

Certification Regulations

1.0 Certification Regulations

- i. The following regulations apply to certification agreements and services provided by WCS and any authorised representatives.
- ii. See Appendix A for description of the terms and definitions used in these regulations.

2.0 Applicant

- i. All organisations have access to the services of WCS. No undue financial or other conditions are imposed, and services are available in a non-discriminatory manner.
- ii. An applicant is required to complete an application containing accurate information of its size, structure, scope and activities. Typically referred to as the request for quote form.
- iii. Any application / request for quote form that is found to contain significant inaccuracies after the provision of a quote will require an update / revision. The existing quote will become invalid.
- iv. An applicant who satisfies WCS that it is capable of compliance with these Regulations and that it is a bona-fide business, and who gives to WCS such undertakings that may be required shall, subject to the conditions of these Regulations, be entitled to a Certificate, which shall nevertheless remain the property of WCS.
- v. If an applicant / organisation does not intend to renew its Certification it must notify WCS in writing of its intention not to do so at least 30 days before the certificate expiry date or date of scheduled surveillance audit. Once certification has been withdrawn, the certificate of registration shall be returned to WCS.

3.0 Certification Decisions

- i. WCS, its Certification Managers for each applicable certification scheme, or deputy, are the sole authorities by which certification can be granted.
- ii. WCS Lead Auditors recommend certification but do not make the final certification decision.
- iii. Certification decisions are made after initial audit, recertification audit, scope extension audit, special audit or after a request to amend a certificate.

4.0 A WCS Certified Organisation shall:

- i. Ensure conformance with these certification regulations at all times.
- ii. Allow surveillance or recertification audits to be conducted at the required frequencies as per the audit programme.
- iii. Use the WCS Logo and accreditation marks in accordance with the conditions defined in the publication "Use of WCS Logo". WCS reserves the right to recoup any costs involved in investigating/resolving proven cases of misuse of logo.
- iv. Maintain a management system including documented information (where applicable) in accordance with the applicable certification standard. i.e., ISO 9001, AS 9100, ISO 22000, ISO 14001, ISO 45001, ISO/IEC 27001 etc and make available this documented information to WCS.
- v. Immediately advise WCS of changes to the organisation that affect the certification provided. This includes changes relating to the legal status and ownership of the organisation. It also includes management changes, contact changes, address changes and any changes to the sites and scope of operations under the certificated system. In such cases, WCS reserves the right to review the certification and if required undertake a special audit to ensure continued conformance with the certification standard. An increase in the number of employees will require WCS to review and revise the audit time.

