

Amendments: see page two

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ACCREDITATION OF ENVIRONMENTAL VERIFIERS. GENERAL REQUIREMENTS



NATIONAL ACCREDITATION BUREAU

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Amendments are identified in bold Italic.

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Content

1. Scope.....	4
2. Normative References.....	4
3. Terms and Definitions.....	4
4. General provisions	5
5. Accreditation of Verifiers	5
5.1. Submission of Application.....	5
5.2. Consideration and registration of Applications	6
5.3. Appointment of an Assessment Team	6
5.4. Assessment of Verifiers	6
5.5. Analysis of the Assessment Results and Accreditation decision-making.....	7
6. Surveillance of Accredited Verifiers.....	8
7. Reaccreditation of Verifiers, Extension or Reduction of the Scope of Accreditation, Suspension or Withdrawal of validity of Accreditation Certificate	9
7.1. Reaccreditation or Extension of the Scope of Accreditation	9
7.2. Suspending, withdrawing or reducing accreditation.....	9
8. Supervision of Verifiers active in European Union Member State other than that where the accreditation or licence was granted	10
8.1. General Provisions	10
8.2. Submission of Information.....	10
8.3. Consideration of Information.....	11
8.4. Appointment of an Assessment Team	11
8.5. Supervision of Verifiers	11
8.6. Analysis of the Assessment Results.....	11
9. Payment for Assessment and Accreditation.....	11
10. General Obligations of Verifiers and the Bureau.....	12
10.1. Obligations of Verifiers.....	12
10.2. The rights of the Verifier.....	12
10.3. Obligations of the Bureau.....	12
10.4. The rights of the Bureau:.....	12
11. Complaints	13
12. Appeals.....	13
Annex 1. Application	14
Annex 2. Scope requested for accreditation.....	15
Annex 3. Information about the organisation subject to verification	16
Annex 4. Information provided in compliance with the requirements of Article 24 of Regulation (EC) 1221/2009 of Verifiers active in European Union Member State other than that where the accreditation was granted.....	17

**ACCREDITATION OF ENVIRONMENTAL VERIFIERS.
GENERAL REQUIREMENTS**

1. Scope

This Accreditation Document shall establish general requirements for accreditation of EU eco-management and audit Scheme's (EMAS) verifiers (hereinafter referred to as "verifiers").

The Accreditation Document is intended for verifiers and accreditation bodies as well as other bodies related to recognition of competencies of verifiers.

2. Normative References

The provisions of this Accreditation Document are the provisions of documents effective on the day of approving this accreditation document and specified in this section:

2.1. Regulation (EC) No 1221/2009 of the European Parliament and of the Council of 25 November 2009 on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS), repealing Regulation (EC) No 761/2001 and Commission Decisions 2001/681/EC and 2006/193/EC" and all supporting Commission Decisions, Recommendations and Guidance Documents and Lithuanian national law.

2.2. **COMMISSION DECISION (EU) 2016/1621 of 7 September 2016 adopting a guidance document on notification to accreditation and licensing bodies by environmental verifiers active in a Member State other than that where the accreditation or licence was granted under Regulation (EC) No 1221/2009 of the European Parliament and of the Council.**

2.3. **COMMISSION REGULATION (EU) 2017/1505 of 28 August 2017 amending Annexes I, II and III to Regulation (EC) No 1221/2009 of the European Parliament and of the Council on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS).**

2.4. **COMMISSION DECISION (EU) 2017/2285 of 6 December 2017 Amending the user's guide setting out the steps needed to participate in EMAS, under Regulation (EC) No 1221/2009 of the European Parliament and of the Council on the voluntary participation by organisations in a Community eco-management and audit scheme (EMAS).**

2.5. Regulation (EC) No 765/2008 of the European Parliament and of the Council of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing Regulation (EEC) No 339/93.

2.6. Regulation (EC) No 1893/2006 of the European Parliament and of the Council of 20 December 2006 establishing the statistical classification of economic activities NACE Revision 2 and amending Council Regulation (EEC) No 3037/90 as well as certain EC Regulations on specific statistical domains.

