

# ABNT Ecolabelling Program

Associação Brasileira de Normas Técnicas - ABNT

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Guy Ladvocat  
12/03/2020

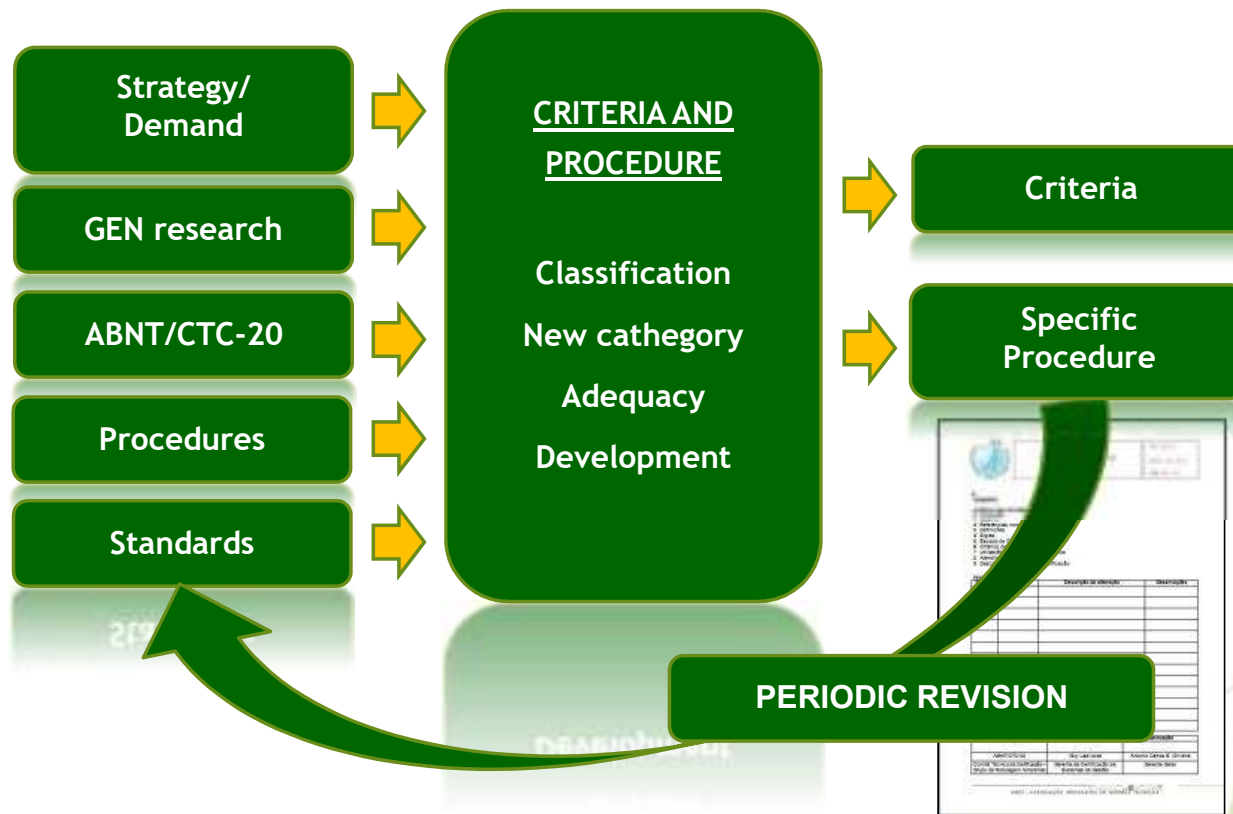


# Type I Ecolabelling program

## **MAIN ACTIVITIES INVOLVED:**

- ▶ **Criteria development**
- ▶ **Products and services certification process**

# Criteria development



# Products and services certification process

## Management system structure

- ▶ Documentation of the MS
  - Reference documents
    - ISO 17065 - Conformity assessment - Requirements for bodies certifying products, processes and services
    - ISO 14020 - Environmental labels and declarations - General principles
    - ISO 14024 - Environmental labels and declarations - Type I environmental labelling - Principles and procedures
  - Internal documents
    - Management system manual (not necessary)
    - General procedures
    - Specific procedures

# Management system structure

- ▶ Documentation of the MS

- Reference documents

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

Legal and contractual matters

Impartiality

Liability and financing

Non-discriminatory conditions

Confidentiality

Publicly available information

Organizational structure

Personnel

Resources for evaluation

Application

Evaluation

Certification decision

Documentation

Surveillance

Complaints and appeals

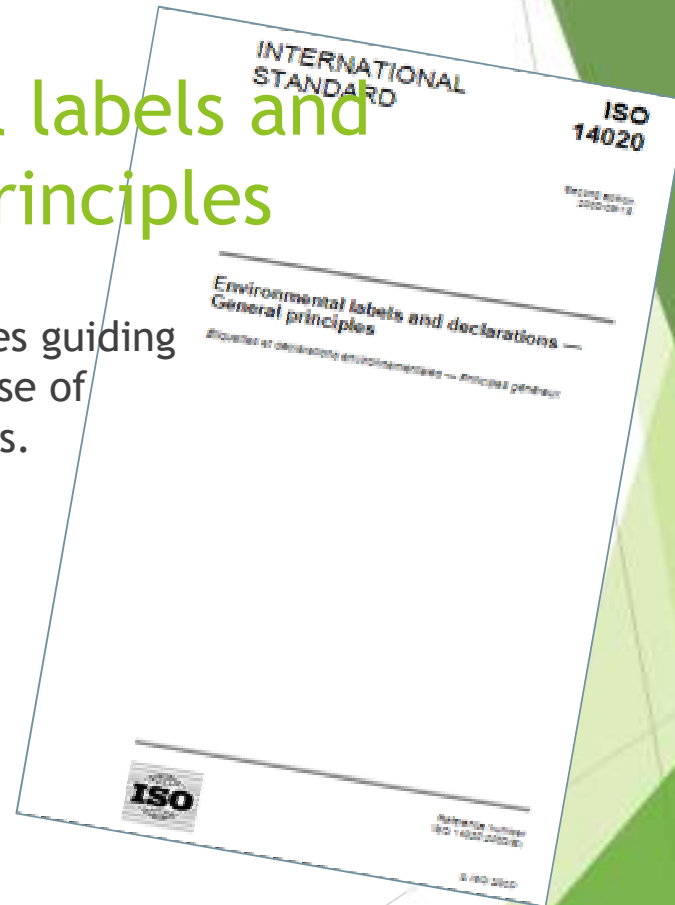
Internal audits

Corrective actions

Preventive actions

# ISO 14020 Environmental labels and declarations - General principles

- ▶ This International Standard establishes guiding principles for the development and use of environmental labels and declarations.
  - Types of labels
    - Type I
    - Type II
    - Type III



