



**NATIONAL CERTIFICATION DIVISION**

<b>TITLE:</b>	<b>IDENTIFICATION No.</b>	<b>AUTHOR:</b>
<b>GENDER EQUALITY CERTIFICATION PROCEDURE</b>	<b>NCD/ PRO/14</b>	<b>QUALITY MANAGEMENT SYSTEM OFFICER</b>

**AUTHORIZATION:**  
**THIS PROCEDURE IS ISSUED UNDER THE AUTHORITY OF:**

<b>NAME:</b>	<b>BAJENEZA Jean Pierre.</b>
<b>TITLE/POSITION:</b>	<b>Ag.NATIONAL CERTIFICATION DIVISION MANAGER</b>

**DOCUMENT CONTROL:**

<b>CONTROLLED</b>	<b>WATER MARKED</b>
-------------------	---------------------

**TABLE OF CONTENTS**

<b>1. PURPOSE .....</b>	<b>3</b>
<b>2. SCOPE .....</b>	<b>3</b>
<b>3. PRINCIPAL RESPONSIBILITIES.....</b>	<b>3</b>
<b>4. INITIAL CERTIFICATION.....</b>	<b>3</b>
<b>4.1 Certification Enquiries .....</b>	<b>3</b>
<b>4.2 Application.....</b>	<b>4</b>
<b>4.3 Application Review.....</b>	<b>4</b>
<b>4.4 Audit programme .....</b>	<b>5</b>
4.4.1 General.....	5
4.4.2 Determining audit time .....	6
<b>4.5 Planning Audits .....</b>	<b>6</b>
4.5.1 Determining audit objectives, scope and criteria .....	6
4.5.2 Audit Team selection .....	7
<b>4.6 Preparing audit activities .....</b>	<b>7</b>
4.6.1 Assigning work to the Audit Team.....	7
4.6.2 Preparing the audit plan.....	7
4.6.3 Communication of audit plan.....	7
4.6.4 Preparing work documents .....	7
<b>4.7 Conducting on-site certification audit .....</b>	<b>7</b>
4.7.1 Stage 1 Audit .....	7
4.7.2 Stage 2 audit.....	8
<b>4.8 Preparing audit conclusions .....</b>	<b>9</b>
<b>4.9 Conducting the closing meeting .....</b>	<b>9</b>
<b>4.10 Audit report.....</b>	<b>9</b>
<b>4.11 Effectiveness of corrections and corrective actions .....</b>	<b>10</b>
<b>4.12 Additional audits .....</b>	<b>10</b>
<b>4.13 Audit and report outcomes.....</b>	<b>10</b>
<b>4.14 Certification decision and documents .....</b>	<b>11</b>
<b>5. MAINTAINING CERTIFICATION.....</b>	<b>11</b>
<b>5.1 General.....</b>	<b>11</b>
<b>5.2 Surveillance activities .....</b>	<b>12</b>
<b>5.3 Surveillance Audits .....</b>	<b>12</b>
<b>6. RECERTIFICATION .....</b>	<b>13</b>
<b>7. SPECIAL AUDITS .....</b>	<b>13</b>
<b>7.1 Extensions of scope.....</b>	<b>13</b>
<b>7.2 Short notice/unannounced audits.....</b>	<b>14</b>
<b>7.3 Suspending, withdrawing, terminating or reducing the scope of certification .....</b>	<b>14</b>

	National Certification Division	NCD/PRO/14
Title:	<b>Gender Equality Certification Procedure</b>	Page 3 of 14

## 1.PURPOSE

To define the requirements for the System Certification processes and the management thereof to comply with requirements of ISO 17021 and give confidence to all parties.

## 2.SCOPE

This procedure covers the entire GES certification process; It provides general guidelines for application, initial audit, surveillance activities, re-certification and special audits including certification decision as applicable. This procedure is applicable to both private and public scope.

## 3.PRINCIPAL RESPONSIBILITIES

- 3.1 NCD Top management ensures that the Certification Contract is upheld.
- 3.2 The NCD Manager ensures that certification process is operating effectively.
- 3.3 The Unit Director ensures timely planning and effective implementation of certification activities
- 3.4 The Unit Director monitors timely implementation of certification processes according to documented policies, procedures and the service charter
- 3.5 The Gender Equality Seal (GES) certification Scheme in-charge is responsible for the management of the audit programme(s).
- 3.6 The CDC is responsible for making certification decision
- 3.7 The CSI ensures that all certification activities are conducted in an impartial manner
- 3.8 Quality Management System Officer ensures that the documents are controlled
- 3.9 Auditors are responsible for making an accurate, concise and clear record on the entire audit process to ensure compliance with NCD procedures and enable an informed certification decision to be made.