2.7. LST EN ISO/IEC 17011 Conformity assessment - General requirements for accreditation bodies accrediting conformity assessment bodies.

2.8. **LST EN ISO/IEC 17021-1:2015 Conformity assessment - Requirements for bodies providing audit and certification of management systems. Part 1. (ISO/IEC 17021-1:2015).**

2.9. **ISO/IEC 17021-2:2016 Conformity assessment -- Requirements for bodies providing audit and certification of management systems - Part 2: Competence requirements for auditing and certification of environmental management systems.**

2.10 LST EN ISO 19011 Guidelines for auditing management systems (ISO 19011).

2.11. **Sectoral Reference Documents SRD documents**
http://ec.europa.eu/environment/emas/index_en.htm

3. Terms and Definitions

3.1. Appeal – request by a CAB for reconsideration of any adverse accreditation decision related to its desired accreditation status.

3.2. Complaint – expression of dissatisfaction, other than appeal, by any person or organization, to an accreditation body, relating to the activities of that accreditation body or of an accredited CAB, where a response is expected.

4. General provisions

- 4.1. Verifiers shall be accredited and supervised by the Lithuanian National Accreditation Bureau (hereinafter referred to as the “Bureau”) as provided for in Chapter VI of Regulation (EC) No 1221/2009.
- 4.2. Bureau informs the Competent body of the structure and procedures relating to the functioning of the Bureau and updates that information, where appropriate.
- 4.3. Assessment criteria are laid down in the Regulation (EC) No 1221/2009 and all supporting Commission Decisions, Recommendations and Guidance Documents and Lithuanian national legal acts, Regulation (EC) No 1893/2006, and the requirements of this document.
The scope of the accreditation shall be defined by reference to the NACE codes and should be made to the Group level (XX.X) or at a more detailed level of the NACE codes. When all the Groups of a Division need to be included in the scope, the Division (XX) could be used instead of the list of Groups.
- 4.4. The following additional documents are used by the Bureau: LST EN ISO/IEC 17021-1, ISO/IEC 17021-2, LST EN ISO 19011.
- 4.5. The Bureau will not require other conditions which would prejudice the right of the environmental verifier to provide services in a Member State other than the one where accreditation was granted.
- 4.6. Verifiers duty is ensure that organisations not refuse the right of accreditation bodies to supervise the environmental verifier through witnessed assessments during the verification process as foreseen by Regulation (EC) Nr. 1221/2009, Article 23 paragraph 6.

5. Accreditation of Verifiers

The accreditation of verifiers shall consist of the following main stages:

- 1) submission of an application;
- 2) review and registration of the application;
- 3) appointment of an assessment team;
- 4) assessment of a verifier;
- 5) analysis of the assessment results and decision-making;
- 6) execution and issuing of the accreditation certificate;
- 7) notifying a Competent Body and the European Commission.

5.1. Submission of Application

- 5.1.1. A verifier who wants to receive accreditation shall submit an application directly, by post or by e-mail to the Bureau (Annex 1) and the following information and documents:
 - 1) scope of accreditation requested (Annex 2) with identification states where the verifier work;
 - 2) information about permanent and hired employees of the verifier and their competence according to requirements of Regulation (EC) No 1221/2009, Article 20 paragraph 2;
 - 3) copy a statute of the institution, when Verifier is a part of legal entity;
 - 4) the Quality Manual and the related documents, wherein the verifier’s management system is described;
 - 5) Organisation chart detailing structures and responsibilities and a statement of legal status, ownership and funding sources;
 - 6) the relationship between the articles of Regulation (EC) No 1221/2009 and the Quality Manual and related documents;
 - 7) information about the organisation subject to verification (Annex 3) and the verification team;
 - 8) information and documents about the most recently performed internal audits and management reviews.

- 5.1.2. Prior to submitting the application, the verifier shall, at his request, be familiarised with the accreditation procedure in the Bureau.
- 5.1.3. When a verifier intends to perform verification and validation in third countries, the verifier in its an application ask to act in those third countries. The verifier submits information indicated in item 5.1.1 and evidences that the verifier has knowledge and understanding of the legislative, regulatory and administrative requirements relating to the environment and official language of the third country (Regulation (EC) No 1221/2009 Article 22).

