IFC CERTIFICATION LIMITED

QUALITY MANUAL

For all accredited & notified activities covered by:

BS EN ISO / IEC 17065:2012
BS EN ISO / IEC 17020:2012
BS EN ISO / IEC 17021-1:2015
AVCP in accordance with CPR towards CE marking and / or UKCA marking

IMPORTANT NOTE:

This copy of the IFC Certification Limited Quality Manual for certification and approval of fire protection products is held on the IFC Certification Limited Computer Network and is available to all staff. The computer copy is the definitive controlled copy but any pages of the Manual which are printed into hard copy for any reason are automatically uncontrolled copies (UNLESS MARKED AS "CONTROLLED") and it is the responsibility of the user of any such copies to ensure that the copy is the latest version of the Manual.

Controlled Document

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Controlled Document

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Written By: Ian Laithwaite	Approved By: Ian Woodhouse		

HOLDERS OF CONTROLLED COPIES OF THE QUALITY MANUAL

The only controlled (hard) copy of the Quality Manual is held by IFC Certification Limited, marked "CONTROLLED" in the master set of controlled quality systems documentation, which is held on behalf of the Company by the Administrator.

Otherwise, only the copy held in electronic form on the IFC Certification Limited Computer Network will be accepted as the master "Controlled" document which is available to all staff.

Date of change	Detail of change	Made by
Oct 2017	Complete rewrite to combine the existing 17 number individual sections into one document	Ian Laithwaite
November 2018	Organisation Chart Updated to show current structure	Ian Laithwaite
November 2018	Section 5.1.6 expanded to incorporate revision status check of any scheme documents available to be downloaded from IFCC Website.	Ian Laithwaite
May 2021	References made to UKCA marking following the UK's exit from the European Community.	Ian Laithwaite

Section 1 GENERAL

Section 1.1 Scope of this Manual

The purpose of this manual is to describe the management policies and procedures operated by IFC Certification Limited whilst undertaking all accredited activities in accordance with the requirements set out in BE EN ISO/IEC17065, BS EN ISO/IEC 17020:2012 & BS EN ISO / IEC 17021-1:2015.

This manual contains references to associated procedures and work instructions which control various aspects of the operation of the accredited schemes.

This manual is purely a statement of policy not a working document.

Section 1.2 Organisation

IFC Certification are an autonomous and independently audited Division of the IFC Group, part of Kiwa UK. Although being part of the Kiwa UK, a group of companies, our funding is designed to be provided over the business cycle, primarily, from our certification activities. In this context revenue generated from Certification (and Inspection) activities should be sufficient to allow the division to be self-supporting within the Kiwa UK parent company structure.

Section 1.3 Quality Policy

1.3.1 Our over-arching quality policy is to promote excellence and innovation in the built environment through provision of assurance that products, systems and personnel comply with specified standards, criteria or other normative documents. To this end:

1.3.1.1 we work only in areas in which we have expertise

1.3.1.2 our management system meets the requirements of BS EN ISO/IEC 17065, BS EN ISO/IEC 17020 and BS EN ISO/IEC 17021-1

1.3.1.3 all our employees are trained in and expected to comply with the procedures which are relevant to their work

1.3.1.4 our procedures and administration are non-discriminatory and administered in a non-discriminatory manner.

1.3.2 **Note**, specific business activity related Quality Policies are set out in each IFCC Level 2 Manual and are specific to the particular activities covered by the particular Level 2 Manual. Level 2 Manuals exist for Product, Installer, Fire Risk Assessor, Enhanced Security Product Certification, Inspection Body Activities, Quality Management System Certification and AVCP work related to the CPR.

Section 1.4   Our Business

1.4.1   Our business is the independent certification of products and services related to fire (active, passive or reaction to fire), security industries and AVCP.

Section 1.5   Quality Objectives & Commitment to Quality

1.5.1 Our three main quality objectives are to:

   1.5.1.1   ensure that our accredited schemes meet the needs of all stakeholders

   1.5.1.2   ensure that our systems, procedures and employees meet the requirements of BS EN ISO/IEC 17065, BS EN ISO/IEC 17020 and BS EN ISO/IEC 17021-1 as applicable, and

   1.5.1.3   continuously improve our service to our customers and stakeholders

1.5.2   The way in which our objectives are implemented is as follows:

   1.5.2.1   the role of the IFCC Steering Committee in development and endorsement of certification schemes

   1.5.2.2   procedures, documents and records

   1.5.2.3   training of IFC Certification operatives and staff management and review of all certification activities

1.5.3   We also seek feedback from our staff, customers and stakeholders which we review and where appropriate take action.

1.5.4   We strive to improve our service and systems and monitor suggestions for improvement from all relevant sources.

Section 2   References

BS EN ISO / IEC 17065:2012
BS EN ISO / IEC 17020:2012
BS EN ISO / IEC 17021-1:2015
AVCP activities

Section 3   Definitions

ACCREDITATION AUTHORITY

A nationally recognised body accrediting the capability of the company to operate in accordance with published requirements within specified areas of competence. The United Kingdom Accreditation Service is recognised by the British Government in respect of the accreditation of testing and certification activities.

ASSOCIATED DOCUMENTED PROCEDURES / RULES (REQUIREMENTS)

All quality systems documentation, apart from this Quality Manual. These include the Rules (Requirements), Procedural Documents, General Documents and Procedural Forms.

COMPANY

IFC Certification Limited (IFCC)

EXECUTIVE GROUP

A group consisting of a minimum of three members of the Steering Committee who can act on behalf of the full Steering Committee in certain matters. The group membership shall be balanced in order that no single interest predominates

GENERAL DOCUMENT (Informative Literature)

An informative document provided to advise prospective clients and third parties of the structure of the scheme and processes, rules and procedures relating to the accredited scheme.

PARENT COMPANY

IFC Group Limited.

STEERING COMMITTEE

A committee comprising members drawn from Fire Protection Product Manufacturers / Suppliers, Installers, Users, Conformity Experts, Regulators, Enforcement Authorities and other relevant parties who are responsible for setting / approving the policies of IFC Certification Limited.

The Chairman of the Steering Committee is drawn from the committee membership.

The Chairman will be free from any interest in any commercial or other organisation which may jeopardise his/her independence.

PROCEDURAL DOCUMENT

A document expanding on the principles embodied in this IFC Certification Limited Quality Manual and giving precise details of procedures involved in the accredited scheme process.

