

Procedure Acceptatie Certificatie Instellingen certificering parkeerplaatsen (Versie 20 november 2012)

Binnen het LABEL-project zijn de globale eisen opgesteld waaraan Certificatie Instellingen (CI's) moeten voldoen. Daarnaast is een aanzet gegeven op welke wijze in Europa de CI's geaccepteerd zouden kunnen worden. Zie de bijlage bij deze notitie.

Tot besluitvorming of heldere richtlijnen in Europa is het echter tot dusver niet gekomen.

Op dit moment zijn er 2 CI's binnen het LABEL-project geaccepteerd: Dekra en Atlantis. Het National Assessment Committee (NAC) vindt het belangrijk dat ook andere (Nederlandse) CI's kunnen worden toegelaten. Daarom zal de volgende procedure worden gehanteerd:

1. Een CI kan zich aanmelden bij het secretariaat van het NAC (VbV). De CI moet bij de aanvraag aantonen aan de gestelde eisen (zie hieronder) te kunnen voldoen.
2. Als de aanvraag compleet is wordt deze voorgelegd aan het NAC. Het NAC toetst of de CI voldoet aan de gestelde eisen.
3. Indien voldaan wordt sluit VbV een overeenkomst af met de CI:
 - a. CI moet blijvend voldoen aan de voorwaarden
 - b. CI mag in Nederland audits uitvoeren volgens het LABEL-schema en komt op de Nederlandse lijst van geaccepteerde CI's
 - c. CI wordt voorgedragen aan de IAC om ook als internationale CI te worden geaccepteerd

De uitvoering van de certificering geschiedt conform de door de IAC vastgestelde procedures met betrekking tot LABEL. Het NAC behoudt zich wel het recht voor om daar waar nodig af te kunnen wijken van de Europese eisen en procedures of deze nader in te vullen. Zo is de termijn van de verplichte heraudits door het NAC gesteld op 3 jaar.

Eisen gesteld aan de CI:

De NAC stelt de volgende eisen aan de CI:

- beschikt over een geldige accreditatie, uitgegeven door de Nederlandse Raad voor Accreditatie (tegen de norm ISO/IEC 17021 voor managementsystemen)
- waarbij de scope waarvoor de CI is geaccrediteerd aantoonbaar een raakvlak moet hebben met de certificering van parkeerterreinen en/of met beveiliging/veiligheid en/of met transport en de logistieke sector. Dit ter beoordeling van het NAC.
- landelijke dekking.

BIJLAGE: criteria LABEL

9 Criteria for Certification Bodies

9.1 Criteria for Certification Bodies

To implement a system which gives the customer and visitor of a truck parking area the assurance to gain more value and a high performance in choosing a TPA with certificate, it is important to create a reliable and trustworthy system. In the world of the International Standard organization such certification systems are working very successfully:

ISO 9001 and ISO 14001 are implemented by over a million organizations in 175 countries (source: iaf.org). One reason for this success, are the comprehensive regulations for certification bodies with an emphasis on impartiality and confidentiality.

We refer also to the conformity assessments as mentioned in the criteria's of the ISO /IEC 17021 "Requirements for bodies providing audit and certification of management systems". Despite ISO has developed over 17.500 International Standards, there is no specific ISO norm for auditing Parking Areas as such and it is not the intention of LABEL to create such an International Standard.

The following EA-Scope may be relevant for the Truck Parking Areas Audits:

EA-Scope 30 "Hotels and Restaurants" EA-Scope 31 "Transport, storage and communication" EA-Scope 29/2 "Garages, Repair of motor vehicles, motorcycles and personal and household goods" in case a gas station is part of the TPA.

These procedures represent an international consensus on good quality management practices. It provides a set of standardized requirements for a quality management system, regardless of what the user organization does, its size, or whether it is in the private, or public sector. It is well known and international accepted.

The International Ship and Port Facility Security Code (ISPS Code) is a comprehensive set of measures to enhance the security of ships and port facilities, developed in response to the perceived threats to ships and port facilities in the wake of the 9/11 attacks in the United States and is also implementing good quality management systems in relevant facilities such as Truck Parking Areas.

It is imperative that the Certification Bodies are to ensure the principles for competence, consistency and impartiality of audits and third-party conformity assessments and that these are maintained.

The CBs shall give proofs of these competencies, by compliance to or affiliation to any of above international standards or by any means of experiences as accepted by international organisations or the various national accreditation bodies of the EU members.

The following Certification Bodies have been authorised so far:

DEKRA (full style) ATLANTIS (full style)

However, to ensure a most highly acceptance of the TPA certificates by the customer and visitor, the Certification Bodies are to be authorised and regularly supervised.

10 Who certifies the certification bodies?

The authorisation of the certification bodies (CB) is an important part of the certification process. The EU-Label can only give an additional value to the customer, if the procedures of the different CBs are comparable and accepted in the whole EU.

The function of the authorisation is to further guarantee impartiality and competence of the certification bodies and the application of the certification rules.

From this it follows that the authorisation shall be done by an organization which is independent from the certification bodies and cannot be done by themselves.

Organisation for authorisation for example can be

a) The EU committee (EC),

b) The national accreditation bodies of the EU members (this efforts an EU regulation or single contracts with the national accreditation bodies)

c) A committee of EU associations, who are interested in this certification system (e.g. associations of the transport, travel and/or tourist sector).

Tasks and duties of that organization would be to ensure impartiality and competence of the

certification bodies and as well to create and up-date the list of the authorised certification bodies.

We would suggest that a “Label Regulatory Board” is organised, that does not only ensure the above tasks but is also requested to :

1. Ensure an appropriate follow up of the LABEL project and the norms put in application. As time pass by, adjustments to the criteria might become necessary to keep the LABEL certification up to date in the Market.

2. Ensure an appropriate response to complaints. In case of complaints or other information regarding the performance level (security, service), this “Label Regulatory Board” would be able to instruct the certification body to perform an extraordinary audit in order to verify whether the performance level is still complied with. The costs incurring in this connection have to be borne by the customer (TPA). Such extra control possibility makes it possible to clear the Labelling from third party abuses or even, in serious cases, to have the certificate / label downgraded or withdrawn.

This seems to be necessary towards the viability of the Label Project in the next years.