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- vi. Discontinue any use of the WCS logo, which is unacceptable to WCS and the relevant accreditation body and any form of statement of reference to the authority of the company to be certified which in the opinion of the WCS its accreditation body might be misleading.
- vii. Make all necessary arrangements for the conducting of audits, including allowing “**Right of Access**” to WCS Audit Personnel, Accreditation Body Representatives (UKAS, ANAB etc), IAQG Member Companies, Regulatory or Government Bodies, during normal working hours to the sites at which work subject to certification is being carried out. Right of Access includes examining materials, procedures, processes, methods of test, personnel, records and systems, investigating complaints, and to make provision, when applicable, to accommodate the presence of observers and witnessing assessors, and if necessary to establish that the procedure for the termination of the Certificate (withdrawal) has been completed.
- viii. Failure to provide “**Right of Access**” including allowing accreditation bodies to perform oversight and witness assessments could result in suspension or withdrawal of certification.
- ix. Make available to the certification body, when requested, relevant management system documentation such as manuals, procedures, records etc in order for WCS to complete its services. The certified organisation should ensure confidentiality and security of such documentation is maintained.
- x. Shall demonstrate appropriate leadership and commitment to the management system. Failure to do this could result in audit findings and possible suspension, withdrawal of certification.
- xi. Upon the termination (withdrawal) of the certificate (however determined) forthwith discontinue the use of the WCS Logo and all advertising matter which contains the WCS Logo or any reference thereto. In addition, any other material, or documents in the possession of the organisation which bears reference to the certificate shall be removed. The certificate of registration shall be returned to WCS.
- xii. Advise WCS without delay of the occurrence of a serious incident (life-changing injuries, major environmental incidents, significant cybersecurity incidents), or Breach of Regulation (such as RIDDOR Reportable accidents) or Enforcement Actions (improvement notices, prohibition notices). This includes all incidents that have the potential for criminal or civil litigation and necessitate the involvement of a regulatory authority. WCS reserves the right to review the incident and if required undertake a special audit to ensure continued conformance with the certification standard.
- xiii. For AS 9100:
 - a. Certified organisations must appoint an OASIS database administrator and maintain accurate information on the IAQG OASIS database, including managing access requests for certification data, providing names and email addresses of OASIS administration, providing the organisations contact details, assign roles and privileges to other users in the organisation and manage OASIS feedback.
 - b. Certified organisations shall allow WCS to publish public data (e.g., information on the AQMS certification and its status) and non-public data (e.g., audit results, assessment results, nonconformities, corrective action, scoring) in the OASIS database.
 - c. AQMS certified organisations shall support ICOP scheme oversight activities to confirm the effectiveness of the WCS audit process.
 - d. Upon request, provide copies of the audit report and associated documents/records to their customers and potential customers, unless justification can be provided (e.g., competitor confidentiality, conflict of interest). The information can be supplied through the OASIS database or by providing the audit report directly to the customer.
 - e. If a certified organisation has its certification suspended, they shall provide notification to its aviation, space, and defense customers within 15 days of suspension.

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- f. If a certified organisation loses its certification (withdrawn), they shall provide notification to its aviation, space, and defense customers.
- g. Certified organisations shall support the WCS AQMS audit process via direct input of data into the OASIS database, including online corrective action management.
- h. Certified organisations shall provide data required by this standard, to WCS prior to initial, surveillance, and recertification audits for the completion of the OCAP analysis. Failure to provide accurate and timely data may result in the issuance of a nonconformity by WCS.
- xiv. Complete internal audits and management reviews as applicable for the certification scheme.
- xv. Where applicable for the certification scheme the certified organisation shall have an effective process for evaluating compliance against relevant legal / regulatory and other applicable requirements.
- xvi. Understand that Accreditation Bodies such as UKAS and ANAB do not certify products, services, and management systems. These bodies provide accreditation to WCS, and it is WCS who is certifying the relevant management system.
- xvii. Does not use its certification in such a manner that would bring the certification body and/or certification system into disrepute and lose public trust. Nor should it make misleading statements on marketing material including company websites with reference to the certification awarded by WCS and shall not use or permit the use of the certification document or any thereof in a misleading manner.
- xviii. Periodically review the WCS website for news and latest information relevant to the certification scheme.
- xix. The consequences of not conforming to the legally enforceable arrangements could lead to withdrawal of certification and follow up action as applicable.

5.0 Certification Fees

- i. WCS fees are based on audit time multiplied by day rates. The audit time is determined using established criteria that considers the size, complexity of the organisation, its operations, complexity, risk, and geographical locations. The established criteria will be as per the certification scheme.
- ii. A quote for Management System Certification shall be created and, when accepted, becomes the certification agreement. Audit and certification cannot proceed without agreement to the terms of contract and acceptance of the quote.
- iii. The certified organisation shall pay:
 - a. An application fee to cover administration, and management of the initial certification process.
 - b. A stage one audit fee to cover the document review and site audit if applicable.
 - c. A stage two audit fee to cover the cost of the audit
 - d. A technical review fee and certificate issue fee
 - e. An annual certification fee to cover administration costs and the cost of routine surveillance audit
 - f. Follow up audit fees and nonconformance close out fees at the rate stated on the agreement
 - g. Any additional costs incurred by WCS due to the organisations nonconformance with these regulations
 - h. Fees relevant to the AS 9100 scheme for entering information on to the IAQG OASIS Database
 - i. Associated travel and hotel fee for all assessments when required.
- iv. Prompt payment of all fees is required as per the requirements specified in the signed contract. Non-payment of fees can result in suspension and withdrawal of certification.
- v. WCS aims to offer a high standard of service and to be open and honest in all dealings with its customers. For this reason, if a certified organisation wishes to withdraw from their agreement / contract, no penalties will be applied,

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and no payments will be required subject to WCS being informed at least 30 days in advance of the planned audit. Failure to advise WCS will result in a penalty payment as per the cancellation policy.