PROCEDURAL FORM

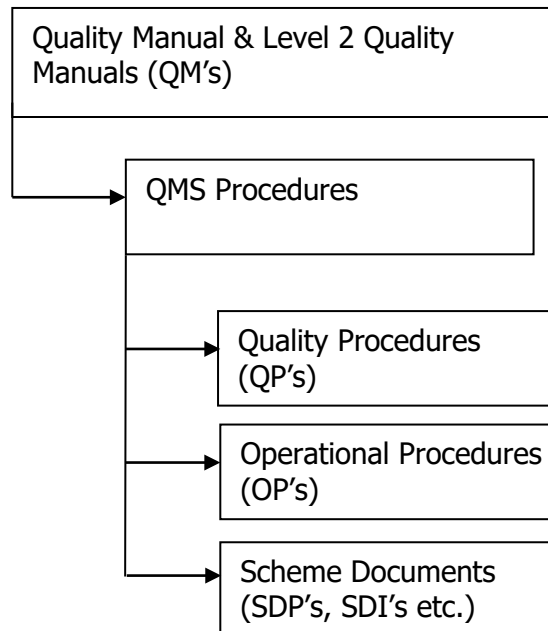A form used to record information or actions related to the accredited process.

APPLICANT COMPANY

A company who applies to IFC Certification Limited for independent assessment, inspection or certification of their products / systems in accordance with the requirements of an accredited scheme.

Additional definitions are given in the Level 2 manuals.

Section 4   Documentation

4.1   Our quality system documentation is structured as follows:

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┌─────────────────────────────────┐
│ Quality Manual & Level 2 Quality │
│ Manuals (QM's)                   │
└─────────────────────────────────┘
         │
         ▼
     ┌─────────────────────────────┐
     │ QMS Procedures              │
     └─────────────────────────────┘
             │
             ▼
         ┌──────────────────────────┐
         │ Quality Procedures       │
         │ (QP's)                   │
         └──────────────────────────┘
         ┌──────────────────────────┐
         │ Operational Procedures   │
         │ (OP's)                   │
         └──────────────────────────┘
         ┌──────────────────────────┐
         │ Scheme Documents         │
         │ (SDP's, SDI's etc.)      │
         └──────────────────────────┘
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Supporting documents referenced in the quality management system are:

Forms (F's) [includes generic/non-specific documents relating to a variety of schemes]	Publications (PN's) [includes scheme publicity and marketing information] Guidance Documents Local Work Instructions

4.2   Document Type Definitions

4.2.1   Quality Manual (Level 1) – sets out our objectives as a certification/inspection body and provide a framework for all accredited activities.

4.2.2   Quality Manuals (Level 2) – specific to business activity based on applicable accreditation standards. These set out our objectives and requirements for accredited activities against specified requirements.

4.2.3   Quality Procedures – these are for internal use and set out how and why we undertake the accredited activities.

4.2.4   Scheme Documents – scheme specific documents that describe the specific processes and requirements.

4.2.5   Publications – documents that detail general information for clients such as terms and conditions and publicity material.

4.2.6   Forms – standard forms that are used in the various processes.

4.2.7   Guidance Documents – these documents are prepared to assist clients in understanding how a scheme operates or provide interpretations on various published standards.

4.2.8   Local Work Instructions – internal documents which contain specific information about schemes and standards.

Section 5   Document & Data Control

5.1   Certification Documents

5.1.1   IFC Certification has ownership and copyright of all documents generated in the course of its activities unless these are subject to other agreements.

These include (but are not restricted to) the following:

- Level 2 "IFCC scheme or activity related" Manuals (Product Certification, AVCP activities, Installer Certification, Fire Risk Assessor Certification, Enhanced Security Product Certification, Management System Certification, Site Inspection Service, etc..)
- General Scheme Documents (SDP 00, SDI 00, IFCC 0099, SDM 31 etc.)
- Specific Scheme Technical Documents (SDP 01, SDP 02, etc.)
- Work Instructions
- Operational Procedures
- Quality Procedures
- Report Forms

5.1.2   No changes or deviations to published documents and procedures are permitted without formal review and approval from the Director of Certification or his designee.

5.1.3   All documents are revision status controlled.

5.1.4   Relevant/appropriate documents are made available to all persons who require them to perform activities on behalf of IFC Certification and to applicants for IFC Certification.

5.1.5   Revised or updated scheme documents where relevant will be sent out to Companies with products and / or Enhanced Security Products, installer

services, fire risk assessment services are certificated under the requirements of the IFC Certification Schemes.

5.1.6   All QMS documentation including this Quality Manual are reviewed for adequacy on an annual basis by the Director of Certification or his designee. Part of this annual review will be to check the revision status of IFCC Scheme Documents available to be downloaded in uncontrolled format by applicants / clients from the IFCC Website. The check will be to ensure that the versions available are the most up to date / current revision. Where necessary these will be updated.

5.1.7   Documents confirming the capabilities of out-sourced service providers (test laboratories, sub-contract inspectors / technical "experts", etc..) used by IFCC in certification and inspection activities are maintained in order to verify they meet with IFCC requirements.

5.2   Standards

5.2.1   Standards are defined as British, European or International standards or other normative documents (including those generated by IFC Certification), and which are used as standards in certification schemes.

5.2.2   Where required, standards are made available to all persons who require them to perform activities on behalf of IFC Certification.

5.2.3   Standards may be controlled, uncontrolled or limited date controlled.

5.2.4   Users of standards are responsible for checking the currency of the standards they use.

5.2.5   References to standards in Scheme Documents are generally undated. The exception is where a specific (dated) version is required to be used because of particular content.

5.3   Certificates

5.3.1   Certificates are issued to confirm that a product or installer has met the requirements of IFC Certification for compliance with a particular scheme or standard. These are signed by the Director of Certification.

5.3.2   Certificates are maintained and held in force by maintenance requirements as detailed in scheme documents.

5.3.3   Certificates are issued for a period of not more than five years subject to the requirements of 5.3.2 above for product, installer and fire risk assessor certification and three years for quality management system (ISO 9001) certification. AVCP Certificates of Constancy Of Performance do not reference an expiry date.

Associated Documents

QP 1   Document & Data Control.

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QP 2   Controlled Document Distribution
QP 3   Standards
QP 5   Suspension and Withdrawal of Certification

Section 6   Steering Committee

6.1   Terms of reference

6.1.1   To agree policies and procedures relating to the operation of the certification process in order to ensure that it is impartial, (an annual impartiality audit of IFCC's activities shall be conducted by a member of the Steering Committee appointed by the steering committee).

6.1.2   To ensure that a balance of representation is maintained on the Steering Committee by making changes to membership as appropriate.

6.1.3   To review the results of, management reviews, UKAS external audits, complaints, appeals, suspensions and withdrawals in order to ensure that procedures are administered in a non-discriminatory manner.

6.1.4   To promote IFCC activities.

6.1.5   To review the membership and operation of Sub Committees.

6.1.6   To be informed of the financial stability of IFC Certification.

6.1.7   To endorse all new and amended schemes and activities.

6.2   Constitution of the Steering Committee

The Steering Committee of IFC Certification typically comprises the following members:

6.2.1   One or more Directors of IFC Certification

6.2.2   The Director of Certification

6.2.3   Membership is drawn from the list below with a minimum representation from one manufacturer, one technical expert, one trade body and one regulator/enforcer, the committee is only limited in size by what is manageable and should not exceed 20 persons in total. Membership may change but the committee will always be drawn, typically, from the following interests:

- Building owners/Clients;
- Insurers;
- Designers/Specifiers; Experts;
- Material and Product suppliers/Manufacturers;
- Installers;
- Fire Risk Assessors;

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- Police Secured by Design
- Regulator/Enforcer;
- Trade Bodies

6.2.4 Other persons as may be invited following agreement by the members of the Steering Committee from time to time.
In addition, observers (no voting rights) may be invited to attend from the Department of Communities and Local Government.