# Principles

- ▶ Environmental labels and declarations shall be **accurate, verifiable, relevant and not misleading**.
- ▶ Procedures and requirements for environmental labels and declarations shall not be prepared, adopted, or applied with a view to, or with the effect of, **creating unnecessary obstacles to international trade**.
- ▶ Environmental labels and declarations shall be based on **scientific methodology** that is sufficiently thorough and comprehensive to support the claim and that produces results that are accurate and reproducible.
- ▶ **Information** concerning the procedure, methodology, and any criteria used to support environmental labels and declarations **shall be available** and provided upon request to all interested parties.
- ▶ The development of environmental labels and declarations shall take into consideration all relevant aspects of the **life cycle of the product**.

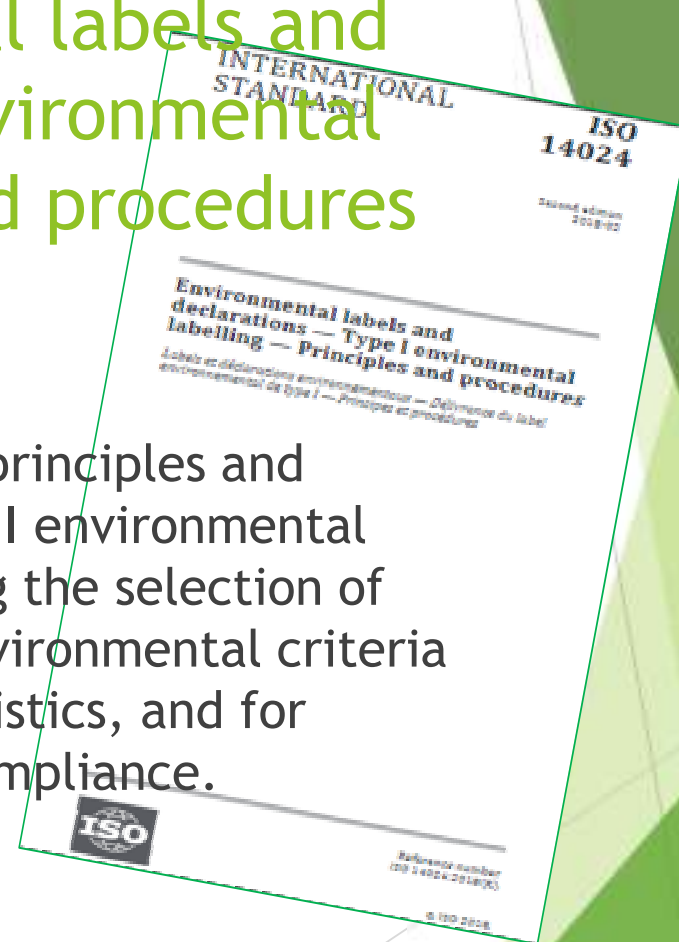
# Principles

- ▶ Environmental labels and declarations **shall not inhibit innovation** which maintains or has the potential to improve environmental performance.
- ▶ **Any administrative requirements or information** demands related to environmental labels and declarations **shall be limited to those necessary** to establish conformance with applicable criteria and standards of the labels and declarations.
- ▶ The process of developing environmental labels and declarations should include an **open, participatory consultation with interested parties**. Reasonable efforts should be made to achieve a consensus throughout the process.
- ▶ **Information on the environmental aspects of products and services** relevant to an environmental label or declaration **shall be available to purchasers** and potential purchasers from the party making the environmental label or declaration.



# ISO 14024 Environmental labels and declarations - Type I environmental labelling - Principles and procedures

This document establishes the principles and procedures for developing type I environmental labelling programmes, including the selection of product categories, product environmental criteria and product function characteristics, and for assessing and demonstrating compliance.



# ISO 14024 Environmental labels and declarations - Type I environmental labelling - Principles and procedures

- Voluntary nature
- Use of ecolabels (legal requirements)
- Life cycle consideration
- Selectivity
- Basis of the criteria (attainability and environmental impacts)
- Product function characteristics
- Compliance and verification
- Transparency

- Accessibility
- Scientific basis
- Avoidance of conflict of interest
- Competence of verifiers
- Costs and fees
- Confidentiality
- Mutual recognition
- Certification and compliance
- Licensing
- Supervision and control
- Documentation

# Global Ecolabelling Network Internationally Coordinated Ecolabelling System - GENICES *Peer review process*

- Selection of product categories
- Criteria development
- Consultation
- Compliance and verification
- Accessibility
- Reporting and publication
- Avoidance of conflict of interest

- Transparency
- Costs and fees
- Confidentiality
- Mutual recognition
- International trade aspects
- Impartiality
- Qualification of staff and auditors
- Quality management system

# Management system structure

- ABNT Internal documents
  - Quality manual (not necessary)
    - ✓ General policies
    - ✓ Management system objectives
    - ✓ Personnel structure
    - ✓ Personnel general responsibilities
  - General Procedures
    - ✓ Documents and records control
    - ✓ **General procedure for ABNT Quality Mark**
    - ✓ Guidelines for Criteria Development for ABNT Environmental Quality Label
    - ✓ Audits and specialists register
    - ✓ Internal audits
    - ✓ Non-conformities, complaints and corrective actions
    - ✓ Performance of external activities
    - ✓ Manual for using ABNT Mark
  - Specific Procedures

# General Procedure



General Procedure for ABNT  
Environmental Quality Label

PG-11.13

Date: Jul.2019

Page. Nº 1/22

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## SUMMARY

### History of revisions

- 0 Introduction
- 1 Objective
- 2 Normative references
- 3 Definitions
- 4 Acronyms
- 5 Requesting services
- 6 Services provision
- 7 Transference of the certification
- 8 Use of testing laboratories
- 9 Use of ABNT's Certificates and Marks
- 10 Sanctions
- 11 Appeals and complaints
- 12 Confidentiality
- 13 Critical Analysis
- 14 Code of ethics
- 15 Financial system
- 16 Recognition agreements
- 17 Impartiality Committee

