



1. Preparing for Certification

A request can be made to NCPC-SL in person, by post, by telephone or by e-mail for relevant information on Certification. A “General Information brochure” covering NCPC Eco Labelling Certification process with relevant documents will be made available to prospective clients (Ref; www.ncpcsrilanka.org). The company should be acquainted with the NCPC-SL certification procedure & methodology and apply in the prescribed formats, FM-EL-01 & FM-EL-02.

The company needs to establish the status of its existing eco labelling system and technical competence with regard to requirements of NCPC-SL for Eco Label certification.

It is important for a company to make a definite plan of action for obtaining certification and nominate a responsible person to co-ordinate all activities related to the certification process. The person nominated should be familiar with the company’s existing Sustainability programs.

2. Eligibility for Applying for Eco Labelling Certification

The applicant company must comply with all clauses of the “Certification Criteria for Eco Labelling for specific products” published by NCPC-SL.

3. Certification Procedure

3.1 Application for Certification

The applicant company shall apply to NCPC-SL in the prescribed application form (FM-EL-01) and questionnaire (FM-EL-02) and along with, at a minimum, submit the documents, supporting information and evidence that demonstrate the conformity of products to the certification criteria for verification.

- a) Applicant company’s current business licence and/or legal registration;
- b) Authorization letter from the manufacturer to deal with the product(s) seeking certification (if applying on the manufacturers’ behalf);
- c) The scope of product(s) applying for certification;
- d) Applicant company’s profile including a profile of the manufacturing/packing/collecting/farming facility;
- e) Location map of the site(s);
- f) Site evaluation report and environmental recommendation for the site from CEA;
- g) Manufacturer’s declaration of conformity to the certification scheme requirements;
- h) Product description(s) and product photos;
- i) Recent (<12 months) test reports, technical reports and/or certifications; and
- j) Payment of fees for application.

3.2 Acknowledgement and Registration of Application

NCPC-SL on receipt of application and the fees, shall issue an acknowledgement to the applicant company. After scrutiny of application for its completeness in all respects, a unique customer reference number shall be allocated to the applicant company, which shall be used for correspondence with the applicant in future. NCPC-SL may request for additional information / clarification(s), if necessary.

On the basis of the documents and information provided by the applicant company, if the NCPC-SL is of the opinion that an audit cannot result in certification, the applicant company will be informed in writing giving reasons. All information of the company shall be kept strictly confidential.



3.3 Appointment of Project Officer

A Project Officer under the supervision of the Certification Manager of the certification scheme, will be appointed on behalf of NCPC-SL to deal with the application and the case file being maintained thereafter. The Project Officer shall be responsible for evaluating the adequacy of documentation and records.

3.4 Review of Documents and Records

The preliminary scrutiny of the application and supporting documents is done by the Project Officer. If there are gross inadequacies, the documents will be returned or the company will be informed of the inadequacies. If the documents do appear to be in order, the Project Officer shall study the documents in depth and verify their compliance in accordance with certification criteria.

The Project Officer shall prepare an adequacy report and communicate it to the client company. The client company shall amend the documents as requested and submit them to NCPC-SL. If the applicant company does not respond to NCPC-SL with corrections for the inadequacies before 6 months, the application shall become invalid and the company shall apply afresh.

3.5 Verification audit

The NCPC SL shall appoint a lead verifier from the pool of verifiers to carry out the verification audit in respect of the applicant company. The lead verifier shall preferably have technical expertise in one of the main disciplines for which the application has been made.

The lead verifier shall have the overall responsibility of conducting the verification audit. Towards the task of on-site verification, he/she shall be assisted by a team of verifiers appropriate with the scope of certification. If a verifier is not available in the verification team having required technical expertise, a technical expert will be appointed to assist him/her to conduct the audit effectively.