6.2.5 Representatives of member organisations of the Steering Committee are put forward by the member organisations. The Chairman will be appointed from within the Steering Committee.

6.2.6 The Chairman shall be responsible to run the meetings of the Steering Committee and shall ensure that the agenda is agreed by those in attendance and is followed and any additional agenda items added at the time of the meeting (proposed by committee members) are given the appropriate attention. The Chairman shall also be responsible for allocation of actions to committee members as a result of agreements reached during the meeting. The Chairman shall be responsible to check that actions have been addressed within the timescales agreed.

6.2.7 IFC Certification does not pay remuneration to members and observers of the Steering Committee but at its discretion may reimburse travelling expenses.

6.3 Rules

6.3.1 Appointment of the Steering Committee

6.3.1.1 The Steering Committee decides any proposed changes to membership.

6.3.1.2 At the time of appointment, IFC Certification requires all members and observers of the Steering Committee to agree to the IFC Certification Confidentiality Agreement.

6.3.1.3 A member or observer of the Steering Committee may elect, in writing to IFC Certification, to nominate an alternate representative to attend meetings. Where an alternate is to attend a meeting on behalf of a member, their details are to be advised to the Secretary not less than fourteen days in advance of any meeting. Prior to an alternate being invited to attend, it should be clearly established that there is no conflict of interest in their attendance. The final decision lies with IFC Certification. The alternate will be expected to sign the IFC Certification Confidentiality Agreement before attending the meeting of the Steering Committee. Alternates have the same voting rights as the principal representative of the member.

6.3.1.4   If the Chairman is unable to attend a meeting, they shall nominate another member of the Steering Committee to assume this role.

6.3.1.5   A member of IFC Certification staff will be allocated responsibility to attend meetings of the Steering Committee and to act as Secretary. No voting rights will apply to this position. It is the responsibility of the appointed Secretary to maintain a list of Members of the Steering Committee including details of their invitation, appointment and representation.

6.4   Notice of meeting

6.4.1   A Doodle Poll will be carried out to identify possible dates for the meeting with the Director of Certification deciding on the exact date of the meeting, based on the replies received.
Notice and papers for meetings shall be delivered to representatives of members of the Steering Committee not less than fourteen days prior to the meeting unless a majority of representatives agree to shorter notice.

6.4.2   Ordinary meetings of the Steering Committee are held at times to be determined by the Steering Committee, but initially at least once a year with at least 21 days written notice. Extraordinary meetings can be convened at any time following a written request by any two members of the Steering Committee.

6.5   Voting

6.5.1   In order to establish a quorum there should be present, not less than 50% of the members' representatives. Additionally for the meeting to be declared quorate there should be a balance of representation with no one sector predominating.

6.5.2   Voting shall be on a simple basis. Where the result is a tie, the Chairman shall have an additional casting vote.

6.5.3   Where appropriate and agreed by the Chairman, documents will be circulated to members for postal voting or endorsement and approval.

6.5.4   Where representatives are unable to attend two consecutive meetings, the member will be asked to consider nominating an alternative representative.

6.5.5   IFC Certification must agree any changes to these rules.
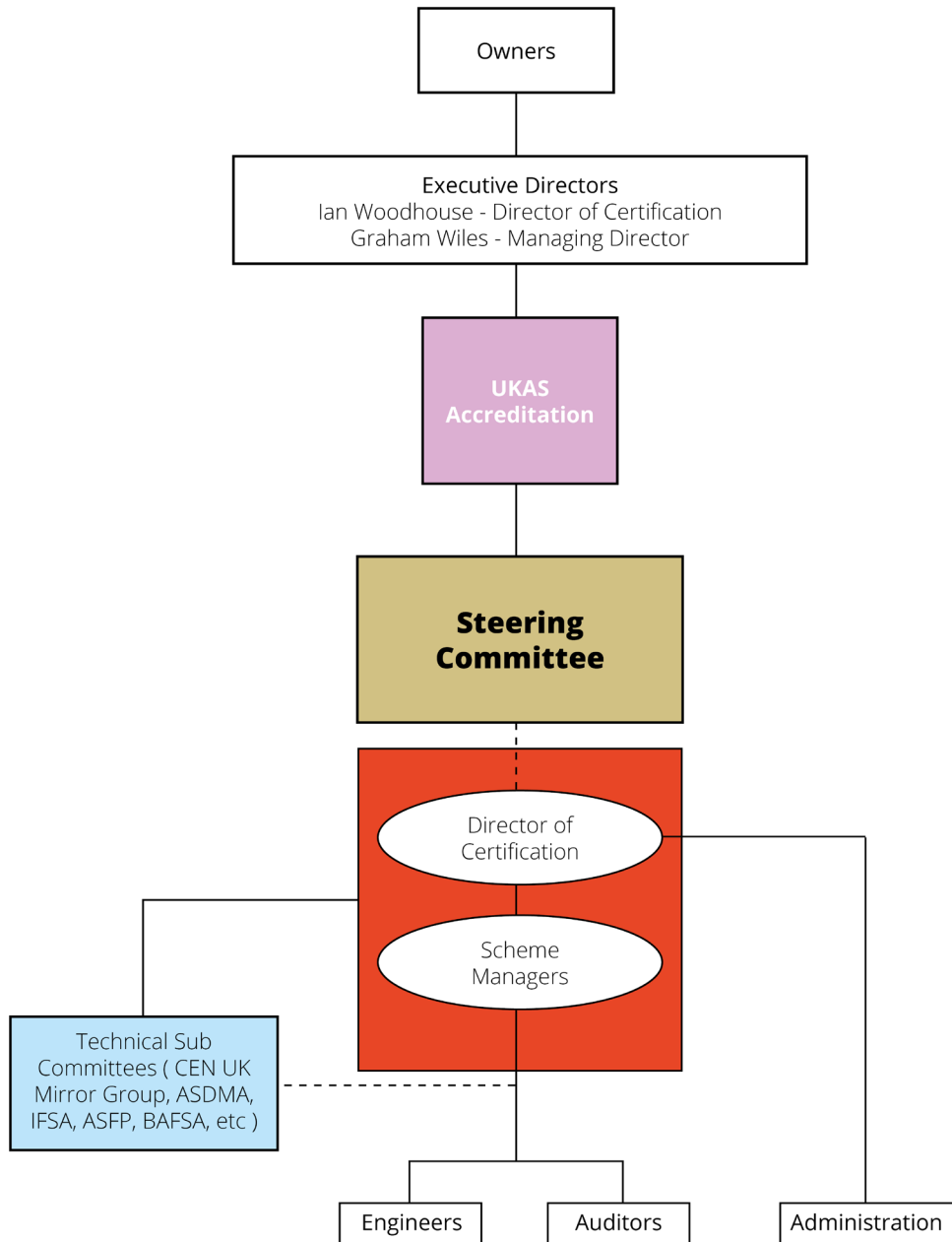
6.6   Complaints

6.6.1   If members of the Steering Committee feel that the conduct of IFC Certification Ltd. is in clear violation of the requirements of either UKAS or the accredited schemes or AVCP they are free to complain to UKAS.