# Guidelines for development of criteria



Guidelines for Criteria Development for  
ABNT Environmental Quality Label

PG-12.03

Date: Nov. 2012

Page Nº1/7

## Summary

## Foreword

- 1 Objective
- 2 Normative References
- 3 Definitions
- 4 Principles of ABNT Environmental Quality Label
- 5 Criteria Development
- 6 Packaging
- 7 Products marketed under the name of the distributor
- 8 Approval
- 9 Updates and revisions

# Specific Procedure



Ecolabel for agricultural products

PE-399.01

Date: July/2017

Pág. Nº 1/17

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## SUMMARY

### Part. 1 – Introduction

- 1.0 Record Reviews
- 1.1 Introduction
- 1.2 Objective
- 1.3 Normative References
- 1.4 Definitions
- 1.5 Acronyms
- 1.6 Product Scope
- 1.7 Document Structure
- 1.8 Assessment process
- 1.9 Recognition agreements
- 1.10 Criteria changes

### Part. 2 – General Criteria

- 2.1 Self Control
- 2.2 Environmental criteria applicable to the process
- 2.3 Criteria for the production process
- 2.3 Information that misleads the consumer
- 2.4 Information that misleads the consumer
- 2.5 Compliance with legal requirements

### Part. 3 – Specific criteria

- 3.1 Fitness for purpose
- 3.2 Criteria for inputs
- 3.3 Package Criteria
- 3.4 Criteria for Consumer Information
- 3.5 Criteria for product's distribution

### Parte 4 – Global minimum score

# Questions





# ABNT Ecolabelling Program

Associação Brasileira de Normas Técnicas - ABNT

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Vinicius Ribeiro  
12/03/2020



# Criteria Development

- ▶ The certification body needs to develop a Guidelines for Criteria Development.



## Objective:

ESTABLISHES THE PRINCIPLES AND THE SYSTEMATIC FOR THE DEVELOPMENT OF THE CRITERIA which will be used as reference during the conformity evaluation of products and services.



# Guidelines for Criteria Development - ABNT (PG-12)

## ► Principles of ABNT Environmental Quality Label

**4.1** The ABNT Environmental Quality Label is an ecolabel that follows the principles of ABNT NBR ISO 14024 for Type 1 Eco labelling. The ABNT Environmental Quality Labels based on the principles of transparency, participation and consensus which constitute the spirit of Normalization and Certification.

**4.2** The ABNT Environmental Quality Label is regulated in a voluntary certification program, which aims to promote the improvement of environmental quality of products, services and processes, by means of the mobilization of market power through the consciousness of consumers and producers.

**4.3** The criteria established for a specific category of products shall cover comparable products, that is, products that have the same function or equivalent use and that can be compared to one another in accordance to the same criteria.

**4.4** The ABNT Environmental Quality Label identifies products which have a lower impact on the environment when compared to similar products, taking into consideration aspects relating to its life cycle.

**4.5** The products to be certified shall be fit to purpose.

**4.6** The criteria shall consider the national environmental characteristics, as well as international tendencies, in order to facilitate the participation in agreements of recognition with other countries.

**4.7** The ABNT Environmental Quality Label shall not create any difficulty or discrimination, through administrative or technological, for products and services be they national or foreign.

**4.8** The criteria shall be revised periodically with the aim of improving product performance indexes and to include technological advances that guarantee environmental quality as a whole.

**4.9** The objective of the ABNT Environmental Quality Label is the certification of consuming products, semi completed products, processes, enterprises and services, based on a multiple criteria approach.

# Guidelines for Criteria Development - ABNT (PG-12)

## ▶ Criteria development

- ▶ Establish technical requirements applied to a category of products, defining all specific demands such as: characteristics, tests and evaluation methodologies, audits, inspections, etc
- ▶ Consider technical and economic viability for the application of the certification criteria and also inspection and test methods, so that certification costs are acceptable to the market.
- ▶ Avoid Technical Barriers
- ▶ Shall be written in a clear and precise manner resulting in an exact and uniform interpretation, avoiding vague wording such as “strong enough” “around to”etc.

# Guidelines for Criteria Development - ABNT (PG-12)

## ▶ Criteria development - Specifications

- ▶ Definition of the category of products involved;
- ▶ Consideration the environmental impact associated to aspects related to the product life cycle, measurement capacity and accuracy
- ▶ Establishment of acceptable requirements and limit values, scientifically based, objectives and impartial.
- ▶ Determination of the tests and/or evaluation methodologies, qualitatives and quantitatives, which demonstrate the products conformity according to the criteria;
- ▶ Standards or specifications relative to fitness to purpose, durability, security etc

# Guidelines for Criteria Development - ABNT (PG-12)

## ► Criteria development

The criteria shall be chosen through a systematic examination, using Table 1, below to facilitate the analysis of the impact on the environment

**Table 1: Matrix for Potential Criteria for Certification**

Stage of Life Cycle	Environmental Indicators					
	Energy	Resources	Emissions into			Other
	Renewable/ Non renewable	Renewable/ Non renewable	Water	Air	Soil	
Extraction of resources						
Production						
Distribution						
Use						
Final Disposition						

# Guidelines for Criteria Development - ABNT (PG-12)

- ▶ Criteria development

- ▶ Requirements related to fitness to purpose of the product

Level of performance or specification of minimum characteristics pertinent to aptitude for intended use (efficacy, durability etc)



# Guidelines for Criteria Development - ABNT (PG-12)

## ▶ Criteria development

### ▶ Updates and revisions

a) Maximum 5 years - Criteria need to be updated

b) ABNT shall remain alert to changes in scientific knowledge, industrial practices and consumer expectations, keeping updates of both criteria and their area of influence in mind.

c) Based on scientific knowledge, on industrial practices and consumer expectations, the ABNT/CTC-20 can require Technical Criteria updates from ABNT before the stipulated time period is finished.