5.2. Consideration and registration of Applications

- 5.2.1. The Bureau, having received the verifier's application referred to in clause 5.1.1 and the specified documents, shall analyse them and take a decision about the possibilities of the Bureau to assess the requested scope and the suitability of the application and the accompanying documents for further assessment.
- 5.2.2. If some necessary data is missing in the documents submitted by the verifier, he can be requested to submit additional information or the documents can be returned for updating or correcting.
- 5.2.3. The verifier shall be informed in writing, within 10 working days, about the registration of the application and the appointment of a responsible employee of the Bureau.
- 5.2.4. If the Bureau cannot assess the requested field, the proposed options for assessment have to be coordinated with the verifier.
- 5.2.5. A preliminary assessment of the verifier may be carried out to discuss the documents submitted for accreditation, get familiar with the management system and to explore other crucial issues.
- 5.2.6. The preliminary assessment shall last no longer than one day.

5.3. Appointment of an Assessment Team

- 5.3.1. The Bureau, having established that the submitted documents are suitable for further assessment and taking into account the scope requested for accreditation, shall select an assessment team and conclude an agreement with the verifier.
The assessment team shall consist of technical experts, the lead assessor, who, in a majority of cases, is a specialist from the Bureau, and, if necessary, the experts.
- 5.3.2. The candidates to the assessment team shall be coordinated with the verifier.
The verifier may reject the candidates proposed to become members of the assessment team by providing a written, reasoned explanation.
- 5.3.3. The Bureau shall conclude agreements with the members of the assessment team whose candidacies were approved by the verifier. The Bureau and the verifier shall communicate with them via lead assessor.

5.4. Assessment of Verifiers

- 5.4.1. The assessment of a verifier shall consist of two stages: analysis of documents and on-site assessment.
- 5.4.2. The assessment team shall, within 2 months after the day of signing the agreement, carry out the analysis of documents. A report of documents analysis is submitted to Verifier.
- 5.4.3. When any nonconformities related to accreditation requirements were determined in documents, Bureau propose the verifier to correct documents within 3 months after the submission of information about the nonconformities. In exceptional cases, additional time limit may be set for the analysis and correction of documents.
The verifier shall submit the revised documents for re-analysis, which is carried out by the assessment team within one month. A contract for additional documents' analysis is sign.
In case the verifier fails timely and properly perform correction of documents, the registration of the application shall be cancelled and a written notice thereof shall be send to the verifier.
The verifier shall pay for the performed work.

- 5.4.4. If the assessment team establishes that the submitted documents satisfy the accreditation requirements, the assessment plan (further – plan) shall be drafted and presented to the verifier prior to the date agreed for assessment.
- 5.4.5. The assessment criteria, scopes and activities are stipulated in the plan. Moreover, depending on the scope under assessment, at least one witness audit of each kind of verification activity sought for accreditation of the verifier is foreseen.
If the institution of the verifier consists of several locations, all of them shall be assessed during the initial assessment.
- 5.4.6. The date and plan of the assessment and witness audits and their venue shall be coordinated with the verifier. The verifier shall submit the documents related to witness audit (the organisation's environmental policy and programme, the description of the environmental management system in organization, the draft of environmental statements or updated environmental statements, a report on document analysis performed by a verifier, an the organisation's audit plan, and justification for the calculated duration of verification) not later than 7 working days prior to the date of the witnessing.
- 5.4.7. After the witnessing audits, the verifier shall present to the assessment team a report for the organisation submitted in accordance with Regulation (EC) No 1221/2009 Article 25 paragraph 6 and validated environmental statement in accordance with Annex IV.
- 5.4.8. ***The results of the assessment carried out shall be written down in the report, which shall be presented to the verifier within 2 weeks. The verifier can respond notes to the assessment report during 5 working days.***
If nonconformities were determined, the verifier shall provide Bureau within 10 working days after the assessment a plan of corrective actions, which has to be coordinated by the assessment team. Agreed plan of corrective actions shall be implemented within 3 months since non-conformity was identified.
If the assessment team submits proposals for the improvement of activities, the verifier shall consider them, and, if appropriate, implement them until the next assessment.
- 5.4.9. Having implemented the planned corrective actions, the verifier shall submit to the Bureau the information about the performed actions and documents certifying that.
- 5.4.10. The assessment team shall, within 10 working days, analyse the received information and documents, and, where necessary, carry out the on-site assessment of the implementation of corrective actions.
If it is established during the on-site assessment of the implementation of corrective actions or in the submitted documents that the nonconformities were not eliminated, the verifier shall be given a month (after the assessment of these actions) for eliminating the identified nonconformities and he shall notify the Bureau about the elimination of nonconformities in writing.
- 5.4.11. In case the verifier fails to timely perform corrective actions, the registration of the application shall be cancelled and a written notice thereof shall be send to the verifier. The verifier shall pay for the performed work.
- 5.4.12. Documents of Verifier assessment are presented for decision-making.