Thereafter NCPC-SL shall fix up dates for on-site verification audit of the company and accompanied sites in consultation with the company, the lead verifier and verifier(s). NCPC-SL may also nominate one of its officers or trainee verifier(s) to participate in the audit as an observer during the on-site verification to convey his /her observations as a verifier-in-training, whenever necessary.

The company shall be informed about the verification. A copy of this communication shall be sent to the members of verification team, along with the related documents. The verifiers are required to reach the place of audit, well in advance of the scheduled time of the audit.

The verification team reviews the company's documents and eco labelling procedures and practice and verifies their compliance with the certification criteria of NCPC-SL. The verification report shall contain the evaluation of product environmental criteria including life cycle considerations, product function characteristics, eco labelling practice, all relevant material and products examined. It shall also provide a recommendation towards grant of certification or otherwise. The verification report is prepared by the lead verifier, in the formats prescribed by NCPC-SL. The details of the non-conformances observed during the verification are handed over to the company by the Lead Verifier and the detailed verification report is sent to NCPC-SL, as quickly as possible after the completion of on-site verification audit.



3.6 Scrutiny of Verification Audit Report

The Project Officer shall check and verify the verification report and communicate the outcome of the verification to the company and shall ensure that the non-conformances raised by the verification team and not closed during the verification audit, are available with the company and are well understood by the company.

The company shall take necessary corrective actions on the remaining non-conformance(s)/ other concerns and shall submit corrective actions with documentary evidence to NCPC-SL within a maximum period of 02 months unless otherwise extended with the agreement of NCPC-SL, which is not exceeding 06 months. The Project Officer shall monitor the progress of closing of non-conformances. If the corrective actions are not submitted to the NCPC-SL for enabling it to complete the certification process by 06 months or delayed until one year, a follow up verification shall be conducted. If the company takes more than one year to submit corrective actions, the company shall re-apply for certification by filling a new application form obtained from NCPC-SL.

When there are significant non-conformance(s) identified during the on-site verification, the progress is monitored closely and NCPC-SL may arrange for a follow up audit for the closure of the nonconformance(s).

Those companies which submit corrective actions with documentary evidence to NCPC-SL within a maximum period of 06 months will get another 03 months period after grant of license for rectifying minor nonconformities raised against critical requirements in the certification criteria up to a maximum of 20, and report suitable corrective actions for them in a corrective action record before the lapse of three months.

3.7 Certification Committee

After submission of corrective actions by the company satisfactorily, the Project Officer prepares a summary of all relevant information gathered during the processing of the application, the verification report, additional information received from the company and the subsequent verifications. The summary report with recommendations of Certification Manager is placed before the Certification Committee for the approval for grant of certification.

The Team of verifiers' observations/recommendations on the verification report and the CEO's recommendation shall be the deciding factors for grant of certification or otherwise. All decisions taken by the Team of verifiers' shall be recorded. In case that the CEO/Governing Council finds deficiencies in the verification report to arrive at a decision, the Project Officer shall obtain clarification from the Lead verifier, verifier, technical expert, or the company concerned.

The CEO's recommendation regarding grant of certification shall be submitted to the Governing Council for formal approval. Companies are free to appeal against the findings of verification or decisions on certification.

3.8 Issue of Eco Labelling Certificate

When the recommendation results in the grant of certification, the Project Officer shall prepare the certificate. Before the grant of certification, the Project Officer shall obtain signatures on Terms and Conditions for Maintaining Certification (RP-EL-02) from the company.

The certificate shall define the types of products, brand names, name of the manufacturer, issue/Valid date/s wherever applicable.

All decisions taken by NCPC-SL regarding grant of certification shall be open to appeal by the company in consistent with the appeal procedure of NCPC-SL.



4. Maintaining Certification

4.1 Validity of Certificate

The NCPC Eco Label certificate shall be valid for a period of 3 years. On grant of certification, the company is able to use NCPC-SL Eco Label on all products, covered within the scope of the certification granted. Eco Label Sri Lanka mark may also be used on letterheads, brochures and any other material issued to its clients.