# Guidelines for Criteria Development - ABNT (PG-12)

## ▶ Criteria development

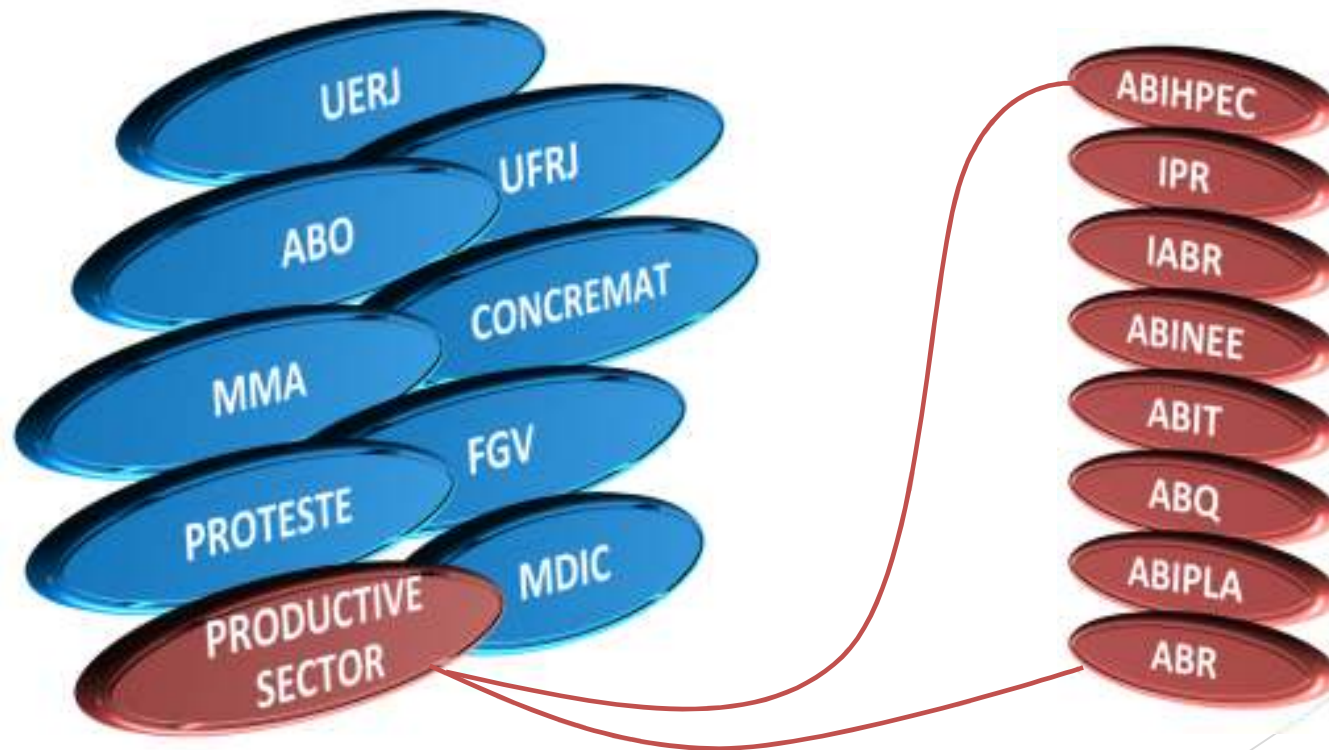
### ▶ Approval

- a) Basic text approved by ABNT/CTC-20 ( Technical Committee)
- b) The basic text developed by the ABNT/CTC-20 will be submitted to public consultation through the site of ABNT Certification Body for a period of 30 days.
- c) After this period the comments received will be considered and the ABNT/CTC-20 will be recommended to approve the criteria

# Technical Certification Committee

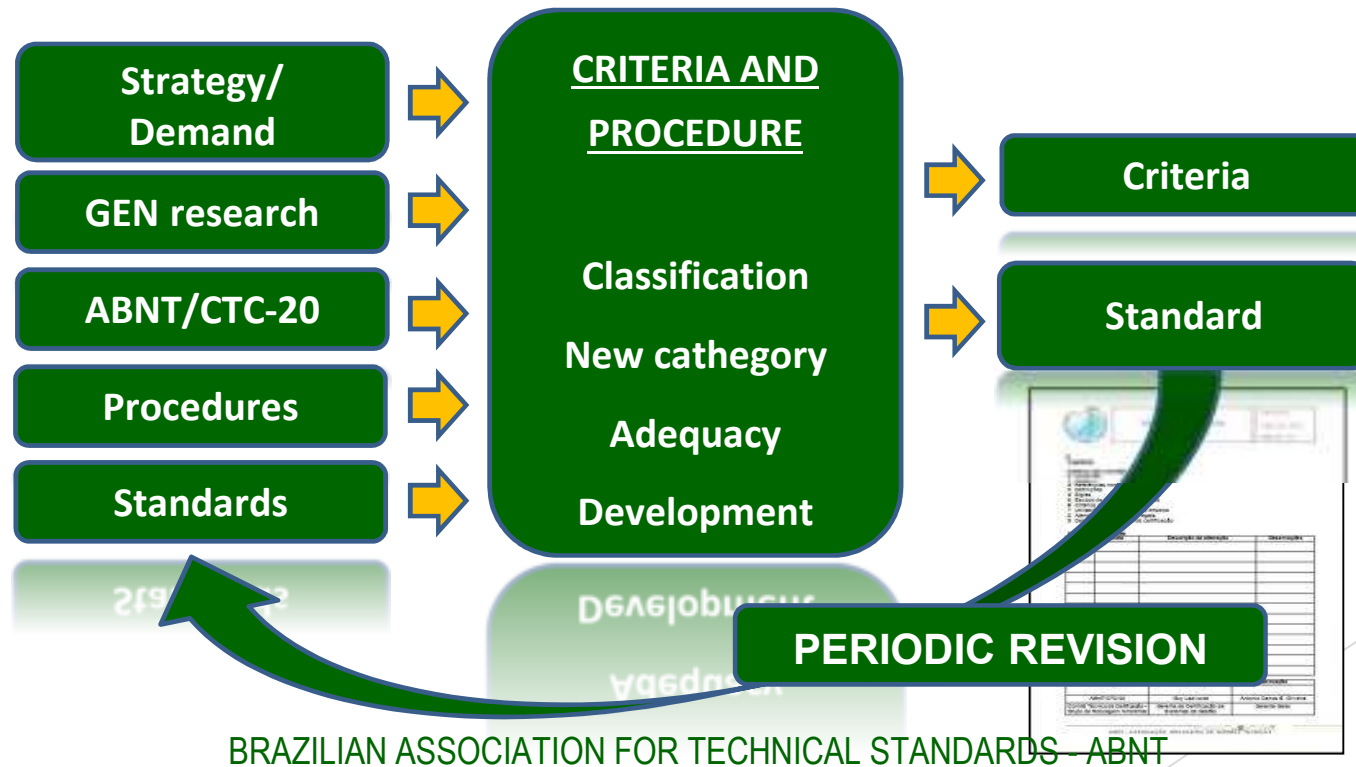
- ▶ This Committee is responsible for the approval of ABNT's Environmental Labeling technical criteria.
  - ▶ Fixed members: Always participate in debates and discussions;
    - ▶ Impartiality;
    - ▶ Knowledge.
  - ▶ Members representing specific sectors, who are invited according to the product or service for which the criteria are being discussed.
    - ▶ Knowledge;
    - ▶ Application of criteria used in developed countries.