5.5. Analysis of the Assessment Results and Accreditation decision-making

- 5.5.1. ***The Bureau shall, within 10 working days from documents submission for decision making, analyse the documents on the assessment results*** (a verifier's assessment report, the assessment of information about the implementation of corrective actions, a report about the on-site assessment of their implementation, if there was such), under the necessity, considers observations from certification committee and adopt a decision.
- 5.5.2. A decision to grant accreditation shall be executed by Bureau Director's Order, which is submitted to the verifier. Where a decision is adopted not to grant accreditation, the reasons thereof shall be specified in the written assessment report. The verifier should be has possibility to participate in discussion, under necessity in consultation of Certification Committee. This report is transmitted to the verifier and the Lithuanian Competent Body. In

the case of any further dispute, the assessment report shall be transmitted to the Forum of Accreditation and Licensing Bodies.

- 5.5.3. After the adoption of the decision on accreditation, the Bureau and the verifier shall sign a licence agreement where obligations of the parties are set forth. *The license agreement is signed for the period of validity of the accreditation certificate.*

5.6. Execution and Issuing of the Accreditation Certificate

- 5.6.1. The Accreditation Certificate shall be executed and issued after adopting a decision to accredit a verifier. The Certificate is valid for five years from the date of issue. Annex is an integral part of the Accreditation Certificate.
- 5.6.2. The accredited verifier shall be included in a list of accredited verifiers, which is published on the website of the Bureau (<http://www.nab.lt>). The Bureau revises and updates a list of verifiers and their scope of accreditation and communicates each month changes, if such exist, in that list to the Commission and the Environmental Protection Agency as the Lithuanian Competent Body.

6. Surveillance of Accredited Verifiers

- 6.1. An accredited verifier shall be supervised in accordance with the supervision programme established by the Bureau under which the complete scope of the accredited field throughout the whole period of validity of the Accreditation Certificate has to be checked. The first planned surveillance assessment should be carried out not later than 12 months after Accreditation Certificate is issued. The periodicity of other planned surveillance should not exceed 18 months. The intervals of the planned surveillance assessments can be closer considering assessments results and recommendations of assessment team or written request of the verifier. If changes that may have influence on compliance of the institution to the accreditation requirements (legal status, the right of ownership, organisational structure, top management, changes in key employees, complaints, changes in key branches of activities, resources or premises) occur in the institution of the accredited verifier, extraordinary surveillance visits can take place. During these assessments the influence of the changes on compliance with the accreditation requirements is identified.
- 6.2. The assessment team appointed by the Bureau shall check the accredited verifier. Composition of the team shall be coordinated with the verifier. The date, plan and venue of supervision and witnessing in organizations shall be coordinated with the verifier.
- 6.3. Surveillance shall be carried out applying one or several methods referred to hereinafter: office assessment on-site, audit witnessing in organizations, questionnaires, review of environmental statements validated by environmental verifiers and review of verification report. Surveillance has to be proportionate with the activities of the verifier. Not later than one month before surveillance, the verifier shall submit to the Bureau the following documents: information on the validated environmental statements, assessment reports, amendments to the Quality Manual and the related documents, a protocol of the management review, and information about the accredited scope where were no EMAS audits performed. The assessment team may request to submit other documents and data related to supervision.
- 6.4. At least four weeks in advance of each verification activity the verifier shall notify the Bureau the time and place of the verification. At least six weeks before verification in a third country the verifier shall submit information to the Bureau about the time and place of verification.
- 6.5. Supervision shall be carried out in accordance with the assessment plan submitted to the verifier in advance, and the results of supervision are written down in the assessment report, which is submitted to the verifier within 2 weeks after the assessment.
- 6.6. *In case nonconformities are identified, the verifier shall provide Bureau within 10 working days after the assessment a plan of corrective actions, which has to be coordinated by the*