During the validity of certification, the company must continuously comply with the requirements of NCPC-SL Eco Labelling Criteria and “Terms and Conditions for maintaining certification” (RP-EL-02).

4.2 Extension / Reduction of Scope of Certification

The company during the validity of certification may enhance or reduce the scope of certification. On submission of a new application form, NCPC-SL shall evaluate the company for extension of scope during surveillance / recertification or by organizing a supplementary / special visit. This request shall be made to the NCPC-SL before two months from the surveillance or recertification.

4.3 Supplementary / Special Visit

NCPC-SL may also conduct supplementary / special visit at any time during the validity of certification, if:

- i. the NCPC-SL certification criteria has been changed.
- ii. changes have been reported to NCPC-SL affecting the company’s operations.
- iii. the certificate / Eco Label has been misused.
- iv. a complaint has been received and the facts have to be verified.

4.4 Changes in Certification Criteria

If there is a change in the general Eco Label certification criteria, NCPC-SL shall inform the company of this in writing indicating the transition period, which shall be not more than 6 months. On receipt of the aforesaid information, the company must confirm to NCPC-SL, its willingness to modify its system in accordance with the changes. On confirmation from the company, NCPC-SL may conduct a supplementary / special visit to evaluate the implementation of the same.

4.5 Changes Affecting Company’s Operations

In the event of the company informing NCPC-SL about any changes in the information affecting the company’s activities and operations, such as changes in legal or commercial ownership or organizational status, organizational structure, main policies, resources and premises, equipment, environmental impacts, scope of certification or other similar change, NCPC-SL may organize a supplementary/ special visit for significant changes or review others at the next verification. In case of changes in key managerial/ technical personnel, unless a special visit is organized, NCPC-SL shall call over responsible personnel to the Eco Label programme, interview them and then communicate with them in writing regarding their acceptability for respective work.

In the event of transfer of certification, when the legal status or the ownership of the certified company/product changes, the company shall communicate this with relevant documentary evidence. The final decision is communicated to the company along with an amended certificate.



4.6 Voluntary Withdrawal

The company at any time during the validity of certification may discontinue their certification, voluntarily by making a written request to NCPC-SL. If the company decides to regain the certification status, after it has sought voluntary withdrawal it is treated as a new application for certification and has to pay all fees for application & certification audit, as applicable at the time.

5. Surveillance

NCPC-SL shall conduct annual surveillance of all certified companies. A surveillance is aimed at examining whether the certified company is maintaining all the requirements of NCPC-SL certification criteria.

The Project Officer shall inform the certified company at least three months before the due date of certification for conducting the surveillance visit and the laboratory shall confirm its readiness as quickly as possible.

The company during the validity of certification may request to enhance the scope of certification for which they should apply two months before the conduct of verification audit/ surveillance. A scope extension request at the time of verification will not be considered. If a company requests scope extension independent of surveillance visit, NCPC-SL will arrange a separate verification.

The formalities involved with the surveillance audit are similar to the certification audit. The non-conformances, if any, shall have to be closed within two months of the conduct of surveillance. The summary of the surveillance report along with other relevant information shall be submitted to the CEO for continuation of certification or otherwise. NCPC-SL shall inform the company, in writing, about such decision. If the weighting factors allocated in the surveillance verification after corrective actions are less than that of when the initial certification was granted, CM will forward the case to the CEO for a decision.

6. Renewal of Certification

The company may apply for renewal of certification by applying in the prescribed Application forms FM-EL-01 and FM-EL-02 along with other documents submitted for the initial certification.

The application shall be accompanied with the prescribed re-certification charges. The company may request for extension of scope of certification, which should explicitly be mentioned in the application form.