# Technical Certification Committee



# Technical Certification Committee

## ► Criteria development



# Standard - Cleaning Products (PE-344)

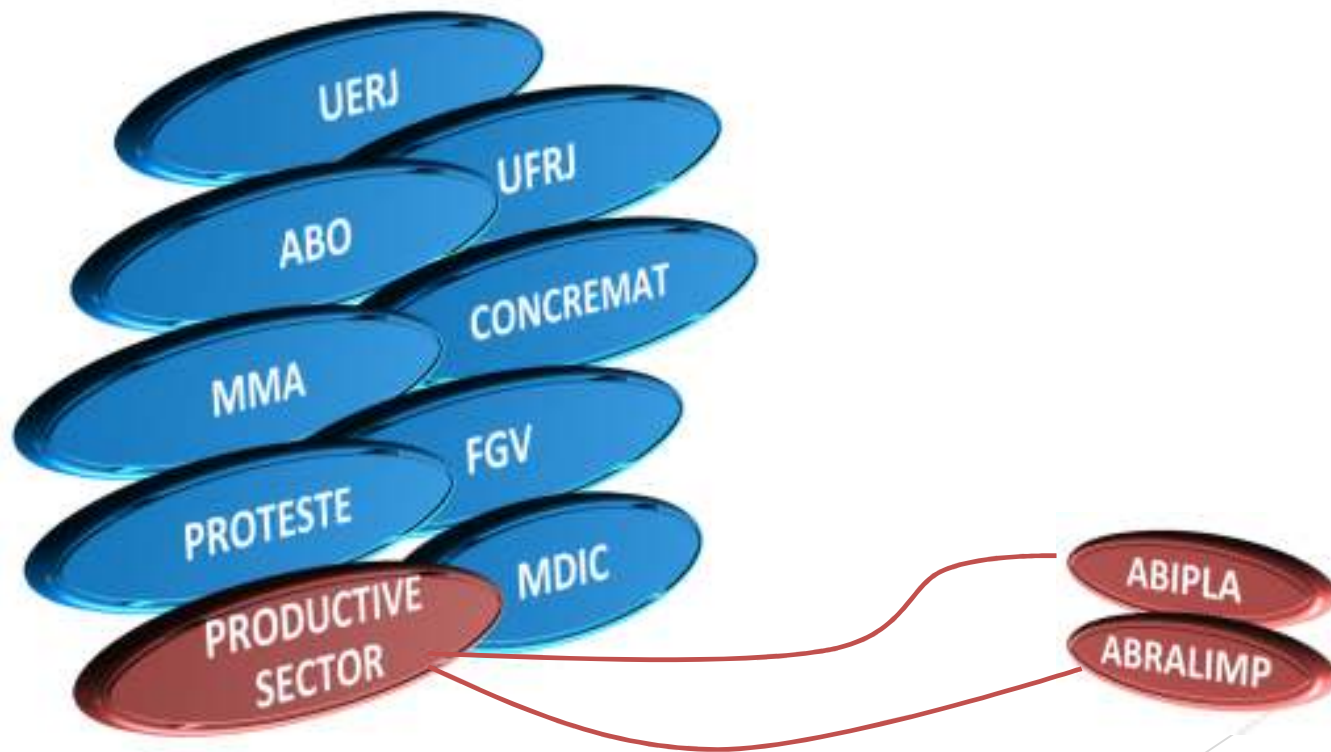
## ▶ Criteria development

### 1) Standards Developed

- ▶ Brazilian Standards: 0
- ▶ Green Seal 37 - Industrial and Institutional Cleaning Products
- ▶ Nordic Ecolabelling - Cleaning Products v. 5.4
- ▶ UL Environment 2759-Standard for Sustainability for Hard Surface Cleaners

# Standard - Cleaning Products (PE-344)

- Technical Certification Committee



# Standard - Cleaning Products (PE-344)

## ► Criteria management: ABNT

ABNT gathers all the information from the Technical Committee and makes a draft.





# Standard - Cleaning Products (PE-344)

## ► Technical Committee

The Technical Committee analyzes the document and approves it.



# Standard - Cleaning Products (PE-344)

## ► Public Consultation

The basic text developed by the ABNT/CTC-20 was submitted to public consultation through the site of ABNT for a period of 30 days.

The image shows a public consultation form for the standard PE-344. The form is titled "PESQUISA DE OPINIÃO PÚBLICA DE LINGUAGEM" and includes a logo of the Brazilian Association of Standards (ABNT). The form is divided into several sections, including a header with the title and logo, a section for the project name and number, a section for the project description, a section for the project objectives, a section for the project results, and a section for the project conclusions. The form is a document with a header, a main body of text, and a footer.

Item	Descrição	Valor
1	1.1	1.1.1
2	2.1	2.1.1
3	3.1	3.1.1
4	4.1	4.1.1
5	5.1	5.1.1
6	6.1	6.1.1
7	7.1	7.1.1
8	8.1	8.1.1
9	9.1	9.1.1
10	10.1	10.1.1
11	11.1	11.1.1
12	12.1	12.1.1
13	13.1	13.1.1
14	14.1	14.1.1
15	15.1	15.1.1
16	16.1	16.1.1
17	17.1	17.1.1
18	18.1	18.1.1
19	19.1	19.1.1
20	20.1	20.1.1

# Standard - Cleaning Products (PE-344)

## ► Public Consultation

After this period the comments received was considered and the criteria was approved by ABNT.