- vi. By signing the certification agreement for assessment and certification the organisation is agreeing to accept and comply with the conditions in the certification agreement and with these Certification Regulations and The Audit Cancellation Policy and to accept all terms and conditions listed therein.
- vii. Once the agreement has been accepted, it becomes a legally enforceable contract for WCS to provide certification services.
- viii. If a certified organisation fails to comply with these regulations, WCS may suspend certification, withdraw the certificate, reduce its scope, refuse to grant, or renew the certificate or extend its scope. Such decisions, and the grounds for them, will be communicated by WCS.

6.0 WCS shall:

- i. Maintain an impartiality policy, impartiality committee, privacy policy, confidentiality agreements and security agreements where necessary to ensure an effective certification service is provided.
- ii. Identify any risks associated with providing impartial certification and take actions in order to minimise any risks.
- iii. Make publicly available its policy on impartiality, complaints and appeals procedures, its audit process and information on the use of certification marks.
- iv. Provide a qualified auditor or audit team to the organisation as per the agreement. WCS provides the name of each auditor on the audit plan submitted in advance of the audit. When requested, WCS can make available background information on each member of the audit team.
- v. Create and maintain an audit programme for each certified organisation. Typically audits are undertaken a minimum of once per year but may be multiple depending on size and complexity of the organisation.
- vi. Where applicable and for multi-site organisations a sampling plan will be created and communicated to the certified organisation.
- vii. Notify the organisation of any changes in applicable guidance notes or certification standards and allow the organisation sufficient time to adjust its processes and procedures to meet the revised requirements.
- viii. Maintain details of its certified organisation. Details include organisation name, location, related certification scheme/document, scope, certificate number. When requested by third parties WCS will confirm certification with the above information. A certificate validation system is available on the WCS website.
- ix. Manage, process and store data required to provide certification services in accordance with certification agreements / contracts and accreditation requirements in a lawfully, fair, and transparent manner. WCS only collects data for specific and legitimate purposes and retains data in order to maintain certification of the organisation. Data will be processed in a secure environment. WCS may request documentation to be sent for off-site review.
- x. Notify the certified organisation of any valid complaints received.
- xi. Not allow requests by certified organisations for auditor changes / substitutions without substantiated evidence of improper activity or contract violations. Conformance to rules concerning export controls, auditor nationalities, and confidentiality/conflict of interest challenges shall be an exception to this requirement.
- xii. Not supply data collected in order to provide certification services to external / third parties for the purpose of marketing activities.

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- xiii. Control the use of subcontract auditors using auditor agreements, confidentiality agreements and security agreements.
- xiv. Transfer organisation documentation and records to subcontract auditors (if required) to support the certification process in a controlled and secure manner.
- xv. Review communications from organisations and interested parties following serious incidents and breaches of regulation and complete any necessary investigations / special audits. In cases where it can be demonstrated that the system seriously failed to meet the certification requirements this shall provide grounds for suspension or withdrawal of certification.
- xvi. WCS may require discontinuation of the WCS Logo, and/or any claim to be a certified company, with immediate effect if a registered organisation is temporarily unable to comply with the requirements of these Regulations, until they are satisfied that the conditions of certification are again achieved or pending the result of any appeal.
- xvii. WCS may, at its discretion revoke or refuse to grant or renew a certificate if the registered organisation becomes subject to bankruptcy laws or makes any arrangements or composition with its creditors, or enters into liquidation, whether compulsory or voluntary (but not including liquidation for the purpose of reconstruction), or has a Receiver of its business appointed, or is convicted of an offence tending to discredit the registered organisations reputation and good faith as a trader. Such decisions, and the grounds for them, shall be communicated to the registered organisation.