## 4.INITIAL CERTIFICATION

### 4.1 Certification Enquiries

4.1.1 Enquiries for GES certification services can be received through phone calls on RSB hotline 3250/0788303492 or personnel handsets, MIS, letters, Live chat on RSB website, emails: [info@rsb.gov.rw](mailto:info@rsb.gov.rw), [certification@rsb.gov.rw](mailto:certification@rsb.gov.rw) or personnel. Prospective clients may also pay a visit to the Head Office. The enquiry letters addressed to DG are forwarded to the NCD Manager who sends them to the Director to handle as appropriate.

Revision: 00		Date of Approval:	07/06/2025
--------------	--	-------------------	------------

	National Certification Division	NCD/PRO/14
Title:	Gender Equality Certification Procedure	Page 4 of 14

4.1.2 The personnel who receives the enquiry provides the prospective client, information on GES certification process and requirements (Management system certification [SCU/FOM/15](#) and also detailed below:

- a) GES certification process as detailed in GES certification flow chart [NCD/CFC/04](#);
- b) The normative requirements for GES certification
- c) Information about the fees for application, initial certification and continuing certification is per public the Ministry of trade announcement of 6 January 2025.
- d) The NCD certification requirements for prospective clients are detailed in the guide on requirements for gender equality seal certification [NCD/GID/07](#).
- e) Procedure for reducing, extending, suspending, terminating, withdrawing certification [NCD/PRO/07](#)
- f) Terms and conditions for certification [NCD/CTC/02](#).
- g) Information on procedure for handling complaints and appeals [NCD/PRO/06](#) which is also publicly accessible.

The personnel who provided the certification requirements to the client then gives the client the management system requirement information form [SCU/FOM/15](#), to fill as evidence of having received the requirements.

## 4.2 Application

- a) In case the client is ready for application, he/she fill the GES questionnaire [SCU/GER/07](#) the application form [SCU/FOM/17](#) . Payments are done through one of the Rwanda Revenue Authority (RRA) Non-Fiscal Revenue accounts opened in different banks or Irembo software and other online platforms. The application and proof of payment are received through management information system (MIS).

4.2.1 When an application is received, a code automatically generated through MIS is registered as an identification through the entire system.

4.2.2 The Director assigns to the relevant management system (Scheme) in-charge or certification officer the applicant's file.

## 4.3 Application Review

4.3.1 On receipt of filled application form and questionnaire, the GES Certification Scheme in-charge reviews the documents to ensure that:

- a) The information about the applicant organization and its Management System is sufficient to develop an audit programme,
- b) The requirements for GES certification have been clearly communicated and understood,

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	<b>National Certification Division</b>	<b>NCD/PRO/14</b>
Title:	<b>Gender Equality Certification Procedure</b>	Page 5 of 14

c) Any known difference in understanding between the certification body and the applicant organization is resolved,

d) The certification body has the competence and ability to perform the certification activity, for the scope of GES certification sought, the location(s) of the applicant organization's operations, time required to complete audits and any other points influencing the certification activity are taken into account (safety conditions, threats to impartiality and language). Then the GES Certification Scheme in-charge fills step 3 in MIS of the application form.

4.3.2 Director SCU, takes a decision of acceptance or declining the application. Records of the justification for the decision to undertake the audit are maintained in step 4 and 5 in MIS of the application form.

4.3.3 If the decision is to proceed with the GES certification process, Director of SCU communicates to the client through MIS or an email.

4.3.4 If the application is declined, Director of SCU or the GES certification officer communicates clearly the reasons to the client through MIS or an email.

4.3.5 The GES Certification scheme in-charge develops the audit programme; [SCU/PME/05](#) for the full certification cycle which covers the complete GES requirements. A tentative audit programme is communicated to the applicant.

#### **4.4 Audit programme**

##### **4.4.1 General**

4.4.1.1 The audit programme clearly identifies the audit activity (ies) required to demonstrate that the client's management system fulfils the requirements for certification to the selected standard(s) or other normative document(s).