assessment team. Agreed plan of corrective actions shall be implemented within 3 months since non-conformity was identified. Verifier shall send the written report and relevant documents on implementation. The assessment team shall, within 2 weeks, analyse the received information, and, where necessary, check their implementation on-site and present respective conclusions.

If the assessment team submits proposals for the improvement of activities, the verifier shall consider them, and, if appropriate, implement them until the next assessment.

- 6.7. ***Documents of Verifier assessment are presented for decision-making.***
- 6.8. The Bureau shall adopt a decision on the approval of the accreditation, its suspension, withdrawal or reduction of the scope of accreditation on the grounds of the conclusions submitted by the assessment team and under the necessity considering observations from certification committee. If the Bureau decides that the activities of the verifier are not in compliance with the requirements of Regulation (EC) No 1221/2009, the supervision report shall be presented to the verifier and the Lithuanian Competent Body.
- 6.9. Approval of the accreditation shall be executed by Bureau Director's Order, which is submitted to the verifier.
- 6.10 The procedure for the adoption of a decision to suspend or cancel the accreditation or to reduce the scope of accreditation is presented in clause 7.2.

7. Reaccreditation of Verifiers, Extension or Reduction of the Scope of Accreditation, Suspension or Withdrawal of validity of Accreditation Certificate

7.1. Reaccreditation or Extension of the Scope of Accreditation

- 7.1.1 An accredited verifier who wishes to be reaccredited shall submit the same documents as for accreditation (clause 5.1.1) not later than 6 months before the expiry of the term of validity of the Accreditation Certificate.
- 7.1.2. An accredited verifier who wishes to extend the scope of accreditation shall submit to the Bureau the same documents about the field to be extended as for accreditation (clause 5.1). If the verifier requests the assessment of the field to be extended to be performed during supervision, the application for the extension of the scope of accreditation shall be submitted not later than 6 months before the date of supervision.
- 7.1.3. The verifier shall be assessed and a decision on the extension of the scope of accreditation or re-accreditation shall be adopted in accordance with the procedure set forth in clauses 5.1-5.6.
- 7.1.4. Decision on reaccreditation or the extension of a scope of accreditation shall be notified to European Commission and the Lithuanian Competent Body.

7.2. Suspending, withdrawing or reducing accreditation

- 7.2.1. The scope of accreditation of an accredited verifier shall be reduced or validity of the accreditation certificate shall be suspended or withdrawn:
- 1) at the request of the verifier;
 - 2) On the ***Bureau's initiative – if the activities of the verifier were not performed adequately enough to ensure compliance with the requirements of the Regulation (EC) No 1221/2009 and when the Verifier fails to meet accreditation requirements in case of nonconformities of accreditation requirements are identified during supervision and the verifier fails to timely (not longer than three months) perform corrective actions;***
A written supervision report is transmitted to the verifier and the Lithuanian Competent Body. In the case of any further dispute, the supervision report shall be transmitted to the Forum of Accreditation and Licensing Bodies (FALB).
- 7.2.2. A decision on reduction of the scope of accreditation, suspension or withdrawal validity of the accreditation certificate shall be executed by Order of the Bureau Director.
- 7.2.3. Any decision taken by the Bureau to withdraw or suspend validity of the accreditation certificate or reduce the scope of accreditation shall be taken only after considering

observations from Certification committee and the verifier has had the possibility of a hearing.

