Days for Forest  
Certification(Pertaining to Article 21) ..... 14

[Form No. 1] Application Form for Training Course to Nurture Certification Auditor  
..... 15

[Annex] PEFC/KFCC Chain of Custody(CoC) Certification Body Requirements

# Operation Guideline for Korea Forest Certification Scheme

Enacted on 22. 12. 2015.

Revised on 21. 11. 2018.

Revised on 17. 12. 2019.

Revised on 21. 12. 2021.

## Chapter 1 General Provisions

**Article 1 (Purpose)** The purpose of this guideline is to define necessary matters related to operation of the Korea Forest Certification Scheme run by the Korea Forestry Promotion Institute (hereinafter referred to as the "Kofpi") and the Korean Forest Certification Council under Article 7-2 (Forest Certification) of the 「Creation And Management Of Forest Resources Act」 and Paragraph 6 (Forestry Management Certification and Consulting) of Article 25-3 (Business of Korea Forestry Promotion Institute) from the 「Enforcement Decree Of Forestry and Mountain Villages Development Promotion Act」

**Article 2 (Scope of Application)** This guideline shall be applicable to conduct of work by the authorised body, an accreditation body and a certification body for operation of the Kofpi's the Korea Forest Certification Scheme (hereinafter referred to as "KFCC Scheme").

## **Chapter 2 Operating System of Certification Scheme**

**Article 3 (Authorised body)** The Authorised body refers to the Kofpi that supervises and operates the Authorised body and has the following responsibilities and authorities.

1. Formation and operation of the Korean Forestry Certification Council
2. Development and revision management of Forest Certification Standards (Forest Management Certification and CoC Certification)
3. Public notification of a certification body,
4. Establishment of qualification criteria for certification auditors and training to nurture them
5. Approval and management of a license for use of a certification logo
6. Operation and performance management of the certification registration system
7. Promotion and spread of the Korea Forest Certification Scheme
8. International cooperation with the PEFC (Programme for the Endorsement of Forest Certification Schemes) and operating agencies from other nations, and cooperation with the state-run accreditation body
9. Other matters redeemed necessary to operate the scheme

**Article 4 (Accreditation Body)** An accreditation body refers to a state-run accreditation organization registered to the International Accreditation Forum (IAF) and shall have the responsibility and authority for the following tasks.

1. Counseling for a certification body's application for accreditation and its first accreditation evaluation

2. Accreditation of a certification body and follow-up management
3. Other matters regarded necessary to operate the KFCC Scheme

**Article 5 (Certification Body)** A certification body refers to an organization accredited by an accreditation body and notified by the KFCC, and shall have responsibility and authority for the following tasks.

1. Counseling for certification, first certification evaluation and issuance of a certificate
2. Report of certification status
3. Follow-up management regarding the use of a certification logo by those certified
4. Observance of other regulations determined by the Authorised body and an accreditation body

## **Chapter 3 Organization of Authorised body and Operation of KFCC Scheme**

**Article 6 (Quality System of Authorised body)** ① The Authorised body shall secure impartiality, objectivity and transparency in operating the KFCC Scheme in accordance with Article 3; document task procedures to ensure a quality system that meets requirements of the PEFC; and disclose them if necessary.

②The Authorised body shall effectively manage and maintain records generated from operation of the KFCC Scheme.

**Article 7 (Formation of Korean Forest Certification Council)** ① The Authorised body shall



form the Korean Forest Certification Council to decide an important policy of the KFCC scheme and to ensure its impartial operation and may bestow responsibility and authority for the following tasks to the council.

1. Decision of the KFCC Scheme's operation policy
2. Development and approval of the forest certification standards
3. Decision of notification of a certification body
4. Other matters regarded necessary to run the KFCC Scheme

②The Korea Forest Certification Council shall ensure participation of various stakeholders in South Korea and be composed of members who hold sufficient knowledge and experiences in tasks concerned with the certification scheme. Detailed procedures pertaining to appointment of members or operation of the council may be separately determined by the Authorised body.

**Article 8 (Development of Forest Certification Standards)** ① The Authorised body shall document procedures to develop forest certification standards according to the PEFC's requirements and disclose them.

②The Authorised body shall ensure that various stakeholders participate in development procedures of the certification standards in accordance with the PEFC's requirements.

- The Authorised body shall reveal the forest certification standards developed and review them more than once a five years at least for revision in consideration of a change in the environment and technology.

**Article 9 (Notification of Certification Body)** ① The Authorised body shall notify a certification body which is qualified according to Attached Table No. 1.

②The Authorised body shall write an agreement including obligations that an certification body should abide by and enter into the agreement with the certification body.

③The Authorised body may suspend or cancel the notification of a certification body in any of the following cases. In this case, it shall be disclosed to the public.

1. Accreditation by an accreditation body is suspended or cancelled.
2. Requirements of the Authorised body have been violated.

④A period for the notification of a certification body shall be regarded as a term in which accreditation of a certification body remains valid, and detailed procedures concerned with the notification may be separately decided by the Authorised body.

**Article 10 (License Issuance for Use of Certification Logo)** ① The Authorised body shall devise and document conditions and approval procedures according to which a certified organization uses the PEFC certification logo and/or the Korean forest certification logo, and put them into practice.

②The Authorised body shall check if a certified organization uses a certification logo in a suitable manner; if not, it shall take action accordingly.

**Article 11 (Management of Certification Information)** ① The Authorised body shall require a certification body to report its certification status on a regular basis and manage the following information.

1. Information of a certified organization (including certified products)
2. Information on certification logo users
3. Information on certification body notified by the Authorised body

4. Other information Authorised body sees necessary

②The Authorised body shall reveal the information set forth in Paragraph ① and notify it to an organization in advance.

③The Authorised body may make a disclosure of a summarized certification evaluation report including findings (i.e. inappropriateness) of the certification evaluation regarding a certified organization's conformity to FM (forest management).

④The Authorised body shall treat as classified information that a certification body and a certified organization request to keep to confidential out of information obtained while operating the KFCC Scheme, but in case information in question is requested to be provide by laws or the government, it shall be delivered to organization concerned.

**Article 12 (Fact-finding Survey on Certification Scheme)** ①The Authorised body may conduct site inspection against a certification body or certified organization regarding following matters to identify the current state of the KFCC Scheme and enhance trust in its certification.

1. Appropriateness of a certification body's report on certification status, and retention status of auditors
2. Appropriateness of the use of certification logo and the state of production and transaction of certified products

②The Authorised body shall create a detailed plan if the fact-finding inspection is scheduled to be conducted on site under Paragraph 1 and inform the certification body of the inspection in advance. In case the inspection reveals that a certification body and certified organization fall short of standards or criteria applicable to it, a corrective measure could be requested to the certification body and certified organization.

**Article 13 (Fees)** ①The Authorised body may levy notification fees on a certification body as a financial means to ensure smooth operation of the KFCS.

②The Authorised body may collect fees for the use of a certification logo from those who are willing to use the PEFC certification logo and/or the Korean forest certification logo.

**Article 14(Handling of Complaints and Appeals)** ①The Authorised body shall establish a process to deal with complaints and appeals raised by interested parties to ensure objectivity, impartiality and effectivity in operation of the KFCC Scheme.

**Article 15(International Mutual Recognition Scheme)** The Authorised body shall cooperate with a domestic accreditation body to secure international trust in the KFCC Scheme and the global recognition of a domestic certificate. It shall accede to the Mutual Recognition Agreement of the Programme for the Endorsement of Forest Certification (PEFC) and continuously maintain such cooperation.

**Article 16 (PR for KFCC Scheme)** The Authorised body shall engage in training and PR activities at home and abroad to spread of the certification scheme.

## **Chapter 4 Organization of Accreditation Body and Accreditation of Certification Body**

**Article 17 (Quality System of Accreditation Body)** ① An accreditation body shall devise a quality system that satisfies the international standards (ISO/IEC 17011:

requirements of an accreditation body) and maintain it.

②An accreditation body shall be a member of the IAF's Multilateral Recognition Agreement (MLA) and such membership shall be maintained continuously.

③An accreditation body shall have responsibility and authority for the following according to Article 5.

1. It evaluates and accredits if a certification body conforms to accreditation standards.
2. It ensures that a certification body meets requirements such as obligations of a certification body and qualifications as a certification auditor decided by the Authorised body.

④An accreditation body may hold responsibility to conduct a fair and objective evaluation based on accreditation criteria and shall not give an accreditation if there is no enough evidence that shows a certification body fully satisfies the accreditation criteria.

**Article 18 (Reception of Application for Accreditation)** ① An accreditation body shall document relevant rules and regulations such as procedures needed for accreditation and disclose them.

②If an organization that wants to be accredited makes an application, an accreditation agency shall take the application documents according to procedures set by itself and decide on accreditation.

**Article 19 (Accreditation Criteria and Evaluation)** ① The forest certification shall be conducted by the independent third certification body that can remain impartial since it has not been involved in the process of developing forest certification standards and whose capacity has been fully proved.

②The accreditation criteria for a certification body include ISO/IEC 17021 for forest management, ISO/IEC 17065 for CoC and additional accreditation standards by the Authorised body according to the PEFC's requirements. But, in

consideration of characteristics of the domestic forest certification scheme, additional requirements may be included in the accreditation criteria.

③An accreditation body shall carry out the accreditation evaluation according to accreditation criteria and procedures and determine capabilities of an applicant.