Associated Documents

F11a   Steering Committee Confidentiality agreement.

Section 7   IFCC Organisational Structure

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                          │     Owners      │
                          └────────┬────────┘
                                   │
        ┌──────────────────────────┴──────────────────────────┐
        │              Executive Directors                    │
        │   Ian Woodhouse - Director of Certification         │
        │   Graham Wiles - Managing Director                  │
        └──────────────────────────┬──────────────────────────┘
                                   │
                          ┌─────────────────┐
                          │      UKAS       │
                          │  Accreditation  │
                          └────────┬────────┘
                                   │
                          ┌─────────────────┐
                          │    Steering     │
                          │   Committee     │
                          └────────┬────────┘
                                   │
                          ┌─────────────────┐
                          │  ( Director of  │
                          │  Certification )│
                          │                 │
                          │   ( Scheme      │
                          │    Managers )   │
                          └─────────────────┘

  ┌──────────────────────┐
  │  Technical Sub       │
  │  Committees ( CEN UK │
  │  Mirror Group, ASDMA,│
  │  IFSA, ASFP, BAFSA,  │
  │  etc )               │
  └──────────────────────┘

  ┌───────────┐    ┌──────────┐    ┌────────────────┐
  │ Engineers │    │ Auditors │    │ Administration │
  └───────────┘    └──────────┘    └────────────────┘
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7.1   IFC & IFCC Activities

7.1.1 IFC Group is organised such that the functions for assessment and accredited activities are independent of each other. IFC (International Fire Consultants) fire engineers are utilised under an enabling agreement to support IFCC in matters relating to product certification and AVCP activities.

7.1.2 IFCC Personnel

7.1.3 Records of names, qualifications and experience of IFC Certification personnel are held in the personnel/training folders located in the certification offices. For details of competencies please refer to QP10.

7.2   Applications for certification

7.2.1 Applications for membership of the schemes offered by IFC Certification shall be via the appropriate forms, which may be completed on line.

7.2.2 Each form will be reviewed by either the Director of Certification or appropriate Schemes Manager and the resources required to service each application shall be noted as follows:

- If IFC Certification has sufficient resource to satisfy this client's application no action is taken.
- If IFC Certification does not have the required resource to satisfy the client's needs the Director of Certification will be alerted and sufficient resource allocated via the use of Sub-Contractors (section QM13).

Associated Documentation

QP09 - OP04 – Monitoring of Assessors (Auditors)
QP10 – Competence, Recruitment, Training & Monitoring.
F08 – Competency Matrix

Section 8   Responsibility & Authority

8.1   Company Directors

8.1.1 The Directors of the company are responsible for:

8.1.1.1	Appointment of the Director of Certification and other senior posts
8.1.1.2	Accounts
8.1.1.3	Ensuring that meetings of the Directors are held on a regular basis to review the divisions progress and probity
8.1.1.4	Review, development and approval of the IFC Certification business strategy including identifying any risks to the business
8.1.1.5	Appeals panel
8.1.1.6	Ensuring that decisions are implemented
8.1.1.7	Ensuring suitable resources are in place for the development and introduction of new schemes

8.2 Managing Director

8.2.1 The Managing Director's role is one of guidance to the business together with fiscal responsibility.

8.3 Steering Committee

8.3.1 The responsibilities of the Steering Committee are set out in Section 6.

8.4 Director of Certification

8.4.1 The Director of Certification will generate reports to the Steering Committee and responsibilities include;

8.4.1.1 Ensuring that a quality system is established, implemented and maintained in accordance with BS EN ISO/IEC 17065, BS EN ISO/IEC 17020, BS EN ISO/IEC 17021-1 and AVCP activities to satisfy business needs

8.4.1.2 Implementation and review of the quality policy and objectives

8.4.1.3 Implementation of the decision of the Directors and Steering Committee

8.4.1.4 Development and implementation of IFC Certification's business strategy

8.4.1.5 Achievement of IFC Certification's financial stability and self sufficiency

8.4.1.6 Recruitment, training and management of employees

8.4.1.7 Preparation and submission of reports to the Steering Committee on the performance of the quality system as a basis for improvement

8.4.1.8 Development, implementation and maintenance of systems to support recognition and approval by regulatory authorities

8.4.1.9 Authorisation of certificates

8.4.1.10 Managememt and training of employees as appropriate

8.4.1.11 Recruitment of employees

8.4.1.12 Maintenance of records as set out in the Quality manual and associated procedures

8.4.1.13 Resolution of any complaints or conflicts of interest related to assessment and certification activities

8.4.1.14 Provision of secretarial services to the Steering Committee

8.4.1.15 Provision of representation at applicable trade association meetings and European sector groups which are relevant to the certification, VCP and inspection activities of IFCC.

Attendance at such meetings by IFC Group staff provides the industry technical input to IFCC business. Such association meetings include, but is not restricted to, ASDMA, ASFP, BAFSA, IFSA, various CEN working groups, etc.

8.4.1.16 The development of new schemes, taking existing schemes into new areas of business. The development, implementation and maintenance of systems, procedures

8.5 Fire Safety Engineering Manager (IFC)

8.5.1 The Fire Safety Engineering Manager is responsible for the technical review of proposals and testing schedules for product certification and technical approvals as required by the Director of Certification.

8.5.2 Liaison with various internal and external staff including those from external testing laboratories and other organisations.

8.5.3 The Fire Safety Engineering Manager will be responsible to undertake competence assessment of Engineers involved in the technical support of IFCC in product certification activities.

8.5.4 Approval of testing facilities in liaison with the Certification Director.

8.6 Scheme Managers (Product)

8.6.1 Scheme Managers are responsible for:

8.6.1.1 Day to day management of Schemes
8.6.1.2 Processing enquiries and applications for all applicable schemes
8.6.1.3 Review and verification activities where appropriate
8.6.1.4 Vetting of testing facilities
8.6.1.5 Recruitment, management and training of auditors
8.6.1.6 Liaison with and representation on relevant Technical Sub Committees
8.6.1.7 Maintenance of records as set out in the Quality manual and associated procedures
8.6.1.8 Informing the Director of Certification about any possible conflicts of interest
8.6.1.9 Development of business plans and the introduction, pricing, promotion and financial management of schemes
8.6.1.10 Maintenance of records as set out in the Quality manual and associated procedures
8.6.1.11 Authorisation of certificates, within an agreed scope
8.6.1.12 Management and training of employees as appropriate
8.6.1.13 Recruitment of employees
8.6.1.14 Provision of secretarial services to Technical Sub Committees as necessary.
8.6.1.15 Assisting the Director of Certification in delivery of quality objectives.
8.6.1.16 Undertaking peer review of audit reports raised by others within agreed scope.