- 7.2.4. The Bureau informs the verifier of the reasons for the measures taken and, if applicable, of the process of discussion with the competent enforcement authority.
- 7.2.5. Decision on the reduction or extension of accredited scope, suspension or withdrawal of validity of the accreditation certificate shall be notified to European Commission and the Lithuanian Competent Body.
- 7.2.6. Validity of the accreditation certificate can be renewed after the Bureau assesses corrective actions performed by the verifier and assurance of the verifier's compliance with the Regulation (EC) No 1221/2009 is obtained.

8. Supervision of Verifiers active in European Union Member State other than that where the accreditation or licence was granted

8.1. General Provisions

- 8.1.1. The Bureau shall supervise verifiers who were granted accreditation in another European Union Member State and perform EMAS assessment in the Republic of Lithuania as provided in Article 24 of Regulation (EC) No 1221/2009 and *take into consideration Commission Decision (EU) 2016/1621*.
- 8.1.2. *The verifiers have to follow the procedure for notification defined in Article 24(1) of Regulation No 1221/2009 before taking up each new verification or validation activities in a Member State other than where the accreditation was granted.*
- 8.1.3. The Bureau will not charge discriminatory fees for notification.
- 8.1.4. The Bureau will not use the notification procedure to delay the arrival of the environmental verifier. Any difficulty to supervise the environmental verifier on the date communicated shall be adequately justified.
- 8.1.5. A contract for supervision is prepared following valid fee which is available in www.nab.lt.
- 8.1.6. Supervision of verifiers shall consist of the following main stages:
- 1) submission of information and documents;
 - 2) consideration of information;
 - 3) appointment of a assessment team;
 - 4) analysis of documents;
 - 5) office audit;
 - 6) witnessing of the verifiers' activities on-site;
 - 7) review of the validated environmental statement;
 - 8) Review of the report on verification submitted by the verifier to the organization;
 - 9) analysis of the assessment results and adoption of a decision.

8.2. Submission of Information

- 8.2.1. A verifier, prior to starting conducting verifications in the Republic of Lithuania, shall not later than four weeks in advance, submit to the Bureau information indicated in (EU) *2016/1621 Annex chapter 2 and in the Annexes 3 and 4 of this document:*
- a) information with evidence that the accreditation is still valid;*
 - b) team composition and competences and relating documents;*
 - c) time and place of the verification and validation, including audits at the organisation;*
 - d) address and contact details of the organisation that is subject to verification (including all sites, number of employees, audit plan).*
- 8.2.2. The verifier shall submit information referred to in this section prior to each new verification activity.

8.3. Consideration of Information

- 8.3.1. The Bureau, having received information about a verifier and documents referred to in clause 8.2.1, shall analyse them and decide on the possibilities of the Bureau to assess the requested scope.
- 8.3.2. The Bureau may request clarification of the verifier's knowledge of the necessary legal requirements. Such requirement shall not prejudice the right of the verifier to provide services. Where the Bureau is not able fulfil its task before the time for verification, it shall communicate a reasoned justification to the verifier.
- 8.3.3. The verifier shall, within 10 working days, be informed in writing about the registration of the application and the appointment of a responsible employee of the Bureau.

8.4. Appointment of an Assessment Team

- 8.4.1. The Bureau, having established that the submitted documents are suitable for further assessment and taking into account the scope to be assessed requested, shall select an assessment team and to conclude an agreement with the verifier.
The assessment team shall be appointed in compliance with the provisions of clause 5.3.

8.5. Supervision of Verifiers

- 8.5.1. The activities of a verifier can be assessed by applying one or several methods referred to hereinafter: office assessment, witnessing in organizations, questionnaires, review of environmental statement validated by the verifiers and review of the verification report submitted by the verifier to the organization.
- 8.5.2. Assessment of verifier is conducted according order described in chapter 5.4.