④In case an accreditation body makes an accreditation decision on an applicant, it shall notify the result to the Authorised body. In addition, if it imposes a sanction such as suspension or cancellation of accreditation on a certification body which has been accredited, such a result shall be notified to the Authorised body as well.

⑤Other follow-up management of a certification body shall follow criteria determined by an accreditation body.

## **Chapter 5 Certification Activities of Certification Body**

**Article 20 (Quality System of Certification Body)** ① Forest certification shall be conducted by the third certification body, independent from a certification body in question, that has not been involved in the process of developing forest certification standards and whose capacity has been proved by an accreditation body.

②An organization which intends to apply for an accreditation shall secure those who are qualified for a certification auditor set forth in Attached Table No. 2 and prove that it is fully capable of the following.

1. Adequate knowledge and technology regarding forest management
2. Knowledge and technology regarding material flows such as forest-based product purchase, processing and transaction

③An organization which intends to apply for an accreditation shall establish a quality system that meets accreditation criteria of an accreditation body.

④A certification body accredited by an accreditation body shall satisfy notification conditions prescribed by the Authorised body and by notified by the Authorised body according to relevant procedures.

**Article 21 (Certification Evaluation)** ① A certification body shall inform an organization applying for certification of necessary documents and procedures for application, and shall review whether documents submitted are satisfied with the requirements if an application for certification is received.

②A certification body shall conduct certification evaluation in accordance with accreditation criteria and procedures prescribed by the certification body.

③Certification criteria of a certification body shall include certification standards for forest management (KFCC-S-01) and group forest management (KFCC-S-02) or certification standards for production and distribution of forest products (CoC) (KFCC-S-03).

④A certification body shall write a report of certification evaluation and provide it to an organization applying for certification after completing the certification evaluation, and determine whether the organization can be certified or not. But, in terms of certification of forest management, relevant information from the outside interested parties (i.e. the government or a local community, etc.) shall be included in the report to determine conformity to certification standards as a proof of the evaluation.

⑤A certification body shall issue a certificate to an applicant if it complies with the certification standards; and if not, the certification body shall notify the outcome to the organization in writing with a reason.

⑥A certification body shall report the information regarding a certified organization within 15 days after issuance of a certificate to the Authorised body, using the form set forth by the Authorised body.

⑦The term of validity for a certificate shall be five years and evaluation of the

follow-up management against a certified organization shall be conducted once a year. If the certified organization wants to extend its term of validity for certification, it shall go through the process of renewal evaluation.

⑧A certification body shall check if a certified organization is adequately using a certification logo.

⑨A certification body shall perform additional evaluation if a certified organization applies for an addition to its certified scope and other detailed procedures may be separately determined by the certification body.

**Article 22 (Matters to be Observed by Certification Body)** A certification body shall abide by the following and may be subject to sanctions by the Authorised body or an accreditation body in case of violation.

1. It shall maintain the quality management system befitting the accreditation criteria.
2. It shall not deny an application made by an organization without due reason and issue a certificate if it meets the certification criteria.
3. It shall actively cooperate in the fact-finding inspection on the KFCC Scheme conducted by the Authorised body or an accreditation body.
4. It shall observe other matters determined by the Authorised body or an accreditation body.

## **Chapter 6 Training of Certification Auditors**

**Article 23 (Training of Certification Auditors)** ① The Authorised body shall perform the following tasks to manage certification auditors.

1. Training and evaluation of a certification auditor
2. Other matters that the Authorised body regards necessary to manage



certification auditors

②The Authorised body shall devise a training program for a certification auditor course and provide a syllabus to those who are willing to participate in the training before the lesson starts. Work procedures regarding the training can be separately decided, and in this case, these procedures shall be accessible.

③Those who are willing to participate in training for a certification auditor shall submit an application form, using the Form No. 1 to the Authorised body while the Authorised body shall provide training sessions according to relevant procedures.

④The Authorised body shall issue a training diploma to those who have completed the certification auditor course and issue a certificate to those who have passed the examination.

**Article 24 (Qualifications as Certification Auditor)** The qualifications as a certification auditor are listed in Attached Table No. 2.

## **Chapter 7 Organization Applying for Certification**

**Article 25 (Application for Certification)** ① An organization that applies for certification of forest management shall own or manage a forest in South Korea.

②An organization that applies for certification of CoC shall produce, process, distribute, purchase or sell timber and non-timber forest products in South Korea.

③An organization applying for certification shall write an application form and submit it to an certification body according to procedures prescribed by the certification body.

④A certified organization shall continuously abide by forest certification standards and criteria set forth by a certification body.

## **Chapter 8 Use of Cementification Logo**

**Article 26 (Use of Certification Logo)** ① If a certified organization wants to use logos of the PEFC or the Korean Forest Certification, it shall obtain an approval from the Authorised body.

②An organization which intends to use a certification logo shall apply for an approval to the Authorised body for its use.

③An organization approved to use a certification logo shall use the logo in accordance with certification logo standards (KFCC-S-04) and other rules set forth by the Authorised body. If the certification logo is used in an inappropriate manner, the Authorised body may take action accordingly.

### **APPEND <22 Dec 2015>**

This guideline shall take into effect from the date when it is approved by the Korea Forest Certification Council under the Kopfi.

[Attached Table No. 1]

## Notification Criteria for Certification Body (Pertaining to Article 9)

1. Be a legal entity or hold legal responsibility for all certification activities of a certification body as part of a legal entity
2. agree to disclosure of specific information as specified by the KFCC
3. have valid accreditation, issued by an accreditation body that is signatory of the Multilateral Recognition Arrangement (MLA) for product certification of the International Accreditation Forum (IAF). The accreditation shall be issued against ISO/IEC 17065:2012 and the scope of the accreditation shall explicitly include PEFC 2002:2010;
4. sign a KFCC notification contract with the KFCC

[Attached Table No. 2]

## Qualifications for Certification Auditor (Pertaining to Article 20 and 24)

A certification auditor shall be equipped with knowledge and technical know-how regarding forest management or CoC and the certification processes and shall at least meet each of the following requirements.

### ☐ FM Certification Auditor

1. **Academic and career qualifications:** One shall satisfy at least one of the following.

- A. A degree in forest or timber-related major from the four-year university with two-year working experience or longer in the field of forests
- B. A degree in forest or timber-related major from the two-year college with four-year working experience in the field of forests
- C. A highschool graduate (a non-major) with six-year working experience or longer in the field of forests

Education	Working Experience
A degree in forest-related major from the university (four years)	Two years of working experience or longer related to forests
A degree in forest-related major from the college (two years)	Four years of working experience or longer related to forests
A non-major	Six years of working experience or longer related to forests

※ As for working experience, one shall satisfy the following.

- A. Conducts and performs forest management firsthand in the industry related to forests (including services at a public institution)

B. Conducts research regarding forests

C. Conducts certification evaluation or consulting regarding forest management

- \* In the field of forests, consulting services more than 72 days per year and certification evaluation for more than 30 days per year (over four hours and less than 8 hours to be calculated as 0.5 day) can be counted as one year of working experience.

**2. Completion of certification auditor course and test evaluation:** One shall complete the following certification auditor course and pass the test.

Name of Course	Training for Certification Auditors
Training for FM certification auditor	–Take a certification auditor course conducted by the Authorised body or, –Take a certification auditor course of an educational institution designated by the Authorised body
Test	– Complete the certification auditor course and pass the test exam conducted by the Authorised body

**3. Required experiences of certification evaluation:** As a (assistant) certification auditor who satisfies the requirements listed above 1 and 2, there shall be experience of certification evaluation twice at least or more.

**4. Retention of qualifications as a certification auditor :** A certification auditor shall take and complete complementary education at the Authorised body once or more in every 2 years.

#### ☐ CoC Certification Auditor

**1. Academic and career qualifications:** One shall satisfy at least one of the following.

A. A degree in forest or timber-related major from the 2-year college with two-year working experience or longer in the industry related to forests or timber

B. A highschool graduate (a non-major) with three-year working experience or

longer in the industry related to forests and timber or in the field of certification and accreditation

- \* The number of years of total work experience may be reduced by one year if the auditor has performed, as auditor-in-training, four chain of custody audits under the leadership of a qualified auditor

Education	Working Experience
A degree in forest or timber-related major from the college (two years or longer)	Two years or longer of working experience in the industry regarding forests or timber
A non-major	Three years or longer of working experience in the industry regarding forests or timber

※ As for working experience, one shall satisfy the following.

- A. Conducts and performs tasks firsthand in the industry related to forests or timber (including services at a public institution)
- B. Conducts research regarding forests or timber
- C. Conducts certification evaluation or consulting regarding forests or timber

- \* In the field of forest/timber, consulting services more than 72 days per year and certification evaluation for more than 30 days per year (over four hours and less than 8 hours to be calculated as 0.5 day) can be counted as one year of working experience.

2. Completion of certification auditor course and test evaluation: One shall complete the following certification auditor course and pass the test.

Name of Course	Training for Certification Auditors
Training for CoC certification auditor	<ul style="list-style-type: none"> <li>– Take a certification auditor course conducted by the PEFC</li> <li>– Take a certification auditor course of an educational institution designated by the PEFC</li> </ul>
Test	<ul style="list-style-type: none"> <li>– Complete the certification auditor course and pass the test exam conducted by the PEFC</li> </ul>

**3. Required experiences of certification evaluation:** As a (assistant) certification auditor who satisfies the requirements listed above 1 and 2, there shall be experience of certification evaluation twice at least or more.

**4. Retention of the qualifications as a certification auditor :** A certification auditor shall take and complete complementary education at the Authorised body once or more in every 2 years.

