NSF INTERNATIONAL
E-WASTE CERTIFICATION PROCESS

NSF International is your comprehensive solution provider, dedicated to supporting the electronics recycling industry. Whichever certification program fits your needs, NSF can certify your organization. e-Stewards, R2 and RIOS certification distinguishes your company as an industry leader and can position you as a preferred supplier. For more information on the registration process, view our webinar at **http://bit.ly/2mIW5sD**.

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
QUOTE/ CONTACT	PRE-ASSESSMENT	STAGE I: READINESS REVIEW	STAGE II: REGISTRATION AUDIT	CORRECTIVE ACTION & FOLLOW-UP (IF NECESSARY)	CERTIFICATION GRANTED	SURVEILLANCE AUDITS	RE-REGISTRATION

APPLICATION PROCESS

1. Application document is sent to client for completion and gathers data about the organization that is necessary to produce a quotation for services.

2. A quotation is then created and sent to the client for review. Follow-ups are conducted to make sure the client understands the quotation.

3. If the client is ready to move forward, a contract with all of the terms and conditions relating to certification, is sent for review and signature.

4. Once NSF receives the signed contract, the scheduling process can begin.

SCHEDULING PROCESS

1. NSF will assign a project manager to your account who will be in touch to discuss your tentative timelines for certification.

2. The project manager then conducts a search for all available auditors, within your requested timelines, and will help to schedule your first event with NSF.

WHY CERTIFICATION?

As more electronics are produced each year, the role of electronics recyclers will continue to grow, as does the importance that they operate in a healthy, safe, and environmentally responsible way. Certification creates confidence that your organization is leading the way to create jobs, dissolve human health and safety issues and mitigate data breaches we are all becoming too familiar with.

OPTIONAL PRE-ASSESSMENT

1. Pre-assessments are optional services which can be done prior to the certification audits (Stage 1 and Stage 2) which help determine your degree of conformance to the chosen standards. These are typically one day activities which produce a report describing any gaps found. This activity helps clients who are new to certification understand where they may need to focus further or where they are excelling and on track.

STAGE 1 READINESS REVIEW

1. This activity is conducted as a first step in the certification audit process. The objectives of this activity are to:

   > Review the client's documentation to ensure it meets the requirements set forth in the standards for which the client is seeking certification.

   > Evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2;

   > Review the client's status and understanding regarding requirements of the standard, particularly with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;

   > Obtain necessary information regarding the scope of the management system, including:

     • The client's site(s)
     • Processes and equipment used
     • Levels of controls established (particularly in case of multi-site clients)
     • Applicable statutory and regulatory requirements

   > Review the allocation of resources for stage 2 and agree the details of stage 2 with the client

   > 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 the management system standard or other normative document

   > Evaluate if the internal audits and management reviews are being planned and performed, and that the level of implementation shows evidence the client is prepared for the stage 2

2. Once the stage 1 is complete, a report will be sent to the client detailing the audit observations and any areas that needed to be addressed and implemented prior to the start of the stage 2. The client and auditor can then evaluate and confirm when the stage 2 could be scheduled.

STAGE 2 CONFORMANCE AUDIT

1. This activity is conducted as the second step in the certification audit process. The objectives of this activity are to evaluate the implementation, including effectiveness, of the client's management system and will include the following:

   > Information and evidence about conformity to all requirements of the applicable management system standard or other normative documents

   > Performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document)

> The client's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements

> Operational control of the client's processes

> Internal auditing and management review

> Management responsibility for client's policies

2. Once the stage 2 is complete, a report will be sent to the client detailing the audit observations and any areas of non-conformance that were identified.

3. Once non-conformances have been addressed and accepted by the auditor and NSF staff, the client file is submitted to certification committee for review and approval.

NON-CONFORMANCES

1. Non-conformances are any areas within the management system is found by NSF to be failing to meet the stated requirements. Non-conformances can be written during any onsite activity and are required to be addressed within 60 days of the closing meeting when the non-conformance was identified.

2. Non-conformances can be identified into two classifications:

> Minor – A single observed incident that is not considered to be a breakdown of the system or process

> Major – The failure to address a requirement resulting in a breakdown of the client's system or process

CERTIFICATION PROCESS

> Once the Stage 2 audit has been complete, any identified non-conformances have been addressed and accepted by the NSF auditor and staff, the entire file will be submitted to certification committee for review.

> The committee conducts a review to ensure all accreditation rules have been met and that the organization meets the requirements to become certified.

> Once approved by committee, the electronic certificate is generated and sent via email for immediate use.

ANNUAL SURVEILLANCE

1. Surveillance audits are required to be completed at least once-annually to ensure continued conformance to the standards and to monitor any changes to the client's management system. These activities sample performance and processes with specific focus on the following:

> A review of the annual internal audit and management review

> A review of actions taken on nonconformities identified during the previous audit

> Complaints handling

> Effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system(s)

> Progress of planned activities aimed at continual improvement; f) continuing operational control; g) review of any changes; h) use of marks and/or any other reference to certification.

> Continued operational control

> Use of marks/logos or any other reference to certification

2. Once the surveillance is complete, a report will be sent to the client detailing the audit observations and any areas of non-conformance that were identified.

3. Once non-conformances have been addressed and accepted by the auditor and NSF staff, the client file is submitted to certification committee for continued certification.

RECERTIFICATION AUDIT

1. Recertification audits are required to be completed once every three years and prior to the expiration of the certificate. This activity ensures the following:

   > The effectiveness of the management system in its entirety in the light of internal and external changes that have occurred

   > The client's demonstrated commitment to maintain the effectiveness and improvement of the system in order to enhance overall performance

   > The effectiveness of the system with regard to achieving the certified client's objectives and the intended results of the respective management system

2. Once the reassessment is complete, a report will be sent to the client detailing the audit observations and any areas of non-conformance that were identified.

3. Once non-conformances have been addressed and accepted by the auditor and NSF staff, the client file is submitted to certification committee for review and approval of a new three-year certification.

E-WASTE READINESS ASSESSMENT

How ready are you to get certified? Find out with our free online assessment.
http://info.nsf.org/extranet/su_readiness/index.asp?id=R2

CONTACT US

For more information, visit **www.nsfsustainability.org**, call +1 734 827 5668 or email **sustainability@nsf.org**.

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