8.6. Analysis of the Assessment Results

- 8.6.1. After the assessment, a verifier shall submit to the Bureau the organisation's verification report, a copy of the validated environmental statement and Environmental Verifier's declaration on verification and validation activities, if signed.
- 8.6.2. The Bureau shall, within 2 weeks, analyse the documents about the results of the verification provided by the assessment team and shall establish the compliance of the verifier to the requirements of Regulation (EC) No 1221/2009.
- 8.6.3. The results of the performed verification shall be presented in a form of a report.
- 8.6.4. If the Bureau, decides that the activities of the verifier do not satisfy the requirements of Regulation (EC) 1221/2009, the verifier has to have the possibility of a hearing and under necessity after considering observations from Certification committee. The supervision report shall be submitted to the verifier and the Lithuanian Competent Body and, if applicable, to the Accreditation or Licensing Body that granted the accreditation or licence, in case of a dispute – to the Forum of Accreditation and Licensing Bodies.

9. Payment for Assessment and Accreditation

- 9.1. All the expenses related to the assessment, accreditation and supervision of a verifier shall be covered by the verifier under the agreement concluded with the Bureau.
- 9.2. The expenses shall be calculated in each individual case depending on the scope of accreditation, the experts required for its assessment as well as the number of their working days.
The tariff for one working day of an expert shall be coordinated with the Competition Council of the Republic of Lithuania.
- 9.3. *In accordance with the procedure established in the legal acts of the Republic of Lithuania, the Verifier pays a state fee for the issuance of an accreditation certificate.*

10. General Obligations of Verifiers and the Bureau

10.1. Obligations of Verifiers

- 10.1.1. Satisfy the requirements defined for verifiers.
- 10.1.2. Immediately notify the Bureau of any changes that may have influence on compliance to the accreditation requirements (changes in legal status, ownership, organizational status, top management and key personnel, policies, resources and premises, scope of accreditation, etc.).
- 10.1.3. Inform the Bureau of any relations of the verifier's institution and its employees that may result in the conflict of interests.
- 10.1.4. Allow members of the assessment team and other participants in assessment process visiting the premises of the verifier's institution, witness practical activities of employees, communicating with employees, analysing the documents and records related to the assessment and providing information related therewith.
Allow getting access to the documents wherein information about impartiality of the institution and its independence from related institutions is presented.
- 10.1.5. Use the accreditation symbol in accordance with accreditation document AD 5.7 *Accreditation symbols. Conditions for Use of Accreditation Symbols. Text References to Accreditation and EA MLA Signatory Status*. To claim that it is accredited only in respect of services for which it has been granted accreditation. Not to use its accreditation in such a manner as to bring the Bureau granting accreditation into disrepute and shall not make any misleading statement relevant to its accreditation.
- 10.1.6. After the expiry of accreditation certificate as well as in case of suspension or withdrawal of validity of accreditation certificate or reduction the scope of accreditation (only in respect of the reduced scope) by the Bureau immediately terminate using the accreditation.
- 10.1.7. Under the term periods stipulated in the agreement, to cover the expenses for the assessment and supervision as well as for extension of the scope of accreditation.

10.2. The rights of the Verifier

- 10.2.1. To disagree with the particular candidacy of the Assessment Team's member, indicating the reasoned causes for that.
- 10.2.2. To terminate the contract on accreditation with remuneration for the part of performed activity.

10.3. Obligations of the Bureau

- 10.3.1. To satisfy the requirements set for accreditation bodies (impartiality, confidentiality, objectivity, etc.).
- 10.3.2. To inform the accredited verifier about the accreditation requirements and amendments thereto.
- 10.3.3. To perform the assessment in accordance with the established procedure; to adopt an appropriate decision and to observe the supervision conditions.

10.4 The rights of the Bureau:

- 10.4.1 To cancel activity according to application in the case if the applicant fails to follow obligations indicated in this document.
- 10.4.2 To change periodicity of surveillance depending on results of assessment.
- 10.4.3 To suspend or to withdraw validity of accreditation certificate if the accredited verifier does not observe obligations listed in the licence agreement and to inform about that the Competent Body and European Commission.