[Attached Table No. 3]

**Number of Evaluation Days for Forest Certification**  
**(Pertaining to Article 21)**

Area to be certified (ha)	1 <sup>st</sup> Evaluation (No. of days)	2nd Evaluation (No. of days)
Less than 500	0.5	1
501 – 1,000	1	1
1,001 – 5,000	1	1.5
5,001 – 10,000	1	2
10,001 – 25,000	2	3
25,001 – 50,000	2	4
50,001 – 100,000	2	5
Over 100,000	3	5

**Note 1.** The number of evaluation days can be increased or decreased within a range of 30%. The reason behind it shall be kept in a record and its legitimacy shall be proved.

**Note 2.** The number of evaluation days for follow-up management shall be 70% of the initial (2nd) evaluation.

**Note 3.** The evaluation for renewal shall be applied same as the initial (2nd) evaluation. (The 1<sup>st</sup> evaluation can be skipped.)



[Form No. 1]

Application Form for Training Course to Nurture Certification Auditor			
Course	<input type="checkbox"/> FM Certification Auditor(General) <input type="checkbox"/> FM Certification Auditor (Short-term) <input type="checkbox"/> CoC Certification Auditor(General) <input type="checkbox"/> CoC Certification Auditor(Short-term)		
Name (Applicant)		Date of Birth	00.00.00
Name of Depositor		Department & Job Title	
Name of Company		E-Mail	※ A material to introduce the course and an tax invoice will be sent.
Contact	(Office) (Mobile)		
Consent to collection and use of personal information	I agree to the collection and use of personal information such as an applicant's contact for smooth operation of a training course. <input type="checkbox"/> I agree. <input type="checkbox"/> I don't agree.		
I, herein, apply for the training course as above.  DD MM YYYY  Applicant (sign)			
To Head of Korea Forestry Promotion Institute			

How to apply for the course and pay training fees
① <u>Submit the application form to the Kofpi</u> (via email, Fax and mail) ② <u>Wire the training fees to the Kofpi's bank account</u> ▶ The registration for the course is on a first-come first-serve basis. If you sign up by Fax or mail, please check your registration by calling to the reception. ▶ The training fees paid is not refundable once the lesson starts. Thus, if you are not able to participate in the training, please notify the reason by 7 days before the start. ▶ The venue and detailed schedules are subject to change.

[Annex]

2021-12-121

Third Edition

# Requirements for Certification Bodies Providing PEFC/KFCC Chain of Custody Certification

Copyright notice

© PEFC Council 2020

This standard is protected by copyright owned by the PEFC Council. The document is freely available from the PEFC Council website [www.pefc.org](http://www.pefc.org) or upon request.

No part of this standard may be changed or amended, reproduced or copied, in any form or by any means for commercial purposes without the permission of the PEFC Council.

The official version of the document is in English. Translations of the document can be obtained from the PEFC Council or PEFC National Governing Bodies. When there is doubt in regard to language interpretation, the English version is the reference.

**Document name** : Requirements for Certification Bodies operating Certification against the PEFC/KFCC Chain of Custody Standard

**Document title** : PEFC ST 2003:2012

**Approved by** : PEFC 위원회 총회

**Date** : 2012-07-02

**Issue date** : 2011-07-16

**Date of entry into force** : 2012-07-16

**Editorially revised Second Edition**

**Document title** : PEFC ST 2003:2012 Second Edition

**Approved by** : PEFC Board of Directors

**Date** : 2012-11-17

**Issue date** : 2014-12-11

**Date of entry into force** : 2014-12-11

**Editorially revised Third Edition**

**Document title**: PEFC ST 2003:2020

**Approved by**: PEFC General Assembly

**Date**: 2020-01-17

**Issue date**: 2020-02-14

**Date of entry into force**: 2020-02-14

**Transition date**: 2021-08-14

## Content

### Content

Foreword .....	1
Introduction .....	1
1. Scope .....	2
2. Normative references .....	2
3. Terms and definitions .....	3
4. General requirements .....	5
4.1 Legal and contractual matters .....	5
4.2 Management of impartiality .....	5
4.3 Liability and financing .....	5
4.4 Non-discriminatory conditions .....	5
4.5 Confidentiality .....	6
4.6 Publicly available information .....	6
5. Structural requirements .....	6
6. Resource requirements .....	6
6.1 Certification body personnel .....	6
6.2 Resources for evaluation .....	14
7. Process requirements .....	14
7.1 General .....	14
7.2 Application .....	14
7.3 Application review .....	15
7.4 Audit .....	15
7.5 Review .....	17
7.6 Certification decision .....	17
7.7 Certification documentation .....	17
7.8 Directory of certified products .....	19
7.9 Surveillance .....	19
7.10 Changes affecting certification .....	19
7.11 Termination, reduction, suspension or withdrawal of certification .....	20
7.12 Records .....	20
7.13 Complaints and appeals .....	20
8. Management system requirements .....	20
8.1 Internal audits of the certification body .....	20
Appendix 1 (normative): PEFC notification of certification bodies .....	21
Appendix 2 (normative): Accreditations accepted by the PEFC/KFCC Council for PEFC/KFCC notification .....	22

Appendix 3 (normative): Multi-site chain of custody certification .....	26
Appendix 4 (normative): Minimum content of audit reports .....	32

## Foreword

The text of the document has been developed by a multi-stakeholder Working Group coordinated by the PEFC Council, Programme for the Endorsement of the Forest Certification (PEFC), and approved by the PEFC Council General Assembly on 17 January 2020. The requirements of the document become effective for all certification bodies operating chain of custody certification against PEFC ST 2002, Chain of Custody of Forest and Tree Based Products - Requirements as of 14 February 2020 (with a transition period of eighteen months from the date of entry into force).

The PEFC Council provides mutual recognition of national forest certification systems and defines an international Chain of Custody standard (PEFC ST 2002) and rules for the usage of the PEFC trademarks (PEFC ST 2001). The PEFC Council requires that chain of custody certification shall be carried out by certification bodies who are accredited by accreditation bodies that are signatories of the Multilateral Recognition Arrangement (MLA) for product certification of IAF.

Accreditation reduces the risk for businesses and their customers by assuring that accredited certification bodies are competent to carry out the work they undertake. Accreditation bodies that are members of IAF are required to operate to the highest standard and to require the certification bodies they accredit to comply with appropriate international standards and IAF Guidance to the application of those standards

Accreditations granted by IAF accreditation body members, based on regular peer evaluations to assure the equivalence of their accreditation programmes, allow companies with an accredited conformity assessment certificate in one part of the world to have that certificate recognised everywhere else in the world.

This document cancels and replaces PEFC ST 2003:2012 Second Edition.

## Introduction

The PEFC/KFCC Council requires the certification bodies operating chain of custody certification meet the requirements of ISO/IEC 17065, PEFC/KFCC documentation and the relevant provisions of ISO 19011 specified in this document.

ISO/IEC 17065 is an International Standard that sets out criteria for bodies operating certification of products, services and processes. The chain of custody certification is considered as a process certification whereby the chain of custody is a set of interrelated or interacting activities that transforms input information on the origin of procured raw material into output information on the origin of sold/transferred products.

The requirements for the PEFC chain of custody are described in PEFC ST 2002 and rules for the usage of the PEFC trademarks are described in PEFC ST 2001 of the PEFC /KFCC Council technical documentation.

The term “shall” is used throughout this document to indicate those provisions that, reflecting the requirements of ISO/IEC 17065 and requirements specific for PEFC/KFCC chain of custody certification, are mandatory. The term “should” is used to indicate guidance that, although not mandatory, is provided by IAF and the PEFC/KFCC Council as a recognised means of meeting the requirements.

Normative guidance to this document shall only be provided by the PEFC/KFCC Council.

This document does not include the text of ISO/IEC 17065 and ISO 19011. These documents can be obtained from ISO or national standard organisations.

## 1 Scope

This document provides additional scheme specific requirements for certification bodies operating chain of custody certification against PEFC ST 2002, KFCC-S-03

## 2 Normative references

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

IAF MD 2, *Mandatory Document for the Transfer of Accredited Certification of*

### *Management Systems*

IAF MD 4, *Mandatory Document for the use of Information and Communication Technology (ICT) for auditing/assessment purposes*

ISO/IEC 17000, *Conformity assessment - Vocabulary and general principles*

ISO/IEC 17065, *Conformity assessment - Requirements for bodies certifying products, processes and services*

ISO 19011, *Guidelines for auditing management systems*

ISO/IEC Guide 2:2004, *Standardization and related activities - General vocabulary*

PEFC ST 2002, *Chain of Custody of Forest and Tree Based Products - Requirements* (hereinafter the Chain of Custody standard), (*available from [www.pefc.org](http://www.pefc.org)*)

PEFC ST 2001, *PEFC Trademarks Rules - Requirements* (hereinafter PEFC Trademarks standard), (*available from [www.pefc.org](http://www.pefc.org)*)

## **3 Terms and Definitions**

For the purposes of this standard, the relevant definitions given in ISO/IEC 17000, ISO/IEC 17065, ISO 19011, ISO/IEC Guide 2 and PEFC ST 2002 apply, together with the following definitions:

### **3.1 Audit**

Systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.

Note: The term “audit” used in this document is equivalent to the term “evaluation” used in ISO/IEC 17065.

### **3.2 Certification decision maker**

A person or a group of persons (e.g. a committee) that has not been involved in the audit process and is assigned by the certification body to make the certification decision.