4.4.1.2 The audit programme for the initial certification includes a two-stage initial audit, surveillance audits in the first and second years following the certification decision, and a recertification audit in the third year prior to expiration of certification. The first three-year certification cycle begins with the certification decision. Subsequent cycles begin with the recertification decision.

4.4.1.3 The determination of the audit programme and any subsequent adjustments considers the size of the client, the scope and complexity of its management system, products and processes as well as demonstrated level of management system effectiveness, the results of any previous audits and any changes that could impact client's management system.

4.4.1.4 Surveillance audits are conducted at least once a calendar year, except in recertification years. The date of the first surveillance audit following initial certification cannot be more than 12 months from the certification decision date.

4.4.1.5 Where NCD takes account of GES certification already granted to the client or/and of audits performed by another certification body, NCD obtains and retains sufficient evidence, such

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	National Certification Division	NCD/PRO/14
Title:	<b>Gender Equality Certification Procedure</b>	Page 6 of 14

as reports and documentation on corrective actions, to any nonconformity. Follow up and adjustments on corrective actions from previous non-conformities (if any) and on existing programme are justified and recorded.

4.4.1.6 Where the client operates shifts, the activities that take place during shift working hours are considered when developing the audit programme and audit plans.

4.4.1.7 The programme is then verified for completeness by the Director SCU.

#### 4.4.2 Determining audit time

The GES certification scheme in-charge determines the audit time for each client using the work instruction on audit time determination [NCD/WIS/012](#), and the justification for the determination is recorded.

### 4.5 Planning Audits

#### 4.5.1 Determining audit objectives, scope and criteria

4.5.1.1 The NCD determines the audit scope and criteria, including any changes, established after discussion with the client.

4.5.1.2 The audit objectives describe what is to be accomplished by the audit and include the following:

- a) determination of the conformity of the client's GES, or parts of it, with audit criteria;
- b) determination of the ability of the GES to ensure the client meets applicable statutory, regulatory and contractual requirements;
- c) determination of the effectiveness of the GES to ensure the client can reasonably expect to achieving its specified objectives;
- d) as applicable, identification of areas for potential improvement of the GES.

The above objectives are generic, specific objectives to the type of audit are detailed in the client audit program.

4.5.1.3 The audit scope describes the extent and boundaries of the audit, such as sites, organizational units, activities and processes to be audited. Where the initial or re-certification process consists of more than one audit (e.g., covering different sites), the scope of an individual audit may not cover the full certification scope, but the totality of audits is consistent with the scope in the certification document.

4.5.1.4 The audit criteria is used as a reference against which conformity is determined, and include:

- a) the requirements of a defined normative document on management systems;
- b) the defined processes and documentation of the GES.

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	National Certification Division	NCD/PRO/14
Title:	Gender Equality Certification Procedure	Page 7 of 14

#### 4.5.2 Audit Team selection

4.5.2.1 The Director of System Certification Unit, selects competent audit team maintained in the pool of auditors and experts [NCD/FOM/18](#) and using the auditor selection guide [NCD/GID/02](#), contacts RSB staff with the competence in the applied scope, then selects and appoints the Audit Team, including the Audit Team leader.

4.5.2.2 Trainee Lead Auditor and/or a trainee Auditor, observer or technical expert may be included in the Audit Team as the need arises to ensure the totality of the competences of the audit team.

4.5.2.3 Auditors-in-training may participate in the audit under the observation of a competent team leader. The appointed team leader is competent to take over the duties and has final responsibility for the activities and findings of the auditor-in-training.

#### 4.6 Preparing audit activities

##### 4.6.1 Assigning work to the Audit Team

The Audit Team Leader assigns work to the audit team members in accordance with the work instructions for auditors [NCD/WIS/02](#)

##### 4.6.2 Preparing the audit plan

4.6.2.1 Using the work instruction for auditors [NCD/WIS/02](#), the audit Team Leader drafts the audit plan appropriate to the objectives and the scope of the audit consistent with the audit programme.