8.6.2 Scheme Managers may also act as Auditors within the agreed scope.

8.7 Site Inspection Manager

8.7.1 The Site Inspection Manager is responsible for:

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8.7.1.1 Undertaking third party site inspection of installed fire protection in buildings / structures both during and post construction in accordance with client specification / contract requirements and the requirements of IFCC's ISO 17020 based site inspection service.

8.7.1.2 Producing quotations / proposals for site inspection enquiries.

8.7.1.3 Producing detailed reports of site inspection works.

8.7.1.4 Day to day management of the IFCC third party site inspection service.

8.7.1.5 The Site Inspection Manager is also responsible for the overall management of IFCC Installer schemes including but not restricted to the following:
- development of IFCC SDI scheme documents,
- producing quotations / proposals for providing installer certification to applicants,
- carrying out both office and site based inspections of applicant installer activities
- making recommendation to the Certification Director for certification of the applicant installer companies in accordance with the applicable installer scope as defined by IFCC SDI scheme documents
- operational management of inspectors.

8.7.1.6 Undertaking peer review of inspection reports raised by others within agreed scope.

8.7.2 The Site Inspection Manager may also act as an Auditor within agreed scope.

8.8 Auditors

8.8.1 Auditors report to the appropriate Scheme Manager and are responsible for:

8.8.1.1 Assessment of companies, products, systems and personnel as set out in the appropriate scheme documents

8.8.1.2 Maintenance of records as set out in the Quality manual and associated procedures

8.8.1.3 Notification of Scheme Manager about any potential conflict of interest

8.8.14 Making recommendation of issue of certification for companies they have audited

8.8.1.5 Conducting internal audits

8.9 Inspectors

8.9.1 Inspectors report to the appropriate Site Inspection Manager and are responsible for:

8.9.1.1 Assessment of companies, products, systems and personnel as set out in the appropriate scheme documents

8.9.1.2 Maintenance of records as set out in the Quality manual and associated procedures

8.9.1.3 Notification of Scheme Manager about any potential conflict of interest

8.9.1.4 Making recommendation of issue of certification for installer companies they have audited/inspected

8.10 Administrators

8.10.1 Administrators are responsible for:

8.10.1.1 Assisting the Director of Certification and Scheme Managers with certification activities as necessary.

8.10.1.2 Maintenance of records as directed.

8.10.1.3 The co-ordination of all IFCC certification and inspection activities through the use of the "Union Square" database and other project management tools.

8.10.1.4 To assist the Certification Director, Scheme Manager and Site Inspection Manager with client liaison, the preparation of quotes, monitoring the payment of invoices related to IFCC activities and for assisting in the routine operation of IFCC.

Associated Documents:

QP14 Responsibility & Authority Table
F08 Competency Matrix
Job Descriptions

Section 9   Scheme Reviews

9.1   Terms of reference

9.1.1   To review all scheme documents on an annual basis for technical accuracy and applicability, taking into consideration information from trade associations (as identified in 8.4.1.15), market place intelligence, meetings attended and other interested parties.

9.1.2   To ensure they remain accurate / applicable certification scheme documents.

9.1.3   To identify any requirements for new scheme documents based on information from trade associations, market place, meetings attended and other interested parties.

9.1.4 To report any new schemes or changes planned to existing schemes via the IFCC Certification Director to the IFC Certification Steering Committee of IFCC for approval.

Section 10   Complaints, Disputes & Appeals

10.1 Any complaints, disputes or appeals received will be investigated promptly in accordance with IFCC documented procedures detailed in Section 10 – "Scheme Regulations" of the following documents:

- SDP 00 IFCC Product Certification Scheme General Requirements
- SDI 00 IFCC Installer Certification Scheme General Requirements
- IFCC 0099 IFCC Fire Risk Assessor Certification Scheme Requirements
- SDSec 00 General Security Certification Scheme Requirements
- SDM 31/Q IFCC Requirements for Certification of Management Systems (ISO 9001)
- AVCP activities in accordance with the CPR

10.2 Any complaints, disputes and appeals will be reviewed by the Director of Certification to ensure that investigations and procedures are effective and to identify any trends in certification activities.

10.3 A short report covering complaints, disputes and appeals is prepared for the IFCC Steering Committee for review and comment as appropriate. Any such situations are discussed at the next Steering Committee meeting (unless the Steering Committee has been directly involved in any appeals process).

10.4 These situations are also discussed at the IFCC Management Review Meeting.

Associated Documents

QP 4   Complaints, Disputes & Appeals
SDP 00   IFCC Product Certification Scheme General Requirements
SDI 00   IFCC Installer Certification Scheme General Requirements
IFCC 0099   IFCC Fire Risk Assessor Certification Scheme Requirements
SDSec 00   General Security Certification Scheme Requirements
SDM 31/Q   IFCC Requirements for Certification of Management Systems (ISO 9001)

Section 11   Suspension & Withdrawal

11.1 Procedures for the suspension and withdrawal of certification are detailed in Section 10 – "Scheme Regulations" of the following documents:

- SDP 00 IFCC Product Certification Scheme General Requirements
- SDI 00 IFCC Installer Certification Scheme General Requirements
- IFCC 0099 IFCC Fire Risk Assessor Certification Scheme Requirements
- SDSec 00 General Security Certification Scheme Requirements

- SDM 31/Q IFCC Requirements for Certification of Management Systems (ISO 9001)

These procedures are invoked by the IFCC Certification Director when the criteria set out in these scheme documents are not complied with.

11.2 Suspensions and withdrawals of certification are reviewed by the Certification Director to monitor the activity and to identify any trends in certification activities.

11.3 A short report covering suspensions & withdrawals is prepared for the IFCC Steering Committee to review and comment as appropriate at Steering Committee meetings.

Associated Documents

QP 5   Suspension and Withdrawal of Certification
SDP 00   IFCC Product Certification Scheme General Requirements
SDI 00   IFCC Installer Certification Scheme General Requirements
IFCC 0099   IFCC Fire Risk Assessor Certification Scheme Requirements
SDSec 00   General Security Certification Scheme Requirements
SDM 31/Q   IFCC Requirements for Certification of Management Systems (ISO 9001)

Section 12   Internal Audits

12.1 Internal audits are conducted on an annual basis IFCC performance in complying with the requirements set out in IFCC Scheme Documents, this Quality Manual, Scheme Specific Level 2 Quality Manual, Quality and Operations procedures and work instructions.