The image shows a public consultation form for the standard PE-344. The form is titled "Pesquisa de Opinião Pública de Lei nº 12.379/11" and "PE-344" and is dated "10/08/2011". It is published by "ABNT - Associação Brasileira de Normas Técnicas". The form contains several sections for providing feedback, including a section for "Observações" (Observations) and a section for "Dados de contato" (Contact information). There is also a table for "Dados de contato" (Contact information) with columns for "Nome", "Endereço", "Cidade", "Estado", "CEP", "E-mail", and "Telefone".

Dados de contato	
Nome	
Endereço	
Cidade	
Estado	
CEP	
E-mail	
Telefone	

# Standard - Cleaning Products (PE-344)

## ► Standard Approved

Once the standard is approved, ABNT is able to start product certification.



# Questions



# Service Request

- ▶ In order to receive service requests, the organization must have a system to assess the ability to provide the requested services.
- ▶ The organization should develop:
  - ▶ Preliminary Assessment Questionnaire
  - ▶ Critical analysis
  - ▶ Proposal and Contract Template for the certification process

# Service Request


- ▶ Preliminary Assessment Questionnaire

This document contains the information that must be filled in by the customer who will inform:

- ▶ Company Registration Information
- ▶ Product or service to be certified

# Service Request

## ► Preliminary Assessment Questionnaire (ABNT)



Preliminary Assessment Questionnaire  
Environmental labeling

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RQ-083.07  
Date: Oct. 2013  
Pág. Nº 1/4

**1. Record information**

Company Name: \_\_\_\_\_

Trading Name: \_\_\_\_\_

Address: \_\_\_\_\_

Neighborhood: \_\_\_\_\_ City: \_\_\_\_\_ FU: \_\_\_\_\_ Zip code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

CNPJ (Only for Brazil): \_\_\_\_\_ State Registration: \_\_\_\_\_ Municipal Description: \_\_\_\_\_

E-mail: \_\_\_\_\_ Home Page: \_\_\_\_\_

Number of employees					
Total	Administrative	Production	1st shift	2nd shift	3rd shift

**2. Information of the legal representative to sign the certification contract:**

Name: \_\_\_\_\_

CPF: \_\_\_\_\_

Position: \_\_\_\_\_

**3. Information of Contact person with ABNT**

Name: \_\_\_\_\_

CPF: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Cellular: \_\_\_\_\_ E-mail: \_\_\_\_\_

**4. Information of financial responsible person for receiving invoices:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Cellular: \_\_\_\_\_ E-mail: \_\_\_\_\_



# Service Request

## ► Critical Analysis

This document is used for the organization to assess whether it has the capacity to provide the requested services.

If it is not possible to continue the environmental labeling process, the Organization should formally communicate to the interested organization, stating the reasons.

# Service Request

- ▶ Critical Analysis (ABNT)

This document must contain:

- ▶ Product or Service for certification;
- ▶ Standard used to perform the audit;
- ▶ Activities to be carried out for the certification process;

# Service Request

## ► Critical Analysis

The image shows a form titled "SOLICITARE DE SERVICII" (Service Request) from the "OFICIUL NAȚIONAL DE CONTROL ȘI REGULARE A SERVICIILOR" (National Office of Control and Regulation of Services). The form includes a header with the ONRC logo and name, and a table for "INFORMAȚII DE IDENTIFICARE" (Identification Information) with columns for "Adresa" (Address), "NUI" (NUI), "Cămin" (Apartment), and "Cămin/Căminuș" (Apartment/Flat). Below this is a section for "INFORMAȚII DE IDENTIFICARE" (Identification Information) with a table for "Nume" (Name) and "Prenume" (Surname). The form also includes a section for "INFORMAȚII DE IDENTIFICARE" (Identification Information) with a table for "Nume" (Name) and "Prenume" (Surname). The form is partially filled out with handwritten text.

**OFICIUL NAȚIONAL DE CONTROL ȘI REGULARE A SERVICIILOR**  
NUI 04/07  
Data: 10.10.2022  
Pag. 01 / 11

**SOLICITARE DE SERVICII**

Nume: \_\_\_\_\_  
Cămin: \_\_\_\_\_  
Căminuș: \_\_\_\_\_  
Nume: \_\_\_\_\_  
Prenume: \_\_\_\_\_

Adresa	NUI	Cămin	Căminuș
Strada _____			
Apartment _____			
Strada _____			
Apartment _____			
Strada _____			
Apartment _____			
Strada _____			
Apartment _____			

Nume: \_\_\_\_\_  
Prenume: \_\_\_\_\_

**INFORMAȚII DE IDENTIFICARE**

Nume	Prenume
_____	_____
_____	_____
_____	_____
_____	_____

**INFORMAȚII DE IDENTIFICARE**

Nume	Prenume
_____	_____
_____	_____
_____	_____
_____	_____

OFICIUL NAȚIONAL DE CONTROL ȘI REGULARE A SERVICIILOR

# Service Request

- ▶ Technical Proposal and Contract

After assessing the service capacity, the organization must issue a technical proposal and a contract with the relevant information.



# Service Request

- ▶ Starting the certification process

Upon acceptance by the customer, the organization will start the certification process

# Questions



# ABNT Ecolabelling Program

Associação Brasileira de Normas Técnicas - ABNT

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Vinicius Ribeiro  
13/03/2020



# Certification Process

- ▶ The certification body needs to develop a Guidelines for the Ecolabelling Program.



## Objective:

ESTABLISHES THE SCHEME TO BE USED IN THE ECOLABELLING PROGRAM.