The request for renewal should be submitted at least 4 months before the expiry of the validity of certification. If the company does not apply for renewal of accreditation, one month before the expiry of certification, it shall be presumed that the company is no longer interested in certification and the certification status of the company shall expire on the validity date mentioned in the certificate. In such a case, the company shall have to apply afresh and the continuity of the certificate shall be disturbed. The procedure for processing of renewal application is similar to that of initial application.

If the results of recertification verification are positive and all non-conformances are closed before the expiry of the certificate and weighting factors are at acceptable level, then the validity of the certificate is extended by another three years without any discontinuity. The maximum duration that should be allowed for a company to take corrective action shall be two months, unless otherwise agreed upon, whichever should be before the expiry of certification. A new certificate is issued on renewal; however, the certificate number shall remain the same.

7. Adverse Decisions



NATIONAL CLEANER PRODUCTION CENTRE, SRI LANKA
ECO LABELLING SCHEME
RULES & PROCEDURES FOR CERTIFICATION OF ECO LABELLING

NCPC-SL may take an adverse decision on certification of a company, if the company at any time during the validity of certification does not fulfill the NCPC-SL Eco Label Certification Criteria and /or violates the “Terms and conditions of maintaining certification” (RP-EL-02) or does not fulfill the obligations otherwise. The conditions of taking adverse decisions, like a reduction in scope of certification, abeyance, suspension and forced withdrawal are described in respective Procedures of NCPC-SL.

In case of adverse decisions like abeyance, suspension and forced withdrawal, the company shall discontinue the use NCPC Eco-Label, in any form. The suspension and forced withdrawal status shall also be publicized.

In case the company’s certification has been withdrawn by NCPC-SL, it is disqualified to participate in the certification programme for a period of at least one year. The company may apply afresh by giving valid justification for earlier withdrawal and paying all fees & expenses, as applicable at that time.

8. Appeals

All decisions taken by NCPC-SL regarding grant / continuation / renewal/ reduction/ suspension/ withdrawal of Eco Label certification shall be open to appeal by the company, and such appeals shall be addressed to the Chairman of NCPC-SL. All such appeals will be processed under the NCPC-SL appeal procedure and the decision taken on such issue by the Governing Council of NCPC-SL will be the final.

9. Complaints

The complaints with regard to verification and certification process, decisions taken thereof or any activity related to the operations of NCPC-SL or executed by any staff member or verifier on behalf of NCPC-SL are entertained by the NCPC-SL. Complaints if any, shall be sent to the CEO of NCPC-SL in writing with proper authenticity of the informant. All such complaints or disputes arisen thereof are handled as per the procedures adopted by the NCPC-SL. Where necessary, the NCPC-SL may conduct extraordinary audit to clarify the issues pertaining to the complaint.

10. Publicity

The information with regard to certification process and concurrent changes in the process as well as in the operations of NCPC-SL, certified companies and their contact addresses and scope of certification are published in the NCPC-SL web site. In addition, withdrawal of certification, suspension of certification and termination of certification are also posted in the NCPC-SL website and /or newspapers.

11. Confidentiality

The members of the committees, verifiers and NCPC-SL officials are required to maintain strict confidentiality of the information gathered regarding the companies from their various documents like manuals, procedures, work instructions, internal reports etc. and any other related information that might have been given to NCPC-SL, during the process of evaluation for grant of certification. NCPC-SL shall impose the same obligation of maintaining secrecy on those, whom they entrust the tasks of a confidential nature, as described above.

12. Liability

NCPC-SL shall not be responsible for any damages, which the company may suffer as a result of any action or negligence by those who are carrying out the tasks of Eco Labeling certification of the company and any failure to the grant of certification or abeyance / suspension / forced withdrawal of the certification.



13. Amendments to the Policies and Procedures

NCPC-SL may at any time amend the policies and procedures related to grant of certification, maintaining certification, surveillance, renewal of certification and the adverse decisions thereof. NCPC-SL shall inform the companies regarding such amendments indicating the transition period which shall be at least 6 months.