12.2 By completing these audits IFCC is demonstrating compliance with the requirements of the accreditation standards to undertake audits of its activities to check for compliance with the requirements of these standards;

- BS EN ISO/IEC 17065:2012 – for Product Certification, AVCP in line with CPR, Installer Certification, Fire Risk Assessor Certification
- EN/IEC 17020: 2012 – for Site Inspection Activities
- EN/IEC 17021-1: 2015 – for Quality Management System certification in accordance with requirements of ISO 9001
- AVCP activities in accordance with CPR

12.3 The Director of Certification shall be responsible for drawing up an internal audit schedule using Form F30 which will identify the subject matter to covered by each audit, the scheme (or business activity) or quality system activity to which it relates and a month of the year within which the audit is planned to take place. This schedule shall be drawn up annually and it shall require that each activity is audited at least annually.

12.4   Internal audit trained personnel selected by the Director of Certification shall conduct the audits set out in the audit schedule. The Scheme Manager shall normally undertake a number of audits but where the Scheme Manager undertakes the activity under audit he shall call upon other auditors to undertake these to ensure that the audit is independent of those involved in the activity.

12.5   The provision for conducting internal audits is based on ISO 19011:2011.

12.6   A report of each audit shall be completed using form F37 Internal Audit Report and any Non Compliances, Observations, Recommendations shall be recorded. Audit Non Compliances shall be documented on Form F04 Non Conformance Report which shall make reference to the audit and shall identify the cause of the non-compliance and the auditee shall be requested to identify corrective / improvement actions to be taken.

12.7   Results of Internal audits are brought to the attention of relevant staff and corrective and preventative actions shall be addressed as necessary.

12.8   The auditor shall conduct a "follow-up" on any non compliances with the auditee at a later date to ensure that these have been addressed.

12.9   The Director of Certification shall review internal audits to monitor the activity and to identify any trends in certification activities at the IFCC Management Review Meeting.

12.10   The Director of Certification shall prepare a short report covering an overview and the findings of the internal audits for the Steering Committee to review and comment on as appropriate.

Associated Documents

QP 8   Internal Audits
F04   Non Conformance Report
F30   Internal Audit Schedule
F37   Internal Audit Report

Section 13   **Management Review & Continued Improvement**

13.1 The IFCC quality system is formally reviewed annually by the Certification Director (in addition brief quarterly reviews may take place), to check for compliance with the requirements of these standards;

-     BS EN ISO/IEC 17065:2012 – for Product Certification, AVCP in line with CPR, Installer Certification, Fire Risk Assessor Certification
-     EN/IEC 17020: 2012 – for Site Inspection Activities
-     EN/IEC 17021-1: 2015 – for Quality Management System certification in accordance with requirements of ISO 9001
  -    AVCP activities in accordance with CPR

13.2 Management Review Meetings involving at least the Certification Director, the Commercial Manager and the IFC Group Managing Director shall be held at least once per year to formally review the quality system. It is typical for the Schemes Manager, Inspection Manager and Administration staff to also attend.

13.3   Management Review Meeting – Agenda, Input, Output

      13.3.1 Management Review Agenda

The meeting is generally conducted to a "standard agenda" the items of which typically include;

- Review & Agreement of Previous Minutes
- Matters Arising
- Risks to the business
- Impartiality, Confidentiality & Conflict of Interest
- Complaints
- Suspensions
- Withdrawals
- Internal audits (Overview)
- UKAS Accreditation & External Approvals
- Steering Committee
- Scheme Development
- Resource Needs (staff, personnel, equipment, software, etc.)
- Improvements to the Scheme(s)
- A.O.B.
- Date of Next Meeting.

      13.3.2 Review inputs

The inputs to the management review meeting shall include but not be restricted to the following:

a) the findings and outcome of internal quality audits (including Corrective Actions – where appropriate);

b) feedback from clients and "interested parties" (UKAS / UAE Civil Defence / etc.) related to fulfilment of the requirements of the ISO/IEC 17065, ISO/IEC 17020 and ISO/IEC 17021-1 standards;

c) feedback from the mechanism for safeguarding impartiality (the Steering Committee)

d) identified risks

e) the status of any preventive and corrective actions;

f) follow-up actions from previous management reviews;

g) the fulfilment of IFCC objectives;

h) any changes that could affect the management system;

i) any appeals and complaints;

j) details on activity levels / number of certificates / number of audits / new scheme (business activity) developments / etc. for use in establishing resource requirements (including: auditors / inspectors / technical staff / etc.);

k) information on new scheme (business activity) development (as applicable).

13.3.3 Review outputs

The outputs from the review shall include decisions and actions related to the following:

a) improvement of the effectiveness of the management system and it's processes;

b) improvements of IFCC as an inspection body related to the fulfilment of the ISO/IEC 17065, ISO/IEC 17020 and ISO/IEC 17021-1 standards;

c) resource needs.

d) risk register

13.4 Minutes of the Management Review Meetings are maintained and where necessary actions are assigned to individuals and their progress monitored.

13.5 Improvement

13.5.1 Personnel are encouraged to suggest improvements to the systems, forms, schemes and business opportunities and provide details of their suggested improvements to the Director of Certification for review at the next Management Review meeting.

13.5.2 All non-compliances related to the certification schemes, services, will be collated together with the actions to both prevent and improve the system and at each Management

Review meeting will be discussed and appropriate action taken by the Management Team.

Associated Documents

QP 9   Management Review

Section 14   Recruitment, Training & Monitoring

14.1   Personnel are recruited to undertake specific activities agreed by the Director of Certification and fellow directors of the IFC Certification as necessary. Requirements in respect of minimum qualifications and / or experience for the various job roles undertaken in IFCC are documented in QP 10 to assist in the recruitment (and where necessary on-going training).

14.2   The company will maintain a level of staffing sufficient for its business function. From time to time it may be necessary to 'draft in' members of the parent company IFC Group to undertake both FPC and technical assessor functions and/or external expertise from resources outside of the IFC Group. These will be controlled as prescribed in clause 14.5 below.

14.3   Sub-contracting

    14.3.1 From time to time and when the need arises IFC Certification will employ sub-contractors in the following areas:

        a) Factory Production Control assessments
        b) Technical Review
        c) Site Inspection activities

14.4   IFC Certification have two categories of external resource (outside of the IFC Group) sub-contractors:

    14.4.1 Sole traders/Individuals with proven experience in either FPC or technical issues.

    14.4.2 Companies with existing FPC credentials or technical ability

14.5   In all cases a sub-contract agreement will be agreed between both parties and issued by IFC Certification's Director(s) and a copy entered into the computer system under W\Operations\Contracts as a word, Adobe or Scanned document. The sub-contract agreement may be generic or job specific in which case form F81 will be completed and filed on the job file.