### **3.3 Chain of Custody standard**

PEFC ST 2002, *Chain of Custody of Forest and Tree Based Products - Requirements*.

### **3.4 Client organisation**

Organisation, including a multi-site organisation, that is applying for chain of custody, or whose chain of custody has been certified.

Note: The term “client organisation” used in this document is equivalent to the term “supplier” used in ISO/IEC 17065.



### 3.5 Major nonconformity

The absence of, or failure to implement and maintain, one or more requirements of the Chain of Custody standard, that may result in a systemic risk to the function and effectiveness of the chain of custody and/or affect confidence in the client organisation's claims on certified raw material.

Note: A major nonconformity may be an individual nonconformity, or a number of minor but related nonconformities that when considered in total are judged to constitute a major nonconformity.

### 3.6 Minor nonconformity

A single failure to fulfil the requirements of the Chain of Custody standard that may result in no systemic risk to the function and effectiveness of the chain of custody and/or affect confidence in the supplier's claims on certified raw material.

### 3.7 Observation

An audit finding that does not indicate nonconformity. It may be identified by the audit team as an opportunity for improvement.

### 3.8 PEFC authorised body

The PEFC authorised body is an entity that has permission from the PEFC Council to issue PEFC trademarks licences and to notify certification bodies on behalf of the PEFC Council. Usually the authorised bodies are the PEFC National Governing Bodies.

### 3.9 PEFC National Governing Bodies (PEFC NGBs)

The PEFC National Governing Bodies (PEFC NGBs) are independent, national organisations established to develop and implement a PEFC system within their country. A list of the PEFC NGBs and their contact details can be found at the PEFC website. PEFC NGBs are often also the PEFC authorised body.

See 3.8.

### 3.10 Reviewer

A person or a group of persons (e.g. a committee) that has not been involved in the audit process and is assigned by the certification body to review all the information and results related to the audit.

### 3.11 Technical expert

Person who provides specific knowledge or expertise to the audit team. The technical

expert is not considered an auditor.

## 4 General requirements

The criteria against which the client organisation's chain of custody is evaluated are those outlined in the latest version of the Chain of Custody standard and of the PEFC /KFCC Trademarks standard.

Note: The latest version of the Chain of Custody standard and the PEFC/KFCC Trademarks standard, their amendments and corresponding transition periods, are available from the PEFC/KFCC website [www.pefc.org](http://www.pefc.org), [kfcc.kofpi.or.kr](http://kfcc.kofpi.or.kr).

### 4.1 Legal and contractual matters

All the requirements given in clause 4.1 of ISO/IEC 17065:2012(E) apply.

4.1.1 Where the certification body makes use of the PEFC/KFCC logo on the certification document, or for any other purposes linked to the PEFC/KFCC certification scheme, the use shall only be carried out based on a valid licence issued by the PEFC Council or another entity authorised by the PEFC Council, and in accordance with the PEFC/KFCC Trademarks standard.

4.1.2 The certification body shall make clear to the client organisation that the PEFC/KFCC logo on the issued certificate only refers to the client organisation's compliance with the PEFC/KFCC certification scheme and does not provide the client organisation with the right to use the PEFC/KFCC trademarks.

Note: The client organisation with a valid PEFC/KFCC chain of custody certificate can only use the PEFC/KFCC trademarks with a unique PEFC/KFCC trademarks licence number for "on-product" as well as "off-product" purposes, based on a PEFC/KFCC trademarks usage licence contract issued by the PEFC/KFCC Council or another entity authorised by the PEFC/KFCC Council and in accordance with the PEFC/KFCC Trademarks standard.

### 4.2 Management of impartiality

All the requirements given in clause 4.2 of ISO/IEC 17065:2012(E) apply.

### 4.3 Liability and financing

All the requirements given in clause 4.3 of ISO/IEC 17065:2012(E) apply.

#### 4.4 Non-discriminatory conditions

All the requirements given in clause 4.4 of ISO/IEC 17065:2012(E) apply.

#### 4.5 Confidentiality

All the requirements given in clause 4.5 of ISO/IEC 17065:2012(E) apply.

The certification body shall inform the client organisation that it is obliged to provide information to the PEFC Council and/or a PEFC National Governing Body, and the range and usage of information to be provided. The certification body shall have the written consent of the client organisation for the information disclosed to the PEFC Council and/or the PEFC National Governing Body.

This written agreement shall be in compliance with any data protection legislation applicable in the countries in which the client organisation and the certification body are based.

#### 4.6 Publicly available information

All the requirements given in clause 4.6 of ISO/IEC 17065:2012(E) apply.

### 5 Structural requirements

All the requirements given in clause 5 of ISO/IEC 17065:2012(E) apply.

### 6 Resource requirements

#### 6.1 Certification body personnel

##### 6.1.1 General

All the requirements given in clause 6.1.1 of ISO/IEC 17065:2012(E) apply.

##### 6.1.1.1 Personnel involved in the certification activities

6.1.1.1.1 The certification body shall ensure that all personnel carrying out the key activities, such as contract review, auditing, granting of certification, monitoring of auditors, etc. have the relevant and appropriate knowledge and competencies corresponding to these activities.

##### 6.1.1.2 Gender equality should be promoted.

##### 6.1.1.2 Auditors

The certification body shall have a documented process to ensure that auditors have personal attributes, knowledge and skills in accordance with clauses 7.1, 7.2.1, 7.2.2, 7.2.3.1,

7.2.3.2 and 7.2.3.4 of ISO 19011:2018.

#### 6.1.1.2.1 Education

6.1.1.2.1.1 The certification body shall ensure that auditors have the knowledge corresponding to at least a secondary education that includes or is supplemented with courses related to forest and/or tree based and related industries where the auditor(s) conducts chain of custody audits.

Note: Secondary education is the part of the national education system that comes after the primary or elementary stage, but that is completed prior to entrance to tertiary education, e.g. university or similar educational institution.

6.1.1.2.1.2 The specific education relating to forest and/or tree based and related industries can be substituted by working experience in these sectors if the certification body can demonstrate it is equivalent to the required education.

Note: Forest and/or tree based and related industries include, for example, activities relating to manufacturing, research, education, standards development, forest industry/product associations, forest law and regulation, transport, distribution and recycling or transport and storage of forest and/or tree based products.

#### 6.1.1.2.2. Working experience

6.1.1.2.2.1 For a first qualification of an auditor, the certification body shall ensure that the auditor has a minimum of three years of full-time related working experience in the forest and/or tree based and related industries.

Note: Forest and/or tree based and related industries include, for example, activities relating to manufacturing, research, education, standards development, forest industry/product associations, forest law and regulation, transport, distribution and recycling or transport and storage of forest and tree based products.

6.1.1.2.2.2 The number of years of total work experience may be reduced by one year, if the auditor has completed a tertiary education appropriate and relevant to forest and/or tree based and related industries.

Note: Tertiary education, also referred to as third stage, third level, and post-secondary education, is the educational level following the completion of a school providing a secondary education.

6.1.1.2.2.3 The number of years of total work experience may be reduced by one year if

the auditor has performed, as auditor-in-training, four chain of custody audits under the leadership of a qualified auditor, in addition to the chain of custody audits required as audit experience under 6.1.1.2.5.1.

#### 6.1.1.2.2.3 PEFC chain of custody training

The certification body shall ensure that new auditors have received initial training on the PEFC system and the Chain of Custody standard, that is recognised by the PEFC Council.

Note: The PEFC website [www.pefc.org](http://www.pefc.org) provides further information on training options.

#### 6.1.1.2.4 Audit training

The certification body shall ensure that auditors have successfully completed training in audit techniques based on ISO 19011.

#### 6.1.1.2.5 Audit experience

6.1.1.2.5.1 For a first qualification of an auditor, the certification body shall ensure that the auditor within the last three years has performed, as auditor-in-training, chain of custody audits for at least four organisations under the leadership of a qualified auditor, including at least two PEFC chain of custody audits. The number of chain of custody audits-in-training can be reduced to two PEFC chain of custody audits for auditors that are qualified for chain of custody standards, ISO 9001 or ISO 14001 in forest and/or tree related sectors.

#### 6.1.1.2.6 Competencies

6.1.1.2.6.1 The certification body shall ensure that auditors demonstrate ability to apply knowledge and skills in the following areas:

- a) The objectives and core processes of the PEFC system including the requirements from the PEFC Sustainable Forest Management standard (PEFC ST 1003) covered in the PEFC chain of custody definition of controversial sources, (PEFC ST 2002, clause 3.6 paragraphs b, c, d and e).
- b) Audit principles, procedures and techniques (see 7.2.3.2.a of ISO 19011:2018): to enable the auditor to apply those appropriate to different audits and ensure that audits are conducted in a consistent and systematic manner.
- c) Organisation situations (see 7.2.3.2.c of ISO 19011:2018), including organisational size, structure, functions and relationships, general business processes and related terminology, and cultural and social customs such as knowledge of the client organisation working language, or language that the certification body and client can agree on: to enable the

auditor to comprehend the organisation's operational context.

d) Applicable international legislation and country specific forest governance and law enforcement system relevant to forest and tree based raw material procurement and avoidance of raw material from controversial sources: to enable the auditor to comprehend the client organisation's contractual relationships with suppliers and evaluate the client organisation's procedures for avoidance of raw material from controversial sources. Knowledge and understanding of this area shall cover:

- i. contracts and agreements, including labour contracts and or collective bargaining agreements
- ii. forest governance and law enforcement system of countries of the uncertified raw material origin, including those covering social, health and safety issues of workers
- iii. international conventions relating to worker rights (ILO core conventions)
- i.v. international treaties and conventions relating to the trade of forest and tree based products

6.1.1.2.6.2 The certification body shall ensure that auditors demonstrate ability to apply terminology, knowledge, understanding and skills in the following areas of the PEFC chain of custody:

- a) principles and requirements of the Chain of Custody standard (PEFC ST 2002/KFCC-S-03)
- b) products (including non-wood forest products and products from recycled material), processes and practices in the specific sector, applied raw material flow, measurements and control measures
- c) the application of management systems to forest and tree based and related industries and interaction between their components
- d) information systems and technology for authorisation, security, distribution and control of documents, data and records
- e) application of PEFC/KFCC trademarks and other product labels and claims
- f) application of the measures to avoid procurement of raw material from controversial sources, including the relevant risk assessment methodology and indicators
- g) social, health and safety requirements

6.1.1.2.6.3 The certification body shall maintain evidence of annual monitoring of chain of custody auditors, applying methods such as reviewing audit reports or client organisations' feedback, etc. based on the frequency of their usage and the level of risk linked to their activities, and periodic witness audits. In particular, the certification body shall review the competence of its personnel in the light of their performance in order to identify training needs.