##### 4.6.3 Communication of audit plan

4.6.3.1 The team leader communicates the plan and the date of the audit is agreed upon, in advance, with the client organization as detailed in work instruction for auditors [NCD/WIS/02](#)

##### 4.6.4 Preparing work documents

The Audit Team members prepare work documents as per work instruction for auditors [NCD/WIS/02](#)

#### 4.7 Conducting on-site certification audit

RSB auditors carry out the initial audit in two stages:

##### 4.7.1 Stage 1 Audit

4.7.1.1 The client is issued a proforma invoice for stage 1 audit. Upon presenting proof of payment, the client is scheduled on a monthly work schedule [NCD/SED/02](#)

Revision: 00		Date of Approval:	07/06/2025
--------------	--	-------------------	------------

	National Certification Division	NCD/PRO/14
Title:	<b>Gender Equality Certification Procedure</b>	Page 8 of 14

4.7.1.2 Stage 1 on-site visit is conducted by the Audit Team to:

- a) evaluate the client's location and site-specific conditions
- b) discuss with the client's personnel to determine the preparedness for the stage 2 audit
- c) review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the GES;
- d) collect necessary information regarding the scope of the GES, processes and equipment used, client's sites, applicable statutory and regulatory requirements
- e) review the allocation of resources for stage 2 audit and agree with the client on the details of the stage 2 audit;
- f) provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in the context of gender equality standard or other normative documents.
- g) evaluate if the internal audits and management review are being planned and performed, and that the level of implementation of the system substantiates that the client is ready for the stage 2.

4.7.1.3 The team leader communicates in writing, conclusions of stage 1 audit to the client with regard to fulfillment of the stage 1 objectives and the readiness for stage 2 including any areas of concern that could be classified as nonconformity during stage 2.

4.7.1.4 In determining the interval between stage 1 and stage 2, the audit team leader considers needs of the client to resolve areas of concern identified during stage 1. The period between stage 1 and 2 shall not exceed three (3) months, if three months elapse after stage 1, and the client is not ready for stage 2, then a full or part of stage 1, will be repeated as applicable.

4.7.1.5 If any significant changes which would impact the gender equality system occur, NCD repeats all or part of stage 1 as deemed necessary.

4.7.1.6 The client is informed of results of stage 1 that may lead to postponement or cancellation of stage 2.

4.7.1.7 For details on the process of conducting stage 1 audit for GES, refer to work instruction for auditors [NCD/WIS/02](#).

#### 4.7.2 **Stage 2 audit**

4.7.2.1 The client is issued a proforma invoice for stage 2 audit. Upon presenting proof of payment, the client is scheduled on a monthly work schedule.

4.7.2.2 Stage 2 audit is carried out at client premises to evaluate the effectiveness of client's gender equality system implementation and determine its compliance to the applicable standard requirements. It includes at least some of the following:

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	<b>National Certification Division</b>	<b>NCD/PRO/14</b>
Title:	<b>Gender Equality Certification Procedure</b>	Page 9 of 14

- a) information and evidence about conformity to all requirements of the applicable gender equality standard or other normative documents;
- b) performance monitoring, measuring, reporting and reviewing against key performance objectives and targets consistent with the expectations in the applicable gender equality standard or other normative documents;
- c) the client's gender equality system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements;
- d) operational control of the client's processes;
- e) internal auditing and management review;
- f) management responsibility for the client's policies;

4.7.2.3 The Audit Team conducts stage 2 audit starting with opening meeting up to closing meeting in accordance with work instructions for Auditors [NCD/WIS/02](#).

#### 4.8 Preparing audit conclusions

Under the responsibility of the audit team leader, the Audit Team analyzes findings, compiles audit evidence gathered during stage 1 and 2 audits and agrees on audit conclusions.

#### 4.9 Conducting the closing meeting

4.9.1 A formal closing meeting is held conducted by Team Leader who communicates audit findings in accordance with the Agenda of the Closing Meeting [NCD/FAT/04](#) to the client in such a manner that the findings are well understood.

4.9.2 The communication includes audit conclusions which also informs the client about Audit Team's opinion on whether it will recommend or not recommend the audited organization for certification.

4.9.3 If audit reveals any non-conformity, Audit Team Leader issues a CAR form [NCD/FOM/04](#) requiring the client to analyze the root cause and describe Corrective Action to be taken, to eliminate detected nonconformities, within a defined timeframe.

4.9.4 The CAR Form is signed by both Audit Team Leader and Company Representative and each party keeps a signed copy.

4.9.5 Audit Team and client agree upon timeframe within which a plan for corrections and corrective actions will be presented to Audit Team Leader prior to implementation.