11. Complaints

11.1. *A verifier dissatisfied with the activities or conclusions of the Bureau or its appointed assessment team can submit a complaint to the Bureau. Complaints on the activities of the Bureau's accredited Verifiers can also be submitted to the Bureau.*

11.2. *The Bureau handles the complaint within 20 working days from the day of receipt of complaint. The complaint handling term can be extended for up to 20 working days if its handling is related with constitution a commission, organization of a meeting or other organizational means. The complainant is notified about the reasons for extension of complaint handling term.*

11.3. *The Bureau gives formal notice of the end and the results of the complaints–handling process to the complainant.*

12. Appeals

12.1. *A Verifier can submit an appeal of any adverse decision made by the Bureau related to Verifier's desired accreditation status.*

12.2. *At the latest 15 days after receiving the Bureau decision, a Verifier can submit an appeal to the Conformity assessment appeal commission on this particular decision. The appeal should be submitted to the Bureau which provides technical service for this commission.*

12.3. *Conformity assessment appeal commission handles appeals against the Bureau's decisions in accordance with the regulation of the Conformity assessment appeal commission. The Regulation is published on the Bureau's website (<http://www.nab.lt>).*

12.4 *If the decision adopted by the Commission of Appeals does not satisfy the applicant of the appeal, the Bureau shall explain to the applicant the procedure for applying to the Forum of Accreditation and Licensing Bodies (FALB).*

Annex 1. Application*(The application has to be prepared on the letterhead of the institution)*

Addressee

Date, Registration No.

On submission of application

We request that (name of a verifier requesting accreditation) would be (accredited, extended scope of accreditation, re-accredited) in compliance with Regulation (EC) No 1221/2009 of the European Parliament and of the Council.

We hereby undertake to fulfil all the accreditation requirements and obligations specified in the accreditation document AD 5.15 *Accreditation of Environmental Verifiers. General Requirements*, and provide all the information required for assessment.

ATTACHED:

1. Scope requested for accreditation with identification states where the verifier works (Annex 2); _____ pages
2. Information about competence of permanent and hired employees of the verifier _____ pages
3. Copies of the registration certificate and statute of the institution _____ pages
4. Quality Manual and the related documents _____ pages
5. Organisation chart, a statement of legal status, information of ownership and funding sources and the share of their assets as well as financing and allocation of funds _____ pages
6. Relationship between the appropriate clauses of Regulation (EC) No 1221/2009 and the Quality Manual and related documents _____ pages
7. Information about the organisation subject to verification (Annex 3) and the verification team; _____ pages
8. Information about the most recently performed internal audits and management reviews _____ pages

Head of institution (position, signature, full name)

Annex 2. Scope requested for accreditation

(Name of a verifier)

Scope requested for accreditation

No	Description of the activity (NACE)	NACE code according to Regulation (EC) No 1893/2006

Identification of States where the verifier works.

Head of the institution (position, signature, full name)

Date

Annex 3. Information about the organisation subject to verification

(Name of a verifier)

Information about the organisation subject to verification

Name, locations, number of personnel of the organization subject to verification	Address, telephone, e-mail, responsible persons	Scheduled date of verification	Economic activities of the organization (NACE code)

Head of the institution (position, signature, full name)

Date

Annex 4. Information provided in compliance with the requirements of Article 24 of Regulation (EC) 1221/2009 of Verifiers active in European Union Member State other than that where the accreditation was granted

(The application has to be prepared on the letterhead of the institution)

Addressee

Date, Registration No.

We inform about organization (name) foreseen to verify in compliance with requirements of Regulation (EC) No 1221/2009.

We hereby undertake to fulfil all the accreditation requirements and obligations specified in the accreditation document AD 5.15 *Accreditation of Environmental Verifiers. General Requirements*, and provide all the information required for assessment.

ATTACHED:

1. Information about accreditation _____ pages,
2. Information about the composition and competence of the assessment team in particular knowledge of legal requirements relating to the environment and knowledge of the official language of the Member State; personnel records, records of relevant qualifications, training and experience specific to the economic sector being verified _____ pages,
3. Information about the organisation subject to verification _____ pages,
4. Justification for the calculated duration of verification _____ pages

Head of institution (position, signature, full name)