#### 6.1.1.3 Audit team

The audit team shall comprise auditor(s) fulfilling the requirements defined in 6.1.1.2 and gender balance should be considered.

##### 6.1.1.3.1 Technical experts

In some cases, technical experts may be required to support the required auditor competency in a particular technical area by providing appropriate technical expertise. Technical experts shall be independent from the auditee, and their names and affiliations shall be included in the audit report.

#### 6.1.1.4 Reviewer and certification decision maker

The certification body shall ensure that the reviewer and the certification decision maker meet the following requirements. If the reviewer and/or the certification decision maker are composed by a group of people, at least one of the members meets the following requirements.

Note: The reviewer and the certification decision maker can be the same person. See note to clause 7.6.2 of ISO/IEC 17065:2012(E).

##### 6.1.1.4.1 Education

6.1.1.4.1.1 The certification body shall ensure that the reviewer and certification decision maker have the knowledge corresponding to at least a secondary education that includes or is supplemented with courses related to forest and/or tree based and related industries.

Note: Secondary education is the part of the national education system that comes after the primary or elementary stage, but that is completed prior to entrance to tertiary education, e.g. university or similar educational institution.

6.1.1.4.1.2 The specific education relating to forest and/or tree based and related industries can be substituted by working experience in these sectors if the certification body can demonstrate it is equivalent to the required education.

Note: Forest and/or tree based and related industries include, for example, activities relating to manufacturing, research, education, standards development, forest industry/product associations, forest law and regulation, transport, distribution and recycling or transport and storage of forest and tree based products.

##### 6.1.1.4.2 Working experience

6.1.1.4.2.1 To qualify as a reviewer or certification decision maker, the certification body shall ensure a minimum of three years full-time related working experience in conformity assessment.

6.1.1.4.2.2 The number of years of total work experience may be reduced by one year, if the reviewer or certification decision maker has completed a tertiary education appropriate and relevant to forest and/or tree based and related industries.

Note: Tertiary education, also referred to as third stage, third level, and post-secondary education, is the educational level following the completion of a school providing a secondary education.

6.1.1.4.2.3 A qualified PEFC/KFCC chain of custody auditor shall be considered as already meeting the minimum working experience required.

#### 6.1.1.4.3 PEFC/KFCC chain of custody training

The certification body shall ensure that the reviewer and certification decision maker have received initial training on the PEFC system and the Chain of Custody standard, that is recognised by the PEFC Council.

Note: The PEFC website [www.pefc.org](http://www.pefc.org) provides further information on training options.

#### 6.1.1.4.4 Audit training

The certification body shall ensure that the reviewer and certification decision maker have successfully completed training in audit techniques based on ISO 19011.

#### 6.1.1.4.5 Audit experience

6.1.1.4.5.1 For a first qualification of a reviewer or a certification decision maker, the certification body shall ensure that the reviewer or certification decision maker, within the last three years, have observed at least one PEFC/KFCC chain of custody audit.

#### 6.1.1.4.6 Competencies

6.1.1.4.6.1 The certification body shall ensure that the reviewer and certification decision maker demonstrate ability to apply knowledge and skills in the following areas:

- a) The objectives and core processes of the PEFC system including the requirements from the PEFC Sustainable Forest Management standard (PEFC ST 1003) covered in the PEFC chain of custody definition of controversial sources, (PEFC ST 2002, clause 3.6 paragraphs b, c, d and e).
- b) Audit principles, procedures and techniques (see 7.2.3.2.a of ISO 19011:2018).
- c) Organisation situations (see 7.2.3.2.c of ISO 19011:2018), including organisational size, structure, functions and relationships, general business processes and related terminology, and cultural and social customs.
- d) Applicable international legislation and country specific forest governance and law enforcement system relevant to forest and tree based raw material procurement and



avoidance of raw material from controversial sources. Knowledge and understanding of this area shall cover:

- i. contracts and agreements, including labour contracts and or collective bargaining agreements
- ii. forest governance and law enforcement system of countries of the uncertified raw material origin, including those covering social, health and safety issues of workers
- iii. international conventions relating to worker rights (ILO core conventions)
- iv. international treaties and conventions relating to the trade of forest and tree based products

#### 6.1.2 Management of competence for personnel involved in the certification process

All the requirements given in clause 6.1.2 of ISO/IEC 17065:2012(E) apply.

6.1.2.1 The certification body shall ensure that qualified reviewers, certification decision makers and auditors, every two calendar years, have participated in a refresher training in chain of custody of forest and tree based products that is recognised by the PEFC Council.

Note: The PEFC website [www.pefc.org](http://www.pefc.org) provides further information on training options.

6.1.2.2 When there is a new issuance of the Chain of Custody standard or/and the PEFC/KFCC Trademarks standard, the certification body shall ensure that qualified reviewers, certification decision makers and auditors have participated in refresher training recognised by the PEFC Council that covers the new version of the standards, before starting operating against them.

Note: The PEFC website [www.pefc.org](http://www.pefc.org) provides further information on training options.

6.1.2.3 For maintaining the qualification of the auditor, the certification body shall ensure that the auditor has performed a minimum of five external audits in chain of custody standards, ISO 9001 or ISO 14001 in forest and/or tree based and related sectors per year, where the sum of these audits should cover at least seven days of audit work, including at least two PEFC chain of custody audits.

Note: The seven days of audit work may include reporting time.

6.1.2.4 In exceptional circumstances, such as statutory leave or long term illness, auditors unable to comply with 6.1.2.3 shall perform at least two PEFC chain of custody audits under the leadership of a qualified auditor.

6.1.2.5 Reviewers and certification decision makers shall observe at least one PEFC chain of custody audit per calendar year.

Table: Overview of qualification requirements

	<b>Auditor</b>	<b>Reviewer and certification decision maker</b>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Knowledge corresponding to at least a secondary education that includes or is supplemented with courses related to forest and/or tree based and related industries.</li> <li>• Specific education relating to forest and/or tree based and related industries can be substituted by working experience in these sectors if the certification body can demonstrate it is equivalent to the required education.</li> </ul>	

	<b>Auditor</b>	<b>Reviewer and certification decision maker</b>
<b>Working experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years full-time related working experience in the forest and/ or tree based and related industries.</li> <li>• May be reduced by 1 year, if the auditor has completed a tertiary education appropriate and relevant to forest and/ or tree based and related industries.</li> <li>• May be reduced by 1 year if the auditor has performed, as auditor-in-training, 4 chain of custody audits under the leadership of a qualified auditor, in addition to the chain of custody audits required as audit experience under 6.1.1.2.5.1.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 3 years full-time related working experience in conformity assessment.</li> <li>• May be reduced by 1 year, if the reviewer or certification decision maker has completed a tertiary education appropriate and relevant to forest and/or tree based and related industries.</li> <li>• A qualified PEFC chain of custody auditor shall be considered as already meeting the minimum working experience required.</li> </ul>
<b>Training</b>	Initial training recognised by the PEFC Council ISO/IEC 19011	
<b>Audit experience</b>	<p>The auditor, within the last 3 years has performed, as auditor-in-training, chain of custody audits for at least 4 organisations under the leadership of a qualified auditor, including at least 2 PEFC chain of custody audits.</p> <ul style="list-style-type: none"> <li>• Number of chain of custody audits- in-training can be reduced to 2 PEFC chain of custody audits for auditors that are qualified for chain of custody standards, ISO 9001 or ISO 14001 in forest and/or tree related sectors.</li> </ul>	<ul style="list-style-type: none"> <li>• The certification body shall ensure that the reviewer or certification decision maker, within the last 3 years, has observed at least 1 PEFC/KFCC chain of custody audit.</li> </ul>
<b>Competencies</b>	See requirement 6.1.1.2.6	See requirement 6.1.1.4.6

Maintenance of the qualification		
Training	<ul style="list-style-type: none"> <li>• Refresher training recognised by the PEFC Council every two years.</li> <li>• When new issuance of PEFC Chain of Custody or Trademarks standards.</li> </ul>	
Audit experience	<ul style="list-style-type: none"> <li>• Minimum of 5 external audits in chain of custody standards, ISO 9001 or ISO 14001 in forest and/or tree based and related sectors per year, where the sum of these audits should cover at least 7 days of audit work, including at least 2 PEFC/KFCC chain of custody audits.</li> <li>• In exceptional circumstances, such as statutory leave or long term illness, auditors unable to comply with 6.1.2.3 shall perform at least 2 PEFC/KFCC chain of custody audits under the leadership of a qualified auditor.</li> </ul>	<ul style="list-style-type: none"> <li>• Observe at least 1 PEFC/KFCC chain of custody audit per calendar year.</li> </ul>

Note: This table is a summary of the qualification requirements for auditors, reviewers and certification decision makers. The actual requirements are in the text of this standard.