7.0 Appeals

- i. In the event of a certified organisation or applicant wishing to appeal against audit team findings, recommendations or WCS certification decisions, the matter should be brought to the attention of WCS within 10 working days of being informed of such a decision. Written notification of the appeal should be submitted to WCS.
- ii. If a certified organisation or applicant wishes to appeal or object against the inclusion of any of the audit team, observers or witness assessors involved in a planned audit, the matter should be brought to the attention of WCS within 10 working days of receiving notification of the audit. Notification is usually in the form of the receipt of an audit plan sent by WCS. Written notification of the appeal should be submitted to WCS.
- iii. WCS will follow its internal appeals process that includes, logging of the appeal in the appeal register, acknowledging the appeal, assigning independent personnel to evaluate the detail of the appeal, request further information or representation, make a decision, communicate the decision and maintain appropriate records.
- iv. WCS is responsible for all decisions at all levels of the appeals-handling process. WCS will ensure that the persons engaged in the appeals-handling process are different from those who conducted the audits and made the certification decisions.
- v. Submission, investigation, and decision of the appeal will not result in any discriminatory action against the certified organisation.
- vi. The results of the appeal will be final and following the decision the certified organisation may be required to implement appropriate correction and corrective action.

8.0 Complaints

- i. Although it is an unusual event, a certified organisation may wish to lodge a complaint about the standard of service or against an auditor or employee of WCS.
- ii. A formal complaints procedure has been established and is available on request from WCS. A summary is available on the WCS website.
- iii. WCS maintains responsibility for all decisions at all levels of the complaints handling process.

- iv. Details of the complaint should be communicated to WCS in writing.
- v. On receipt of a complaint, WCS will acknowledge receipt, provide a reference for traceability, assign independent personnel to manage and investigate the complaint, and maintain appropriate records.
- vi. If the complaint is justified the WCS shall complete appropriate correction and corrective action.
- vii. A WCS customer survey is available for completion and certified organisations are encouraged to provide WCS feedback on its services. Positive and negative feedback are welcome.

9.0 Dispute

- i. If any dispute arises in connection with certification agreements, the certified organisation and WCS should attempt to discuss and negotiate a resolution that both parties will accept.
- ii. If the discussion and negotiation fail, both parties will attempt to settle it by mediation. Unless otherwise agreed between the parties within 14 days of notice of the dispute, the mediator will be nominated by WCS.
- iii. To initiate mediation a party must give notice in writing to the other party to the dispute requesting mediation. A copy of the request should be sent to WCS. Unless otherwise agreed, the mediation will start not later than 30 days after the date of the notice.
- iv. No party may commence any court proceedings in relation to any dispute arising out of this agreement until it has attempted to settle the dispute by mediation and either the mediation has terminated, or the other party has failed to participate in the mediation, provided that the right to issue proceedings is not prejudiced by a delay.
- v. In relation to any dispute arising out of assessment and certification by World Certification Services Ltd. the certified organisation and WCS agree to submit exclusively to the jurisdiction of the courts of England and Wales. Any omission by WCS to exercise any right under this disclaimer shall not constitute a waiver of such right unless expressly accepted by WCS in writing.

10. Sanctions

- i. WCS reserves the right to suspend, withdraw, or refuse certification where international, national, or regional sanctions, trade restrictions, government directives, or other legal requirements prohibit or restrict WCS from providing certification services to a client organisation, site, or location.
- ii. This may include, but is not limited to, circumstances involving armed conflict, political instability, trade embargoes, economic sanctions, restrictions imposed by government authorities, or other events that prevent WCS from conducting certification activities.
- iii. Where certification is affected by such restrictions, WCS will endeavour to notify the client organisation as soon as reasonably practicable and provide details of any actions required.
- iv. WCS shall not be liable for any costs, losses, damages, or business interruption arising from the suspension, withdrawal, postponement, or limitation of certification activities resulting from such restrictions.
- v. Certification may be reinstated where the applicable restrictions are removed and WCS is satisfied that certification activities can be resumed in accordance with accreditation and certification requirements.