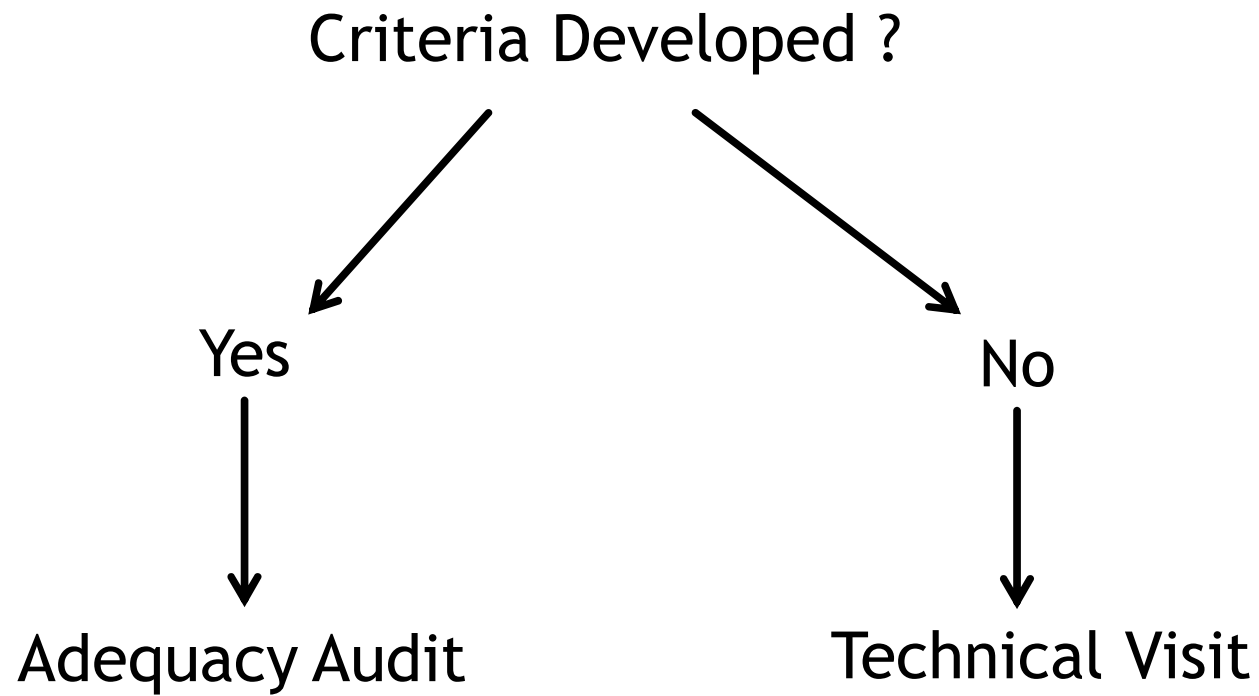


# Certification Process

- ▶ The stages for granting the certification may include one or more of the following activities:

- a) signature of the proposal and contract;
- b) technical visit;
- c) criteria development;
- d) documentation analysis;
- e) pre-audit;
- f) adequacy audit;
- g) certification audit;
- h) samples collection;
- i) to accompany the tests;
- j) extraordinary audits
- k) process analysis by the Technical Coordination;
- l) conclusive opinion about certification processes;
- m) decision making;
- n) issue of certificate.

# Certification Process



# Certification Process

- ▶ The stages for granting the certification may include one or more of the following activities:

- a) signature of the proposal and contract;
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- k) process analysis by the Technical Coordination;
- l) conclusive opinion about certification processes;
- m) decision making;
- n) issue of certificate.

# Certification Process

## ▶ Adequacy Audit

- ▶ Evaluate if the specific procedure covers all the possible significant impacts of the productive process or of operation of the organization;
- ▶ Check the level of preparation of the organization for the certification audit;
- ▶ Evaluate the organization's understanding of the criteria to be met in order to obtain certification;
- ▶ Discuss any doubts about the certification process of the organization.

# Certification Process

## ▶ Documentation Analysis

- ▶ The documentation Analysis is important to assess some basic documentation (example: compliance with legislation) or product characteristics to assist in the certification audit step.
  - ▶ Updated geographic location (specifying the environment area of the site - rivers, preservation areas, communities, industries, among others);
  - ▶ Technical description of the product or service targeted for certification;
  - ▶ Certificate that guarantees the performance of the product by an organization accredited by Inmetro's General Accreditation Coordination or by organizations with which the Brazilian Accreditation Body has signed an agreement of mutual recognition, that guarantee the adequate performance of the product, if compulsory certification;

# Certification Process

## ▶ Pre-Audit (Optional)

- ▶ If requested, ABNT may conduct a pre-audit at the manufacturing facility, with the following objectives:
  - ▶ Evaluate the location of the organization and site-specific conditions;
  - ▶ Verify the level of the organization's preparation for the certification audit;
  - ▶ To evaluate the organization's comprehension about the criteria to comply to obtain the certification;
  - ▶ Collect required information related to the processes and location of the organization, legal and regulatory aspects;
  - ▶ To evaluate the allocation of resources to the certification audit, and to facilitate the planning.

# Certification Process

## ▶ Certification Audit

- ▶ Once eliminated any doubts or pending documentation and resolved any comments made in the pre-audit the certification audit shall be performed, which should cover the following aspects:
  - ▶ Evaluation of products or services
  - ▶ Assessment of compliance with technical criteria and legal requirements
  - ▶ Sample collection and tests
  - ▶ Initial evaluation of quality
  - ▶ Non-conformities

# Certification Process

## ▶ Certification Audit - Sampling Process

- ▶ Whenever possible, depending on the costs involved or the technical feasibility (see note 1, below), the samples for tests collected should be composed of proof, control proof and testimony proof. Samples should be selected and sealed and the identification of the seals must be recorded in the sample collection form.

**Note 1: At the discretion of ABNT, the process of collecting samples and performing tests can be modified in special situations, such as in the case of destructive testing in high value-added products.**

- ▶ The test samples shall be sent to the laboratory indicated by ABNT, accompanied by a copy of the sample collection form. Samples for the control proof and testimony proof must be stored by the organization for the purpose of possible disputes.



# Certification Process

## ► Certification Audit - Laboratories

- It is the responsibility of the organization to select the laboratory to perform the tests. It is recommended

i) When laboratories accredited by the Brazilian Accreditation Body or laboratory accredited by Accreditation Bodies from other Countries with which the Brazilian Accreditation Body has Mutual Recognition Agreement.

ii) When non accredited laboratories are used, they shall be evaluated in accordance to item 9.1 of PG11.

iii) In case of using a first part laboratory (laboratory owned by a manufacturer), It is recommended that the organization shall follow the execution of all tests.