#### 6.1.3 Contract with the personnel

All the requirements given in clause 6.1.2 of ISO/IEC 17065:2012(E) apply.

#### 6.2 Resources for evaluation

All the requirements given in clause 6.2 of ISO/IEC 17065:2012(E) apply.

### 7 Process requirements

#### 7.1 General

All the requirements given in clause 7.1 of ISO/IEC 17065:2012(E) apply.

7.1.1 Additionally to ISO/IEC 17065:2012(E) clause 7.1.3, the certification body may provide publicly available documents, such as guidance, clarifications, and interpretations published by the PEFC Council or a PEFC National Governing Body.

#### 7.2 Application

All the requirements given in clause 7.2 of ISO/IEC 17065:2012(E) apply.

7.2.1 The certification body shall obtain from the client organisation, as a minimum, the following information and documentation as a part of the application for certification:

- a) corporate entity, name, address and legal status
- b) documented procedures of the client organisation as defined in the Chain of Custody standard

c) descriptive identification of the products covered by the PEFC chain of custody sufficient to identify product groups

d) sites covered by the PEFC chain of custody in the case of multi-site certification (as defined in the Chain of Custody standard)

Note: The information does not have to be obtained at the moment of first contact with the client organisation, but at least before activities under clauses 7.3 and 7.4 are carried out.

7.2.2 The certification body shall obtain from the client organisation, as a minimum, for products covered by the PEFC chain of custody, the following information relating to the application of the optional requirements of the Chain of Custody standard, for each site and/or product group as applicable:

a) chain of custody method

b) intended application of the PEFC trademarks

Note: The information does not have to be obtained at the moment of first contact with the client organisation, but at least before activities under clauses 7.3 and 7.4 are carried out.

7.2.3 The certification body shall obtain from the client organisation sufficient information to assess if the application is to be treated as a transfer of certification instead of a new application. See also requirement 7.4.10.

### 7.3 Application review

All the requirements given in clause 7.3 of ISO/IEC 17065:2012(E) apply.

7.3.1 The certification body shall carry out a review of the client organisation's documentation (see 7.2.1 b) prior to the audit, to determine the conformity of the documentation with the certification criteria.

### 7.4 Audit

All the requirements given in clause 7.4 of ISO/IEC 17065:2012(E) apply.

7.4.1 The certification body shall have documented procedures to ensure that an audit plan is established for each audit, to provide a basis for agreement regarding the conduct and scheduling of the audit activities. The audit plan shall be communicated and the dates of the audit shall be agreed upon in advance with the client organisation.

Note: Guidance for preparing the audit plan is provided by ISO 19011:2018, clause 6.3.2.

7.4.2 In the case of multi-site certification, the audit plan shall list the sites to be visited as part of the sample. The certification body shall refer to the normative Appendix 3.

7.4.3 The certification body shall have documented procedures for selecting and appointing the audit team, including the audit team leader.

Note: Guidance for selecting the audit team and audit team leader is provided by ISO 19011:2018, clauses 5.5.4.

7.4.4 The purpose of the audit is to:

a) Determine the conformity of the client organisation's:

- i. chain of custody process with the requirements of the Chain of Custody standard and its effective implementation
- ii. management system with the requirements of the Chain of Custody standard and its effective implementation
- iii. chain of custody process with requirements for the avoidance of procuring raw material from controversial sources where applicable (PEFC DDS requirements) and its effective implementation
- iv. usage of the PEFC trademarks with the PEFC Trademarks standard and its effective implementation and that the trademarks licence contract, which shall be signed between the client organisation and the PEFC Council or a PEFC authorised body in order for the client organisation to be allowed to use the PEFC trademarks, is valid

Note: The usage of the PEFC trademarks and PEFC claims is to be evaluated at the time of the surveillance and recertification audits. At initial audits, any proposed or intended use of the PEFC trademarks and PEFC claims is to be evaluated.

b) Collect data as required by the PEFC notification contract.

7.4.5 The certification body shall conduct the audit following the relevant guidance provided in ISO 19011:2018, clause 6.4. In general, audits (initial, surveillance and recertification) shall be conducted on-site, except in those cases where requirements 7.4.6 or 7.9.2 of this standard apply, where certification bodies may decide to conduct remote audits.

7.4.6 For client organisations that operate without physical possession, audits may be conducted remotely with the use of ICT tools in accordance with IAF MD 4. The certification body shall demonstrate that the full scope of the audit can be covered using ICT tools.

Note 1: Client organisations that operate with physical possession but have not sold any physical product with a PEFC claim since the previous audit, are not eligible to be audited remotely according to this requirement.

Note 2: For cases where client organisations have not procured raw material and have not sold any product with a PEFC claim since the last audit, requirement 7.9.2 of this standard may apply.

7.4.7 The certification body shall have documented procedures for determining audit time, and for each client organisation the certification body shall determine, with input from the audit team, the time needed to plan and accomplish a complete and effective audit of the client organisation's PEFC chain of custody. The audit time determined by the certification body, and the justification for the determination, shall be recorded. The minimum time for the on-site audit is four hours, this shall not include reporting activities, unless under specific conditions where it can be justified and documented.

7.4.8 The certification body shall have documented procedures for sampling within the audit in accordance with the guidance provided in ISO 19011:2018, A.6.

7.4.9 In determining the audit time and sampling within the audit, the certification body shall as a minimum, consider the following aspects:

- a) the requirements of the Chain of Custody standard
- b) size and complexity of the client organisation's operations within the scope of the PEFC chain of custody
- c) extent of supplies that could create a significant risk of procuring raw material from controversial sources
- d) extent of PEFC trademarks usage activities
- e) any outsourcing of any activities included in the scope of the organisation's chain of custody
- f) the results of any prior audits, including those of client organisation's management systems
- g) number of sites and multi-site considerations

7.4.10 In the case of transfer of certification, the certification body shall operate according to ISO/IEC 17065 clause 7.4.5 and IAF MD2:2017.

7.4.11 The audit report shall include at least the information specified in Annex 4.

7.4.12 On request, the certification body shall send a copy of the audit report and other necessary audit records requested by PEFC, in English language, to the PEFC Council and/or a PEFC National Governing Body, in accordance with 4.5.

## 7.5 Review

All the requirements given in clause 7.5 of ISO/IEC 17065:2012(E) apply.

## 7.6 Certification decision

All the requirements given in clause 7.6 of ISO/IEC 17065:2012(E) apply.

7.6.1 Audit findings shall be classified as major nonconformities, minor nonconformities and observations.

7.6.2 Before granting initial certification, as a minimum, major and minor nonconformities shall be corrected and the corrective action(s) verified by the certification body.

7.6.3 Before granting recertification, as a minimum, major nonconformities shall be corrected and the corrective action(s) verified by the certification body.

7.6.4 Major and minor nonconformities identified in the audits shall result in corrective action(s) by the client organisation resolving the nonconformities. The corrective action plan, including a timeframe, shall be reviewed and accepted by the certification body. The time period for completion of the corrective action(s) for major nonconformities identified in surveillance audits and their verification by the certification body shall follow the rules of the certification body but not exceed three months. Corrective action(s) for minor nonconformities identified during recertification and surveillance audits shall be verified no later than during the next audit.

## 7.7 Certification documentation

All the requirements given in clause 7.7 of ISO/IEC 17065:2012(E) apply.

7.7.1 The certification document shall include at least the following information:

- a) identification of the certification body
- b) name and address of the client organisation, and where applicable its sites/legal entities, whose chain of custody is subject to certification

Note 1: The name and address of the client organisation may be the name and address of a legal entity where no PEFC chain of custody activities are taking place (e.g. a mailbox address). The name and address of the client organisation whose chain of custody is subject to certification shall be included on the certification document as well.

Note 2: In the case of PEFC chain of custody certification for specified projects, or 'project certification' (refer to PEFC GD 2001, Annex 1), "name and address" refers to the name and address of the controlling entity. The name of the project can be included in the scope

of the project certificate.

- c) type of certificate (individual, multi-site or producer group)
- d) scope of the certification granted (see 7.7.2)
- e) the PEFC logo with the certification body's PEFC trademarks licence number
- f) accreditation mark of the accreditation body (including accreditation number where applicable)
- g) the date of granting, extending or renewing certification and the expiry date or recertification due date (see 7.7.6). The effective date on a certification document shall not be before the date of the certification decision

7.7.2 The scope of certification shall include the following information:

- a) reference to PEFC ST 2002, Chain of Custody of Forest and Tree Based Products - Requirements, and where relevant the national identification of this standard as adopted by a PEFC endorsed national forest certification system

Note: The identification of the Chain of Custody standard shall refer to the version of the Chain of Custody standard against which the audit was carried out and that was valid at the time when the certification was granted.

- b) reference to PEFC ST 2001, PEFC Trademarks Rules - Requirements, and where relevant the national identification of this standard as adopted by a PEFC endorsed national forest certification system

Note: The identification of the PEFC Trademarks standard shall refer to the version of the PEFC Trademarks standard against which the audit was carried out and that was valid at the time when the certification was granted.