#### 4.10 Audit report

The Audit Team then writes a formal audit report. The Audit Team Leader submits stage 2 report in accordance with the Audit Report Format [NCD/FAT/12](#) to Director of SCU. The work instruction

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	<b>National Certification Division</b>	<b>NCD/PRO/14</b>
Title:	<b>Gender Equality Certification Procedure</b>	Page 10 of 14

for Auditors [NCD/WIS/02](#) gives instructions on the elements to be included in the report. RSB provides a written report for each audit. Ownership of the audit report is maintained by RSB National Certification Division.

#### **4.11 Effectiveness of corrections and corrective actions**

4.11.1 The Audit Team reviews the corrections, identified causes and corrective actions submitted by the client, to determine if these are acceptable.

4.11.2 The Audit Team verifies the effectiveness of any correction and corrective actions taken. The identified Root Cause, Corrective Action proposed and final timeframe for closing non-conformities are agreed upon by both parties.

4.11.3 The client maintains the original copy of the CAR form and a copy is maintained in the client file by NCD.

4.11.4 If a major non-conformity is not closed within six (6) months where applicable, NCD conducts another stage 2 prior to recommending certification. The client incurs the cost of the rescheduled audit.

4.11.5 For surveillance audits, in the event a major non conformity is raised maximum closure time is three months while for a minor non conformity is six (6) months where applicable.

#### **4.12 Additional audits**

4.12.1 Audit Team Leader informs the client if one of the following will be conducted:

- a) additional full audit,
- b) additional limited audit,
- c) verification of Corrective Actions agreed upon.

4.12.2 For major non-conformity, prior to making a recommendation for certification, verification of the Corrective Actions and their effectiveness is confirmed by the audit team.

4.12.3 , For non-conformities classified as minor, Audit Team Leader recommends for certification based on the approved corrective action plan made by the client organization.

#### **4.13 Audit and report outcomes**

The Director of SCU verifies whether the intended audit and report outcome have been attained, that is whether:

- a) opening and closing meetings are held;
- b) audit evidence collection techniques are effective;
- c) Audit Team members take adequate notes of audit evidence;

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	<b>National Certification Division</b>	<b>NCD/PRO/14</b>
Title:	<b>Gender Equality Certification Procedure</b>	Page 11 of 14

- d) sampling techniques are used effectively;
- e) Audit Team members reach conclusions consistent with the audit evidence
- f) The content of the audit report fulfils the requirements of NCD
- g) Re-audits are performed when necessary.
- h) The certification recommendation is consistent with the audit findings, the audit objective and the scope of certification.

#### 4.14 Certification decision and documents

4.14.1 Audit Team Leader submits the file to Director of SCU who reviews the report for completeness and submits to CDC chairperson.

4.14.2 Upon receipt of the file, the CDC Chairperson appoints an independent reviewer who fills Part A and B of certification decision form [NCD/FOM/15](#). The CDC carries out its role as detailed in the work instructions for CDC [NCD/WIS/04](#).

4.14.3 The CDC communicates the outcome to the DG.

4.14.4 The NCD Manager forwards the CDC decision to the SCU Director for implementation of the decision.

4.14.5 If certification is granted, the contract [NCD/LIC/06](#) is signed by both parties; the [Certificate](#) is approved by DG and issued to the client alongside with the right to use the Marks. For clients are issued with RSB Gender equality Marks.

4.14.6 If certification is not granted, the client is formally communicated by SCU Director within three (3) days upon reception of CDC minutes from DG and the necessary corrective actions are carried out.

4.14.7 The GES Certification scheme in-charge in case certification is granted, adds the client to the directory of certified organizations.

4.14.8 The certification is valid for 3 years from the date on which certification is granted subject to renewal (recertification)

4.14.9 The certification marks are issued in electronic format. In the event of issuing any revised certification documents, a unique identification code helps distinguish the revised documents from any prior obsolete documents.

## 5.MAINTAINING CERTIFICATION

### 5.1 General

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	<b>National Certification Division</b>	<b>NCD/PRO/14</b>
Title:	<b>Gender Equality Certification Procedure</b>	Page 12 of 14

5.1.1 Maintenance of the certification of the client is based on demonstration of continued compliance to the gender equality system standard requirements, as well as the client meeting the contractual terms and conditions.