14.6   When appointing an external resource sub-contractor, a declaration shall be made by IFCC to the client on whose job IFCC proposes to use the sub-contractor's expertise to gain formal acceptance of the

use of such sub-contractor (as required by BS EN ISO/IEC 17065:2012 clause 6.2.2.4 & BS EN ISO/IEC 17020:2012 clause 6.3.2)

14.7 In all cases the sub-contractor or personnel will complete the Skills Matrix (QP10 Annex 1) and this will be agreed and verified by the Director of Certification. Each sub-contractor will sign the confidentiality agreement if not included in the sub-contract agreement.

14.8 In the case of using personnel employed by the parent company, International Fire Consultants Ltd, to undertake the roles as technical assessors or inspectors, no contract is required, however all concerned will be required to demonstrate compliance with the aspects of QP10 and complete the competence matrix QP10 Annex 1 and complete the confidentiality document F11 declaring their involvement with the IFC Certification client.

14.9 Training

14.9.1 IFCC personnel whether full time or sub-contracted are selected for certification activities in areas for which they can demonstrate competence or where training has been identified and satisfactorily completed.

14.9.2 Competence is demonstrated through education, training, technical knowledge, experience and monitored through staff reviews and witnessed activities.

14.9.3 Areas of competence are identified on a central database and on personnel / training files for all staff and sub-contractors.

14.9.4 Where appropriate, staff are encouraged to attend seminars and briefings for Continuing Professional Development

14.10 Monitoring

14.10.1 Auditors/inspectors are accompanied on site based assessments/inspections at least once every two years. The witnessed assessments/inspections confirm that the auditor/inspector is working to IFCC documented procedures and that they are in possession of the correct level of documentation. Records are maintained of these witnessed assessments/inspections and any actions arising from them.

14.11 Confidentiality Agreement

14.11.1 All personnel engaged by IFC Certification to provide services in connection with certification activities are required to confirm their willingness to observe and be bound by the IFC Certification Confidentiality Agreement by completing and returning form F11.

14.12   Resource monitoring

14.12.1 It is key to the operation of IFC Certification that sufficient resource (man power) is available to both fulfil current and new registration requests and on-going commitments. IFC Certification will monitor these requirements on an on-going basis. See clause 11 of QP10 for details.

Associated Documents

QP10   Recruitment, Training & Monitoring
OP4   Monitoring of Auditors
F11   Confidentiality Agreement
F81   Contractor Contract

Section 15   Testing Facilities (Incorporating sub-contracted audit/ inspection services)

15.1   Testing facilities are selected using the following criteria.

15.1.1 A certificate / schedule from UKAS, or equivalent National accreditation body shall be available for applicable tests.

15.1.2 The test facility shall demonstrate, to the satisfaction of IFC Certification, compliance with ISO 17025. This will usually be by accreditation as in 15.1.1 above

15.1.3 In the UAE, IFCC shall accept test facilities (laboratories) which comply with the requirements of 15.1.1, 15.1.2 above but in addition the laboratory shall be approved by the UAE Federal Civil Defence (who publish a list of such approved test laboratories).

15.1.4 In exceptional circumstances IFCC may use evidence from non-accredited laboratories/manufacturer testing facilities in which case tests will be witnessed and checks on calibration and expertise will be conducted. Such a laboratory may hold national approval / accreditation granted by the country in which it is based.

15.1.5 For testing in connection with assessment and verification of constancy of performance for CE Marking the test lab will normally be a Notified test body under the CPR or IFCC shall set up a contract with the laboratory to conduct such tests. Alternatively where the applicable EN product standard allows IFCC may utilise the manufacturer testing facilities in which case tests will be witnessed and checks on calibration and expertise will be conducted.

15.1.6 Additionally at its discretion IFC Certification may undertake an examination of the facility to ensure that the procedures and

practices are acceptable for the type, nature and extent of work that is being undertaken (refer to QP13).

15.1.7 A list of testing facilities approved for use by IFC Certification and their testing capabilities is maintained on a testing database.

15.2 In accordance with the requirements of BS EN ISO/IEC 17065:2012 clause 6.2.2.4 (f), IFCC shall require formal acceptance from a client prior to sub-contracting testing work to a test facility chosen by IFCC on the basis of this document.

15.3 Assessments and Monitoring

15.3.1 Where appropriate, IFC Certification may elect to conduct an assessment of a testing facility before it is used (initial use and ongoing).

15.3.2 All testing facilities used by IFC Certification are monitored to ensure that the relevant approval and or accreditation status is maintained

15.3.3 Where appropriate representatives of IFC Certification may witness testing.

15.4 Sub-Contracted Audits / Inspections (external resources from outside the IFC Group)

15.4.1 IFCC shall where appropriate use the services of sub-contractors for undertaking FPC audits / inspections or for ISO 9001 management system audits.

15.4.2 Prior to engaging any sub-contractor to undertake such work on IFCCs behalf, the Certification Director shall request evidence of the sub-contractors experience / qualifications / competence which shall be reviewed in line with the applicable requirements set out in QP 10 for the particular role(s) the sub-contractor is to undertake. Submitted evidence of qualification / experience / competence shall be maintained by IFCC.

15.4.3 Provided the sub-contractor satisfies the applicable requirements of QP 10, the Certification Director shall draw up a contract agreement between IFCC and the sub-contractor setting out the requirements of the services to be provided, deliverables required, remuneration, payment terms, etc. No work shall be undertaken by the sub-contractor until a contractual agreement is in place.

15.4.4 The agreement may be raised to cover a single audit / inspection alternatively it may be a contractual agreement covering long term service provision to IFCC (utilised in certain areas of the world such as the UAE) where the sub-contractor may undertake audits for IFCC on a routine basis.

15.4.5 In all cases where a sub-contractor is used for audits / inspections they shall be required to work in accordance with the requirements set out in IFCC procedures / scheme documents but shall not be responsible for making decisions relating to the award of certification. IFCC shall retain the responsibility for awarding certification.

15.4.6 Where a long term agreement is in place with a sub-contractor, the Certification Director or his designee shall undertake periodic witness visits with the sub-contractor in order to monitor the proven competence of the sub-contractor. The sub-contractor's performance / competence shall also be monitored on an ongoing basis through the peer review process of submitted reports from the sub-contractor.

15.4.7 A sub-contractor may be used by IFCC if they are already under a sub-contract agreement with IFC Group and their competence is verified as complying with the requirements of 15.4.2 above. In such cases the sub-contractor shall be issued with "work instructions" by the Certification Director in place of a sub-contract agreement as set out in 15.4.3 above but their contract shall be maintained through IFC Group. In such cases the requirements of 14.4.5 and (where applicable) 3.6 above shall prevail.

15.5 In accordance with the requirements of BS EN ISO/IEC 17065:2012 clause 6.2.2.4 (f), IFCC shall require formal acceptance from a client prior to sub-contracting audit / inspection work to a sub-contracted resource chosen by IFCC on the basis of this document.