11. Force Majeure

- i. WCS shall not be liable for any failure, delay, suspension, or inability to perform certification activities where such failure or delay results from circumstances beyond its reasonable control.
- ii. Such circumstances may include, but are not limited to, acts of God, severe weather events, natural disasters, fire, flood, epidemic or pandemic, war, terrorism, civil unrest, industrial disputes, government restrictions, sanctions,

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interruption of utilities, cyber incidents, transportation disruption, or any other event beyond the reasonable control of WCS.

- iii. Where a force majeure event affects the delivery of certification activities, WCS will endeavour to inform affected client organisations as soon as reasonably practicable and will work with the client to determine appropriate alternative arrangements where possible.
- iv. WCS reserves the right to postpone, reschedule, suspend, conduct remotely, or otherwise modify certification activities where necessary as a result of a force majeure event.
- v. Any delays, cancellations, suspensions, or modifications arising from a force majeure event shall not constitute a breach of these Certification Regulations.
- vi. Where a force majeure event continues for an extended period and prevents certification activities from being completed in accordance with accreditation requirements, WCS may suspend or withdraw certification until such time as certification activities can be resumed.

12. Use of ICT and Remote Auditing

- i. WCS and the client organisation may agree to utilise Information and Communication Technology (ICT) to support certification activities where appropriate and permitted by applicable accreditation requirements.
- ii. ICT may include, but is not limited to, video conferencing, remote interviews, live video streaming, electronic document review, screen sharing, and remote access to records and information.
- iii. The use of ICT may be agreed for all or part of an audit and may be used in conjunction with on-site audit activities.
- iv. Prior to the use of ICT, WCS and the client organisation shall agree the scope, arrangements, and practical requirements necessary for the effective conduct of the certification activity.
- v. Where ICT is used, both parties shall take reasonable measures to ensure the confidentiality, integrity, and security of information exchanged during the certification process.
- vi. WCS reserves the right to require on-site audit activities where remote auditing is not considered suitable or where accreditation requirements necessitate an on-site assessment.

13. Certification Verification Databases

- i. The client organisation acknowledges and accepts that certification information may be submitted to certificate verification databases operated by accreditation bodies, international accreditation organisations, scheme owners, or other authorised parties for the purpose of verifying the validity and status of certification.
- ii. Such databases may include, but are not limited to the UKAS CertCheck, and other recognised certification verification platforms.
- iii. Information provided may include the organisation name, certificate number, certification status, certification standard, certification scope, certified locations, certification dates, and other information required for certificate verification purposes.
- iv. WCS reserves the right to submit, maintain, update, suspend, or remove certification information within such databases as required by accreditation bodies, scheme owners, contractual obligations, or applicable certification requirements.
- v. The purpose of such databases is to provide confidence in accredited certification and enable interested parties to verify the authenticity and current status of certification.

14. Changes to Certification Regulations

- i. WCS reserves the right to amend these Certification Regulations at any time to reflect changes in accreditation requirements, certification standards, legislation, regulatory requirements, industry best practice, or WCS operational requirements.
- ii. Certified organisations will be notified of significant changes to the Certification Regulations and, where applicable, advised of any actions required to maintain certification.
- iii. Where changes affect certification requirements, certified organisations shall implement the necessary actions within the timeframe specified by WCS.
- iv. WCS may undertake additional activities, including review, verification, special audits, or surveillance activities, to confirm continued compliance with revised requirements.
- v. Failure to implement required changes within the specified timeframe may result in suspension or withdrawal of certification.
- vi. The latest version of the Certification Regulations shall supersede all previous versions and will be made available to certified organisations upon request or by publication through WCS communication channels including being available on the WCS website.