- c) applied chain of custody method
- d) products covered by the chain of custody, according to the PEFC product categories

Note: In the case of PEFC chain of custody certification for specified projects, or 'project certification' (refer to PEFC GD 2001, Annex 1), the name of the project can be included in the scope of the project certificate.

7.7.3 Where the scope of the certification is included in an appendix to the certificate, the certificate shall include a reference to the appendix, and the appendix shall be considered as part of the certificate and be provided whenever the certificate is requested.

7.7.4 The number of the certificate shall be comprised, in this order, by: the abbreviation of the certification body name (the same abbreviation shall be used for any PEFC certificates issued), followed by a dash (-), the abbreviation of the Chain of Custody standard: PEFC-COC, followed by another dash (-), and the corresponding number given by the



certification body to the certificate.

Note: Two certification bodies cannot have the same abbreviation.

7.7.5 The certification body shall issue the certification document in English, any other language as appropriate and agreed upon working languages.

7.7.6 The certification shall be granted for a maximum of five years.

7.7.7 Certification bodies shall immediately inform the relevant PEFC National Governing Body, or the PEFC Council where the PEFC National Governing Body does not exist, when certification is granted, suspended, terminated, withdrawn, its scope is changed or any other changes affecting the certification or the information that certification bodies shall report to PEFC.

#### 7.8 Directory of certified products

All the requirements given in clause 7.8 of ISO/IEC 17065:2012(E) apply.

#### 7.9 Surveillance

All the requirements given in clause 7.9 of ISO/IEC 17065:2012(E) apply.

7.9.1 The surveillance audits shall be carried out annually. The certification body shall carry out at least four surveillance audits before the expiry date of the certificate.

Note 1: Annually means once every twelve months, plus or minus three months.

Note 2: If the certificate is valid for less than five years, the number of surveillance audits can be reduced accordingly.

7.9.2 The on-site surveillance audit may be replaced by other audit techniques, such as documentation and records review, and the period between on-site surveillance audits shall not exceed two years (plus three months) where:

- a) the certification body can justify that the audit techniques used deliver sufficient confidence in the certified entity's compliance with the certification criteria; and
- b) no nonconformity was raised during the previous initial, surveillance or recertification audit; and
- c) the client organisation procurement does not include significant risk supplies; and
- d) the client organisation provides the certification body with all the records required to be kept by the Chain of Custody standard or a list of all the records that allow the certification body to establish an independent sampling; or
- e) the submitted records provide sufficient evidence that the client organisation or client

organisation's site has not procured raw material and has not sold any product with a PEFC claim since the last audit.

#### 7.10 Changes affecting certification

All the requirements given in clause 7.10 of ISO/IEC 17065:2012(E) apply.

#### 7.11 Termination, reduction, suspension or withdrawal of certification

All the requirements given in clause 7.11 of ISO/IEC 17065:2012(E) apply.

7.11.1 If certification is terminated, suspended or withdrawn, the certification body shall inform the client organisation that any further use of PEFC trademarks and claims is not allowed. In case of suspension, the certification body shall monitor whether the client is in compliance.

#### 7.12 Records

All the requirements given in clause 7.12 of ISO/IEC 17065:2012(E) apply.

#### 7.13 Complaints and appeals

All the requirements given in clause 7.13 of ISO/IEC 17065:2012(E) apply.

7.13.1 The certification body shall notify the PEFC Council, within 30 days, of any substantiated claims of noncompliance with certification requirements by client organisations, or complaints against client organisations it receives or about which it becomes aware.

7.13.2 The certification body shall provide the PEFC Council and the corresponding PEFC National Governing Body with summary reports for resolved complaints and appeals against the PEFC certified client organisations received by the certification body, including at minimum:

- a) identification of the appellant/complainant (subject to disclosure)
- b) identification of the client organisation
- c) subject of the complaint
- d) summary of the complaint handling process
- e) outcome/resolution of the complaint

### **8 Management system requirements**

All the requirements given in clause 8 of ISO/IEC 17065:2012(E) apply.

## 8.1 Internal audits of the certification body

8.1.1 On request, the results of annual internal audits, limited to the performance of PEFC chain of custody certification activities, shall be provided to the PEFC Council or PEFC National Governing Body.

## **Appendix 1 (normative): PEFC notification of certification bodies**

(Requirements are additional to the accreditation of the certification body)

The certification body operating the PEFC recognised chain of custody certification shall be notified by the PEFC Council or other PEFC authorised body for the specific country in which it operates.

The PEFC notification requires that the certification body shall have a valid accreditation recognised by the PEFC Council (see Annex 2 of this document). The certification body shall provide the PEFC Council, or the relevant PEFC authorised body, with information on granted certifications as specified by the PEFC Council or the relevant PEFC authorised body.

Note: The information on granted certifications includes (but it is not limited to) identification of the client organisation, scope of the granted certifications and the client organisation's turnover where used for determination of the PEFC notification fee.

The PEFC notification may require the certification body to pay a PEFC notification fee as specified by the PEFC Council or the relevant PEFC authorised body.

**Appendix 2 (normative): Accreditations accepted by the PEFC Council for PEFC notification**

The PEFC Council requires that chain of custody certification shall be carried out by certification bodies who are accredited by accreditation bodies that are signatories of the Multilateral Recognition Arrangement (MLA) for product certification of IAF or IAF's Regional Accreditation Groups such as European co-operation for Accreditation (EA), Inter American Accreditation Cooperation (IAAC), Asia Pacific Accreditation Cooperation Incorporated (APAC), Southern African Development Community Cooperation in Accreditation (SADCA), African Accreditation Cooperation (AFRAC) and ARAB Accreditation Cooperation (ARAC).

The scope of the accreditation shall explicitly cover PEFC ST 2002, Chain of Custody of Forest and Tree Based Products - Requirements and PEFC ST 2001, PEFC Trademarks Rules - Requirements in its valid version as presented at the PEFC website [www.pefc.org](http://www.pefc.org).

The scope of accreditation shall also explicitly state ISO/IEC 17065, PEFC ST 2003 and other requirements against which the certification body has been assessed.

The accreditation certificate shall be available in English and any other language, as necessary.

### **Appendix 3 (normative): Multi-site chain of custody certification**

(Appendix 2 to the Chain of Custody standard)

#### 1. Introduction

1.1 This appendix is for the audit and certification of PEFC chain of custody in client organisations with a network of sites, to ensure that the audit provides adequate confidence in the conformity of the client organisation's chain of custody with the Chain of Custody standard across all sites listed in the scope of the certificate and that the audit is practical and feasible in both economic and operative terms.

#### 2. Eligibility criteria for the multi-site client organisation

2.1 Eligibility criteria for the multi-site client organisation, including definitions, are included in Appendix 2 to the Chain of Custody standard.

2.2 In addition to requirements of Appendix 2 to the Chain of Custody standard, the multi-site client organisation shall demonstrate its ability to collect and analyse data (including but not limited to items below) from all sites including the central office and its authority over all sites and its authority to initiate change if required:

- a) chain of custody documentation and chain of custody changes
- b) management review
- c) complaints
- d) evaluation of corrective actions
- e) internal audit planning and evaluation of the results
- f) different legal requirements in relation to the avoidance of raw material from controversial sources

2.3 With reference to Appendix 2 of the Chain of Custody standard, a multi-site client organisation, which is established as a group of independent legal entities only for the purpose of obtaining and maintaining chain of custody certification, shall only consist of typically small enterprises.

#### 3 Eligibility criteria for the certification body

##### 3.1 General

3.1.1 The certification body shall provide information to the client organisation about the eligibility criteria laid down herein and in Appendix 2 to the Chain of Custody standard before starting the audit process, and should not proceed with the audit if any of the eligibility criteria for the multi-site organisation are not met. Before starting the audit process, the certification body should inform the client organisation that the certificate will

not be issued if, during the audit, nonconformities in relation to these eligibility criteria are found.

### 3.2 Contract review

3.2.1 The certification body's procedures shall ensure that the initial contract review identifies the complexity and scale of the activities covered by the chain of custody subject to certification and any differences between sites as the basis for determining the level of sampling.

3.2.2 The certification body shall identify the central function of the client organisation that is its contractual partner for the performance of the certification. The agreement shall allow the certification body to carry out the certification activities at all sites of the multi-site client organisation.

3.2.3 The certification body shall analyse, in each individual case, to what extent sites of an organisation have similar raw material flow that enables the chain of custody to be applied in a similar manner. The similarity of the sites included in the multi-site client organisation shall be taken into consideration when applying the sampling procedures.

3.2.4 The certification body shall retain a record to demonstrate that the required activities in 3.2.1, 3.2.2 and 3.2.3 have been implemented.

### 3.3 Audit

3.3.1 The certification body shall have documented procedures to deal with audits under its multi-site procedure. Such audit procedures, including documentation and records review, on-site audits, etc., shall establish the way the certification body satisfies itself, inter alia, that the chain of custody requirements are actually applied to all the sites and that all the criteria in the Chain of Custody standard, including its Appendix 2, are met.

3.3.2 If more than one audit team is involved in the audit of the network, the certification body shall designate a unique audit leader whose responsibility is to consolidate the findings from all the audit teams and to produce a synthesis report.