Associated Documents

QP10 Competence, Recruitment, Training and Monitoring
QP13 Testing Facilities

Section 16   Misuse of Certificates & Marks

16.1 The correct use of and IFC Certification Mark by certificated companies is detailed in the applicable scheme documents;
- SDP 00 – General Requirements for IFCC Product Certification – Appendix 1

- SDI 00 – General Requirements for IFCC Installer Certification – Appendix 1
- IFCC 0099 – IFCC Fire Risk Assessor Certification Scheme – Appendix 1
- SDM 31 – Requirements for Certification of Quality Management Systems (ISO 9001) – Appendix 1
- SDSec 00 - General Security Certification Scheme Requirements – Appendix 1

16.2   All certificated companies are required to comply with the stated requirements related to the use of the mark.

16.3   All FPC surveillance audits related to product certification, Installer surveillance Office audits, Fire Risk Assessor surveillance Office Audits and all QMS ISO 9001 surveillance audits includes the verification of the correct use of the IFCC Mark.

16.4   Where any incorrect use is identified this is identified to the client in the form of a non-conformance report which the certificated client company must address.

16.5   Any misuse of the IFCC Mark found in 'the market place' (typically such as a non-certificated company "passing-off" that they hold certification they do not) is continually by periodic reviews of web-sites, through "intelligence" from IFCC certificated companies informing IFCC of such findings, and through general market awareness and feedback.

16.6   Where such situations as detailed in section 16.5 above are discovered, IFCC shall contact the company requesting they cease to make any claims to certification they do not hold. If they company do not respond to the request, IFCC shall notify Trading Standards of the instance or may take independent legal action.

16.7   IFCC shall also ensure that clients do not "modify" any details of IFCC certificates issued to them (scope / extent of certification, locations at which the certification has been verified as having been implemented, etc.). If any client is found to have done so then depending upon the circumstances, IFCC shall issue a "Major" non-conformance (at least) to request this be corrected or may suspend the company's certification pending an investigation which may result in the certification being withdrawn.

16.8   Records shall be maintained by IFCC (typically in the applicable company file) of such situations.

Associated Documents

SDP 00 – General Requirements for IFCC Product Certification – Appendix 1
SDI 00 – General Requirements for IFCC Installer Certification – Appendix 1
IFCC 0099 – IFCC Fire Risk Assessor Certification Scheme – Appendix 1

SDM 31 – Requirements for Certification of Quality Management Systems
(ISO 9001) – Appendix 1
SDSec 00 - General Security Certification Scheme Requirements – Appendix 1
QP4   Complaints, Disputes and Appeals

Section 17   Certification Records & Data Backup

17.1   All records and correspondence associated with certification activities from applications to on-going monitoring of certification are maintained as quality records and held for at least five years in the IFC Certification offices. Records may be either hard copy or electronic in either the W:/Drive or within the Union Square Database.

17.2   All records are stored in such a way as to prevent deterioration and to allow for ease of access and retrieval.

17.3   The certification offices are secured outside of working hours

17.4   All records relating to certification, AVCP activities and inspection activities carried out by IFCC are treated as customer confidential within IFC Certification but may also be reviewed during internal and external assessments. Such records also include any documents/data provided by IFCC applicants/clients to IFCC to be used in certification, AVCP and/or inspection activities. These applicant/client provided records shall be treated confidentially by IFCC and shall become a part of the quality records related to the specific certification, AVCP and/or inspection job.

17.5   Where a request is made by a third party to review client provided documents/data IFCC shall request authorisation from the client to facilitate the 3rd parties request

17.6   Authorities such as UKAS and government enforcement agencies such as the UK fire & rescue service are not classed as 3rd parties for which authorisation would be requested from the client providing data for work carried out by IFCC on their behalf

17.7   Forms, publications, certificates, scheme documents and fee structures are maintained as set out in their respective procedures.

17.8   Data is maintained on a central server, which is backed up daily and tapes placed in a fire resistant safe in a separate building.

Associated Documents

QP1   Document and Data Control

Section 18   Conflicts of Interest

18.1   Consultancy & IFC Certification Group of Companies

   18.1.1 IFC Certification Ltd. is a member of the IFC Group but it is not a subsidiary and is a separate entity within the Group enjoying Limited Company Status.

   18.1.2 All decisions on Certification are made by the Director of Certification who is not a member of any other Group Companies.

   18.1.3 There are 2 Directors and a Company Secretary of IFC Certification Ltd. all would have involvement in the Management Review Committee and are involved in the financial stability of the Company.

   18.1.4 International Fire Consultants Ltd prime business activities are: Fire Engineering Consultancy, Fire Product Testing and assessment and Designers and Inspection Service providers to the Fire / Construction Industry. These and all other business activities are kept completely separate from IFC Certification Ltd.'s business activities by the Directors of each company.

18.2   **Certification Activities**

   18.2.1 IFC Certification Ltd. offers:
   - product certification, installer certification and fire risk assessor certification in accordance with BS EN ISO/IEC 17065:2012
   - AVCP as a notified body under the requirements of the CPR
   - operates as a Technical Assessment Body (TAB) under the guidance of EOTA
   - management system certification (ISO 9001:2015) in accordance with ISO/IEC 17021-1:2015
   - site inspection services in accordance with ISO/IEC 17020:2012

   as its portfolio of activities under the control of the Directors and in accordance with the requirements of UKAS accreditation.

   18.2.2 IFC Certification Ltd. (IFCC) do not provide any form of consultancy related to any area of business for which certification or other services identified in clause 2.1 above as to do so could lead to conflict of interest. IFC Certification Ltd. (IFCC) will not be offering consultancy in any areas where it provides certification or other accredited services to conflict with the requirements of UKAS or the accreditation standards identified in 2.1 above.

- BS EN ISO/IEC 17065 clause 4.2.6 (d) forbids certification bodies to offer or provide consultancy to its clients (as this would affect the bodies impartiality)

- ISO/IEC 17021-1 clause 5.2.5 details that the certification body shall not provide management system consultancy

18.3 Conflicts of interest

18.3.1 If and when IFC Certification Ltd. is involved in the certification of business, companies or individuals who have had dealings with International Fire Consultants Ltd, within the previous 5 years, this must be declared by the client prior to request for certification. The information required includes but is not limited to the following:

- Names of the Engineers involved with the products seeking certification.
- Degree of contact with International Fire Consults Ltd on the products seeking certification.
- The on-going use of CAD design and acceptance computer software programme licensed to fire door manufacturers by International Fire Consultants Ltd

18.3.2 IFC Certification Ltd may sub-contract technical support to certification activities and other work to employees of International Fire Consultants Ltd. In all cases these employees shall not be persons who have been involved with any key decisions on consultancy for the products under assessment by IFC Certification Ltd during the last 5 years as either employees of International Fire Consultants Ltd. or any other consultancy companies.

18.3.3 All sub-contractors (regardless of employment status) must sign and return the IFC Certification Ltd. Confidentiality Agreement (F11), prior to seeing details of any work to be undertaken.

18.4 Management Review

18.4.1 Items of possible conflict will be reviewed during all Management Review meetings and documented.

Associated Documents

F11 – Confidentiality Agreement
QM12 – Management Review