15. Termination of Agreements

- i. Termination of the certification agreement means that any certificates issued to an organisation will be withdrawn.
- ii. Notification of wanting to transfer your certification from WCS to another certification body shall be taken as notification of termination. The cancellation policy and applicable charges will apply. The organisations certification status will be maintained pending completion of the transfer subject to payment of any outstanding fees and cancellation charges.
- iii. Transfer of Certification will not be allowed if an Accreditation Body (UKAS, ANAB) has requested to visit the certified organisation to complete oversight activity. This is often referred to as a witness assessment. Requests to transfer following communication of a witness assessment will be rejected and the certificate could be suspended.
- iv. Termination of the agreement may be instigated by WCS should the certification fees owed to WCS not be paid in full and on time. Any outstanding fees will remain due even after termination.
- v. If a certified organisation refuses to schedule an audit with WCS, or if a suitable date cannot be agreed in line with the certification programme, then WCS may decide to suspend and withdraw the certificate.

For more information please contact info@world-cert.co.uk

Appendix A Terms and Definitions

For the purpose of these Regulations the following terms and definitions apply.

Auditee: The organisation, which is intended to be, or is certified.

Annual Fee / Surveillance Fee: Is the fee payable to WCS to cover the annual maintenance audits and continued certification.

Appeals Committee: The Appeals Committee is a group of individuals put together to review an appeal made by an applicant or certified organisation.

Applicant: The organisation which has applied but has not yet been granted certification.

ANAB: The ANSI National Accreditation Board. Accreditation Body based in the USA.

AAQG: The Americas Aerospace Quality Group.

AS 9104/*: Requirements for Aerospace Quality Management System Certification / Registration Programmes.

Certification Agreement: The formal contract between WCS and the applicant / certified organisation.

Certificate: This is a document issued by WCS which states the management systems of a certified organisation conforms with the applicable management system standard.

Client: Organisation that is contracted with WCS for WCS to provide assessment and certification services.

Certification Decision: WCS makes all certification decisions. The decision has to be completed before a certificate can be issued. A positive decision will mean WCS issuing a certificate of registration to the applicant.

Certification Manager: Is a position within WCS that is responsible for authorising initial or ongoing certification including scope extensions.

IAF: International Accreditation Forum. Responsible for the worldwide program of conformity assessment which reduces risk for business and its customers by assuring them that accredited certificates may be relied upon.

ICT: Information and Communication Technology such as video conferencing, remote interviews, live video streaming, electronic document review, screen sharing, and remote access to records and information.

IAQG OASIS - The International Aerospace Quality Group Online Aerospace Supplier Information System.

Impartiality Committee: A committee established to oversee the operations of WCS and ensure impartiality of the certification process.

Initial Audit: Completed at the start of the certification process. This is split into a Stage One and Stage Two.

ISO/IEC 17021-1 Conformity assessment: Requirements for bodies providing audit and certification of management systems.

Logo / Mark: Is the logo approved by WCS. This logo can and cannot include the accreditation body logo.

Management System Standard: Standards against which WCS provides certification, such as ISO 9001, ISO 14001, ISO 45001, AS 9100 and ISO/IEC 27001.

Quote: The document that communicates the audit time and costs to the organisation as well as terms and conditions. Once accepted the quote becomes the certification agreement.

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Remote Auditing: Audit activities conducted using Information and Communication Technology (ICT) where auditors do not need to be physically present at the auditee's location.

Request for quote: Application form from the applicant organisation.

Special Audit: This is an audit outside of the planned three-year programme that may be required for reasons such as a scope extension.

Technical Review: The process completed by WCS to ensure the audit report contains the information required to make a certification decision for the applicable standard / scope.

UKAS: The United Kingdom Accreditation Service.

WCS: The organisation providing certification, full name World Certification Services Limited.

Appendix B – Document Amendment History

Date	Amendment	Issue Number
1 st November 2026	Full rework of the certification regulations. Revised the layout, clause numbers and expanded the requirements in line with ISO 17021-1 and ISO/IEC 27006 and AS 9104/1A. Added section on Sanctions, Force Majeure, Certification Verification Systems and Amendment Record for traceability.	21 to 22