5.1.2 When the certified client consistently fails to carry out Corrective Action to the raised non conformities or contravenes the certification contract the Audit Team Leader reports to the Director of SCU who forwards the report to the CDC to convene and initiate a review to determine whether certification can be maintained or otherwise.

5.1.3 The unit director monitors SCU surveillance activities, to confirm whether they are operating effectively.

5.1.4 The intended outputs from this certification step include assuring:

- a) the audit program has been followed and surveillance and recertification functions have been performed in a timely manner;
- b) adequate sampling of surveillance reports for review;
- c) any changes have been reviewed and verified as not adversely affecting the certification;
- d) demonstrated escalation in the event of non- conformities that could lead to suspension or withdrawal of certification;
- e) timely recertification audits and recertification decisions prior to expiry.

## 5.2 Surveillance activities

Surveillance activities include:

- a. on-site audits assessing the certified client's gender equality system's fulfillment of specified requirements with respect to the standard to which the certification is granted.
- b. enquiries from the RSB to the certified client on aspects of certification,
- c. reviewing any client's statements with respect to its operations (e.g. promotional material, website),
- d. requests to the client to provide documents and records,
- e. monitoring complaints to the certified client.

## 5.3 Surveillance Audits

5.3.1 Surveillance audits are conducted at least once a year. The date of the first surveillance audit following initial certification is conducted not more than 12 months from the date of certification decision

5.3.2 During the contract period, all the areas and functions covered by scope of the gender equality system are audited at least once among the scheduled surveillance audits.

5.3.3 At least three (3) months before the due date, the gender equality seal certification scheme in-charge communicates to the client about the surveillance audit.

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	National Certification Division	NCD/PRO/14
Title:	Gender Equality Certification Procedure	Page 13 of 14

5.3.4 The client is reminded of the commitment on payment for surveillance audits, upon payment; the client is confirmed on the planned monthly schedule [NCD/SED/02](#) for audit.

5.3.5 The Director of SCU appoints auditors for surveillance audits as per auditor selection guide. [NCD/GID/02](#)

## 6. RECERTIFICATION

**6.1** At least three (3) months before the end of the contract period, the GES certification in-charge communicates to the client the expiry of the certificate.

**6.2** A recertification audit is conducted to assess continued compliance and effectiveness of gender equality system as a whole and its continued relevance to the scope of certification.

**6.3** The stage 1 audit is only conducted where there are significant changes to the gender equality system of the client and/or when the system is not improved.

**6.4** In the case of multiple sites or certification to multiple management system standards being provided, the planning for the audit ensures adequate on-site audit coverage to provide confidence in the certification.

**6.5 Information for granting recertification:** For any major nonconformity raised during a recertification audit, the correction and corrective actions shall be implemented at least one month before expiration of certification to allow for their verification prior to expiry of certification

**6.6** Decision on renewing certification is based on the recertification audit results, results of review of the System over the period of certification and complaints received from users of the certification.

## 7. SPECIAL AUDITS

### 7.1 Extensions of scope

7.1.1 When a client applies for extension of scope, an application form is filled for the extended scope. The scope could be a new site, new processes or products, new services.

7.1.2 The Director of SCU assigns the GES certification scheme in-charge to review application for extension of scope and determines if the service is offered or not.

7.1.3 If the service is offered, the Director of SCU selects a team of auditors (male and female) to carry out the audit which could be in conjunction with surveillance audits and Audit Team Leader writes a report.

7.1.4 The application may not be considered however the justification is documented and the client is communicated.

7.1.5 The complete file including a report, auditor's opinion, and application form is submitted to CDC for decision making.

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------

	<b>National Certification Division</b>	<b>NCD/PRO/14</b>
Title:	<b>Gender Equality Certification Procedure</b>	Page 14 of 14

7.1.6 The client is issued with updated certification documents.

## 7.2 Short notice/unannounced audits

7.2.1 In cases of investigating complaints, follow up on suspended clients and in response to changes notified by client in respect of certification contract, short notice or un announced audits may be conducted.

7.2.2 Auditors (male and female) are appointed to carry out short notice or un announced audits and the client is not given the opportunity to object to the composition of the audit team.

## 7.3 Suspending, withdrawing, terminating or reducing the scope of certification

NCD has documented a procedure [NCD/PRO/07](#) which governs suspending, withdrawing or reducing the scope of certification.

Revision:	00		Date of Approval:	07/06/2025
-----------	----	--	-------------------	------------