

HSB maintains an open line of communication by making public, without request, relevant information pertaining to the processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification or expanding or reducing the scope of certification. For any inquiries or clarifications regarding our certification processes, you can reach out to our dedicated Account Managers at GetInfo@hsb.com. Our Account Managers are here to assist you in understanding the certification procedures, addressing any queries you may have, and guiding you through the process.

Additionally, information about the certification process can be found in our Certification Process Flow Chart. This flowchart visually outlines the various steps involved in granting, obtaining and maintaining certification, offering you a comprehensive overview of the journey.

Refusing certification

The decision to refuse a certificate is determined by HSB's Technical Manager. If an applicant does not fulfill certification requirements, a written notification of the decision will be provided to the manufacturer by HSB. A formal written communication will be issued, outlining the reasons for refusal and the consequent termination of the ongoing certification process. Our aim is to ensure transparency and facilitate certification. HSB is committed to collaboration and will actively engage with the applicant to address any concerns.

Maintaining certification

Certification is upheld through annual periodic audits and unexpected visits and the ongoing demonstration that the manufacturer consistently meets the criteria set forth by the management system standard, technical code and relevant regulations.

Renewing certification

The certificate is valid for a period of three years from date of certification and shall expire if not renewed before this date. The renewal and revalidation of the certificate is subject to satisfactory annual periodic audits, unexpected visits and a recertification audit. Expiration of a certificate occurs when the holder of the certificate does not apply for recertification and the period of validity is exceeded. Certificate extensions are not permitted. Where the recertification audit is not closed prior to certificate expiry, the certificate shall expire.

Suspending certification

HSB reserves the right to take necessary measures, including the suspension or withdrawal of a certificate, in response to any form of abuse. Specifically, if such abuse involves the fraudulent or deceptive use of HSB identification number through means like forgery or misleading references, the certification held by the manufacturer will be suspended or withdrawn. During the duration of certification suspension or withdrawal, manufacturers for whom HSB has taken these actions are prohibited from utilising the identification number. In addition, following the review of documents for renewal applications, surveillance audits, unexpected visits or additional audits, HSB may conclude that the holder of the certificate no longer meets the requirements defined in the scope of the initial certification. HSB may in this scenario conclude there is sufficient justification to allow the holder of the certificate time to correct the deficiencies of the quality management system. In such cases HSB shall suspend the certificate for a period of time and advise the holder of the certificate accordingly. During the period of suspension the holder of the certificate shall not fabricate any equipment under the suspended module. The certificate holder shall request a re-audit to remove the suspension of the certificate. Certificates suspended for more than 6 months shall be withdrawn.

Restoring or withdrawing certification

The certificate holder may cancel the certification with or without reason within thirty (30) days' notice, in writing. HSB may withdraw the certificate if, for example,

- The certificate was misused
- The manufacturers certified quality management system has failed to meet certification requirements
- The required audits have not been performed
- The findings were not resolved in time or in accordance with the Quality System
- Any other conditions of the certificate are violated

In such cases the certificate holder shall be informed in writing that the certificate has been withdrawn and is no longer valid for use. The certificate holder may voluntarily suspend the certificate for a period of up to 6 months. The certificate may be re-instated at the request of the client, and the acceptance of HSB within this 6 month period. The suspension shall have no relevance or effect on the certificate validity, audit schedule or unexpected visit frequency

The certificate holder has the right of appeal withdrawn or suspended certificates. The Technical Manager will notify national authorities, as applicable, of certificates it has withdrawn or suspended.



Expanding or reducing the scope of certification

The client may request changes to the certification scope. Such requests shall be submitted to HSB Account Manager for review, this may include:

- Changes in scope for the addition of a new PED module certification, a new application shall be required
- Reduction in scope, HSB shall evaluate the proposed new scope to confirm that it is a reduction and is already fully covered by the activities of previous audits
- Increase in scope, HSB shall evaluate the proposed scope and determine if this is a minor change or major change

An on-site audit may be waived if the applicant can demonstrate that the existing audit(s) conducted satisfactorily cover the changes in scope requested.

HSB's complaint and appeal procedure is easily accessible on our website. If you wish to get in touch regarding any matter please reach out to our dedicated Account Managers at GetInfo@hsb.com.