### 3.4 Nonconformities

3.4.1 When nonconformities are found at any individual site, either through the client organisation's internal auditing or from auditing by the certification body, an investigation shall take place to determine whether the other sites may be affected. Therefore, the certification body shall require the client organisation to review the nonconformities to

determine whether they indicate an overall chain of custody deficiency applicable to all sites or not. If they are found to do so, corrective action should be performed both at the central office and at the individual sites. If they are found not to do so, the client organisation shall be able to demonstrate to the certification body the justification for limiting its follow-up action to the individual sites.

3.4.2 The certification body shall require evidence of these actions and may increase its sampling frequency until it is satisfied that control is re-established.

3.4.3 For initial and recertification audits, at the time of the decision making process, if any site has a nonconformity, certification shall be denied to the whole multi-site client organisation pending satisfactory corrective action.

3.4.4 It shall not be admissible that, in order to overcome the obstacle raised by the existence of a nonconformity raised by the certification body at a single site, the client organisation seeks to exclude from the scope the “problematic” site during the certification process.

### 3.5 Certificates

3.5.1 One single certificate shall be issued with the name and address of the central office of the client organisation. A list of all the sites that the certificate relates to shall be issued, either on the certificate itself or in an appendix or as otherwise referred to in the certificate. The scope or other reference on the certificate shall make clear that the certified activities are performed by the network of sites in the list. The appendix or other reference is an integral part of the certificate and shall not be separated from the certificate.

3.5.2 If the individual sites are applying different chain of custody methods, the application of the Chain of Custody standard shall be clearly stated in the certificate and any appendix for the individual sites.

3.5.3 A sub-certificate may be issued to the client organisation for each site covered by the certification, on condition that it contains the same scope, or a sub-scope of that scope, and includes a clear reference to the main certificate. The sub-certificate shall include a statement saying “the validity of this certificate depends on the validity of the main certificate”. In cases where the sub-certificate includes also a sub-certificate number, it shall be linked to the certificate number and be included in the certificate as per 3.5.1.



3.5.4 The certificate will be withdrawn in its entirety, if the central office or any of the sites does not/do not fulfil the necessary criteria for the maintaining of the certificate (see 3.2 above).

3.5.5 The list of sites shall be kept updated by the certification body. To this effect, the certification body shall request the client organisation to inform it about the closure, establishment, or change in activities of sites. Failure to provide such information will be considered by the certification body as a misuse of the certificate, and it will act consequently according to its procedures. Certification bodies shall inform the PEFC Council or the PEFC National Governing Body accordingly.

3.5.6 Additional sites may be added by the certification body to an existing certificate between audits provided it is within the scope of the certificate. The number of sites that may be added between audits is limited to 100% of the existing sites at the previous audit. The following requirements shall be met:

- a) The certification body shall be informed by the client organisation in advance of the client organisation's desire to add new sites between audits to be covered by the chain of custody certificate and shall be provided with the number of sites.
- b) The certification body shall obtain from the client organisation the chain of custody procedures covering the additional sites, including the applied chain of custody method and the products covered by the chain of custody.
- c) The certification body shall obtain the internal audit report for the site(s) being considered for inclusion in the certificate.
- d) The certification body shall review results of the internal audit and determine if additional information is needed while considering the request of the client organisation.
- e) Based on the result of the review in (d), the certification body shall determine if an on-site audit of the additional site(s) is required or if the review as per (b), (c) and (d) shows sufficient evidence that the sites can be added.
- f) If an on-site audit is not required before adding the additional site(s) to the chain of custody certificate, these new site(s) shall be subject to on-site visit no later than the next scheduled audit. The certification body may determine whether a sample of the new sites is required based on chapter 4.

Note: For those cases where the standard allows remote audits (see requirement 7.4.6), the on-site audit can be replaced by a remote audit.

## 4 Sampling for on-site audits

### 4.1 Methodology

4.1.1 The certification body can apply sampling of sites for on-site audits where the site

sampling is appropriate to gain sufficient confidence in the compliance of the multi-site client organisation with the chain of custody requirements. The certification body shall be able to demonstrate its justification for the selection of sites for the on-site audits to ensure that all differences across the sites and implementation of chain of custody have been assessed.

4.1.2 The sample shall be representative concerning differences in site processes and activities that are subject to the chain of custody certification. The sample shall be determined separately for sites using different chain of custody methods (physical separation, percentage or credit methods).

Note: “Determined separately” means that the sample is determined after the sites are separated.

4.1.3 The sample shall be determined separately if sites were added between audits and no on-site audit was required (as per Appendix 3, subclause 3.5.6, paragraph e).

Note 1: “Determined separately” means that the sample is determined after the sites are separated.

Note 2: Subclause 4.1.2 also applies to 4.1.3.

4.1.4 The sample should be partly selective based on the factors set out below and partly non selective, and should result in a range of different sites being selected, without excluding the random element of sampling.

4.1.5 At least 25% of the sample should be selected at random.

Note: In the context of risk based auditing, the selection of sites should avoid visiting sites from the previous sample, unless it is justified by the identified risk. This may lead to sampling where less than 25% of the sample could be selected at random.

4.1.6 Taking into account the criteria mentioned hereafter, the remainder of the sample should be selected so that the differences among the sites selected over the period of validity of the certificate is as large as possible.

4.1.7 The site selection criteria shall include among others the following aspects:

- a) results of internal audits or previous certification audits
- b) records of complaints and other relevant aspects of corrective and preventive action
- c) significant variations in the size of the sites and in production processes of the sites
- d) variations in the applied chain of custody methods
- e) modifications since the last certification audit

- f) geographical dispersion
- g) sites added since the last external audit

4.1.8 This selection does not have to be done at the start of the audit process. It can also be done once the audit at the central office has been completed. In any case, the central office shall be informed of the sites to be part of the sample. This can be on relatively short notice, but should allow adequate time for preparation for the audit.

4.1.9 The central office shall be audited during every initial, surveillance and recertification audit as a part of the sample.

## 4.2 Size of sample

4.2.1 The certification body shall have documented procedures for determining the sample to be taken when auditing sites as part of the audit and certification of a multi-site client organisation. This should take into account all the factors described in this appendix.

4.2.2 In the event that application of the certification body's procedure results in a smaller sample than would result from the application of the guidance set out below, the certification body shall record the reasons justifying this and demonstrate that it is operating in accordance with its approved procedure.

4.2.3 The minimum number of sites to be visited per audit shall be for:

a) Initial audits and sites added since the last audit where no on-site audit was required (as per subclause 3.4.5, paragraph e): the square root of the total number of sites, rounded up to the next whole number:

$$y = \sqrt{x}$$

y = number of sites to be visited x = total number of sites

b) Surveillance audits: the square root of the total number of current sites reduced by a factor 0.6, rounded up to the next whole number:

$$y = 0.6 \sqrt{x}$$

y = number of sites to be visited x = total number of sites

c) Recertification audits: the square root of the number of current sites, rounded up to the next whole number:

$$y = \sqrt{x}$$

Where the central office did not receive any major nonconformities over the certification cycle, the size of the sample could be reduced by a factor 0.8, rounded to the upper whole

number:

$$y = \sqrt{0.8} x$$

y = number of sites to be visited x = total number of sites

Note: For sites added since the last audit where no on-site audit was required (as per subclause 3.4.5, paragraph e), the reduction factors shall not be used.

4.2.4 The size of sample shall be increased where the certification body's risk analysis of the activities covered by the multi-site client organisation subject to certification indicates increased risk due to factors like:

- a) size of the sites and number of employees
- b) complexity and variations of raw material flow and chain of custody methods
- c) variations in the application of chain of custody methods and definitions of the raw material origin
- d) level of risk of procurement of raw material from controversial sources
- e) records of complaints and other relevant aspects of corrective and preventive action
- f) any multinational aspects
- g) results of internal and external audits
- h) the type of multi-site (multi-site or producer group)

#### 4.3 Audit times

4.3.1 The certification body shall be able to demonstrate its justification for the time spent on multi-site

audits in terms of its overall policy for allocation of audit time.

4.3.2 The minimum audit time to spend for each individual site as a part of the initial, surveillance and recertification audits is the same as for the audit defined in clause 7.4.7. Reductions can be applied to take into account the clauses of the Chain of Custody standard that are not relevant to sites and are only examined at the central office.

4.3.3 No reduction is permitted for the central office.

#### **Appendix 4 (normative): Minimum content of audit reports**

Audit reports shall include, as a minimum, the following content:

1. Front page
2. Description of client organisation
3. Description of client organisation's PEFC chain of custody, including:
  - a) management system
  - b) parts of the organisation and/or sites
  - c) processes/activities including outsourcing
  - d) product groups and their products covered by the PEFC chain of custody, including for each site and/or product group as applicable:
    - i. chain of custody method
    - ii. intended application of the PEFC trademarks
4. Scope of the audit
  - a) applied certification criteria from ST 2002 and ST 2001, including for each product group and/or site as applicable:
    - i. chain of custody method
    - ii. the PEFC trademarks rules
    - iii. PEFC Due Diligence System requirements
  - b) sites visited
  - c) for remote audits:
    - i. justification for conducting audit remotely
    - ii. applied techniques and their justification
  - d) for multi-site audits:
    - i. calculation of the sample size according to clause Appendix 3, 3.2.3
    - ii. justification of the sampling
    - iii. audited sites
5. Audit findings
  - a) presentation of findings demonstrating conformity or nonconformity to all the applicable clauses of the certification requirements
  - b) issued corrective actions and time frames for reporting of corrective actions and close-out
  - c) evaluation of previously issued corrective actions
  - d) recommended certification decision

## Bibliography

IAF MD 1, *Mandatory Document for the Certification of Multiple Sites Based on Sampling* (IAF MD 1)