# Certification Process

## ► Certification Audit - Tests

- The test is considered approved or fail according to the following situations:

Test proof	Compliance	Non compliance	Non compliance	Non compliance
Control proof	-	Non compliance	Compliance	Compliance
Testimony proof	-	-	Compliance	Non compliance
Essay Situation	Approved	Fail	Approved	Fail

- When samples are collected at the market the organization (or his representative) shall be informed by ABNT and may follow the collection process.
  - **Note 2:** The testing of control proof samples and testimony proof samples must necessarily be performed in the same laboratory where the test of the test sample was realized.

# Certification Process

## ▶ Certification Audit - Non-conformities

- ▶ Any finding showing that a requirement is not being met shall lead to issue a non-conformity report.
- ▶ The organization must analyze the cause and describe the actions to be taken in order to eliminate the non-conformities within a maximum period of 15 calendar days. ABNT will determine whether the actions brought by the customer are acceptable.
- ▶ The organization must provide the necessary corrections and corrective actions and send the evidences to ABNT. The deadline for implementation of the corrections and corrective actions in the organizations will be 90 days.
- ▶ ABNT will determine whether the corrections of identified non-conformances and corrective actions presented by the organization were implemented and will verify the effectiveness of the corrective actions taken at the next audit, being an extraordinary audit, maintenance audit or a renewal audit.

Note: New deadlines for the description of cause analysis and actions to be taken, as well as for the implementation of the correction and corrective actions can be established by ABNT since formally requested and justified by the organization.

# Certification Process

## ► Certification Audit - Results

- The auditor shall write a report which contains all the evidences collected during the Certification Audit.
- The report (RAT) will be analyzed by ABNT within 5 days.
- The products will be submitted for the decision (Approval)

**Relatório de Análise Técnica**  
ABNT - Associação Brasileira de Normas Técnicas

**Objeto de Análise:** [ ]  
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**Objetivo:** [ ]  
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**Normas e Normas:** [ ]  
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**Data Realização:** [ ]  
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# Questions



# ABNT Ecolabelling Program

Associação Brasileira de Normas Técnicas - ABNT

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## Certification decision

- ▶ To ensure that the **persons or committees that make the decisions** for granting or refusing certification **are different from those who carried out the audits.**
- ▶ **The individual(s)** appointed to conduct the certification decision **shall have appropriate competence.**

## Actions prior to making a decision

- ▶ To conduct an effective review prior to making a decision for granting the certification, including:
  - **The information provided** by the audit team is **sufficient** with respect to the certification requirements and the scope for certification;
  - For any **major nonconformities**, it has reviewed, accepted and verified the correction and corrective actions;
  - For any **minor nonconformities** it has reviewed and accepted the client's plan for correction and corrective action.



# Information for granting certification

- ▶ The information provided by the audit team for the certification decision shall include, as a minimum:
  - The audit **report**;
  - **Comments on the nonconformities** and, where applicable, the correction and corrective actions taken by the client;
  - **Confirmation of the information provided** to the certification body used in the application review;
  - **Confirmation that the audit objectives** have been achieved;
  - **A recommendation whether to grant or not to grant the certification**, together with any conditions or observations.

## Certification granting

The technical coordination issues a **conclusive opinion** and forwards the process to the **management**, for analysis and **decision** on whether to grant or not to grant the certification.

# Maintenance of certification

- ▶ To **maintain** the certification, ABNT shall **monitor** the certified organization to ensure that the **conditions that led** to the of the certification are being held.
  
- ▶ The maintenance of the certifications in the ecolabelling program will have an maximum annual frequency, and can include one or more of the following activities, which will be determined by ABNT:
  - Performance of a **maintenance audit** at the manufacturer's facilities;
  - Performance of a **remote audit** through Skype or other applicable internet tool;
  - Performance of **tests in samples of products** collected at the market or, if not possible, at the manufacturer dispatch;
  - **Analysis of documents submitted** by the manufacturer (requested by ABNT).

# Maintenance of certification

The criteria considered by ABNT to define the certification activities for the maintenance are as follows:

- ▶ **Maturity** of the certification process with ABNT;
- ▶ Results of **previous audits**;
- ▶ **Complexity, risk and/or environmental impacts** associated with the production process, assessed in relation to the knowledge/familiarity of ABNT with the activities of the organization;
- ▶ **Absence of significant changes in the production process** of the organization, which must be informed by the organization for the evaluation and decision by ABNT;
- ▶ **Absence of significant changes in the certified product**, which must be informed by the organization for evaluation and decision by ABNT.

# Maintenance of certification

The documents that may be requested for the process of maintenance of the certification when it is not performed an audit at the organization's facility are, among other, the following:

- ▶ Statement that there has not been significant changes in the production process, since the last audit conducted by ABNT;
- ▶ Statement that there has not been significant changes in the product since the last audit conducted by ABNT;
- ▶ Test reports performed by the manufacturer;
- ▶ Legal documents such as environmental permits, license, Fire Department license, both from the manufacturer and from its suppliers;
- ▶ Statements related to the staff recruitment system;
- ▶ Evaluations or other ways used by the manufacturer to ensure that their suppliers comply with any requirement established for the raw materials;
- ▶ Documents related to reverse logistics, when applicable;
- ▶ Complaints received from customers or other sources, including the treatment performed;
- ▶ Internal records related to self-control used to ensure that the product and the production process continue to meet the requirements;
- ▶ The results of the monitoring of the program for reducing energy and water consumption, waste generation and greenhouse gas emissions, as applicable.

**Note:** This process do not apply for the certification and renewal audits, which are always performed in person.

## Modifications in certification requirements

In case the necessity for revision of the criteria is detected, ABNT shall inform all certified clients of the changes.

According to each situation, it will be given a period of time during which the organizations have to make the necessary adjustments to the new criteria.

At the end of the prescribed period the assessments made by ABNT will be based on the revised criteria.

# Notice of changes by a certified client

- ▶ **Legal arrangements** to ensure that the certified client informs the certification body, any situation that may affect the capability of the client to continue to fulfil the requirements used for the certification. For instance, changes relating to:
  - The legal, commercial, organizational status or ownership;
  - Organization and management (e.g. key managerial, decision-making or technical staff);
  - Contact address and sites;
  - Scope of operations under the current certification;
  - Major changes to the processes.
- ▶ The certification body shall take appropriate action according to the situation.

# Questions

