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1.0 PURPOSE

- A. The purpose of this document is to establish policies for, as well as provide, a general description of the EAGLE Certification Process. This document is available to the general public and any interested party. It is written specifically for the benefit of the certification client.
- B. The term "Client" as used in this document refers to an organization seeking certification services from EAGLE.
- C. EAGLE is committed to providing qualified, competent, efficient, affordable, and openly available third-party registration and assessment services to various national and international standards. This is done in a timely manner and with the highest integrity. EAGLE's emphasis shall be to provide its clients with the best registration and assessment services possible while helping its clients stay focused on achieving value from their management systems. This commitment is established by EAGLE's Quality Manual, Document 1.

2.0 SCOPE

This document gives an overview of EAGLE's process for registration for management systems of all types to ISO/IEC 17021-1.

3.0 CONTENT / CONTEXT

- A. EAGLE's management system has taken into consideration that all activities must be objective and impartial. Objectivity means that conflicts of interest do not exist or if they do exist, they are resolved so as not to adversely influence subsequent activities in the certification process and decision.
- B. FLOW DIAGRAM
The following flow diagram briefly and pictorially shows the EAGLE Management Systems (e.g. ISO 9001, AS9100, IATF 16949, etc.) and Environmental Management System (e.g. ISO14001) Series Certification Process.
 - 1) The client requests a quotation from EAGLE.
 - 2) The client submits an application/contract to EAGLE for review.
 - 3) EAGLE may perform a practice registration assessment. This will allow a company to judge how close it is to being conforming. This assessment has no official effect on the outcome of certification processes.
 - 4) EAGLE reviews the client's Quality Manual or Documented Information to determine conformance to the standard. The client receives a detailed report.
 - 5) EAGLE will perform an on-site visit or off-site review to verify other documentation (procedures, work instructions, etc.) needed to demonstrate compliance to the standard. EAGLE answers any questions about its certification and performs a walk-through assessment. EAGLE judges if the client is ready for the registration assessment. The client receives a detailed report of the status of issues and any new findings from this visit.
 - 6) An EAGLE assessment team conducts a thorough and objective on-site assessment to determine the degree and effectiveness of the client's implementation of its management system. The client receives a detailed assessment report. The assessment team makes the certification recommendation.
 - 7) A corrective action and/or follow-up visit may be required depending on the results of the assessment.
 - 8) Based on the recommendation from the assessment team, EAGLE makes the registration decision. The client receives a certificate and complete documentation package provided an acceptable EAGLE Registration Contract is executed.

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- 9) EAGLE performs surveillance audits typically on a six, nine, or twelve-month cycle. ISO/IEC Guide 17021 requires all registrars to perform a re-certification every three years to verify overall continuing effectiveness of the organization's management system in its entirety. This Recertification visit will occur at the end of the client's three-year certification period.

EAGLE Certification Process

Meets all requirements of ISO/IEC 17021-1 and appropriate IAF Mandatory Documents

AS9100/AS9120	IATF 16949	ISO 14001	ISO 27001
Social Responsibility	ISO 9001	ISO 15378	ISO 45001
FSSC 22000	ISO 13485	ISO 22000	

- 1 Quote Requested & Provided**
 - Customized dialogue to understand the organization's needs.
- 2 Application/Contract Review**
 - The scope of certification is critical.
 - Lead auditor is then assigned by EAGLE.
- 3 Optional Practice Assessment (PA) by EAGLE**
 - This additional service helps determine gaps for compliance.
 - PA outcome not part of the official audit.
- 4 Stage 1 - Document Review/Readiness Visit**
 - Remote or On-site review to verify scope, documents, records and processes needed.
 - A detailed report with findings is provided.
 - Issues/comments must be addressed prior to the certification audit.
 - Option for Document Review portion executed off-site.
- 5 Final Step I Stage 1**
 - Client deemed ready.
 - The Management review and internal audit needs to be started before the RV and completed before the RA.
- 6 Plan for Registration**
 - The client shall have the following before Registration Assessment completed:
 - 1. all applicable standard requirements implemented;
 - 2. a full cycle of internal audits executed to validate system;
 - 3. management review of:
 - internal audit results;
 - process measures (KPIs).
 - Detailed Audit schedule shared with client.
- 7 Registration Assessment**
 - Audit team conducts an on-site assessment to determine the effectiveness of the client's management system.
 - Client receives a detailed assessment report with findings.
 - A corrective action plan and objective evidence of implementation for any finding(s).
 - A follow-up visit may be required.
 - Audit team makes a certification recommendation.

- 8 Registration Grant Decision**
 - EAGLE's Technical Staff makes certification decision based on report/corrective action closure of nonconformance(s) and Assessment Team's recommendation.



- 9 Certificate Issued**
 - Client receives an E-certificate and complete documentation package.
 - Optional hard copy certificate upon request.
 - Issued for three-year cycle.
- 10 Marketing Your Achievement**
 - Certificate listed on the IAF CertSearch.
 - Learn how to market your certificate including proper logo requirements, Form 9 (F9).
- 11 Surveillance Audits**
 - Performs Surveillance Audits, First year & Second year after Certification.
 - Six, nine or twelve month cycle (excluding FSSC 22000)
 - Selected processes reviewed, not a full system audit.
- 12 Recertification Audit**
 - Performs Recertification Audits, third year after Certification.
 - Beginning of new certificate cycle.
 - Scheduled approximately three months prior to expiration date at the end of the client's three year certification period.
 - Full system audit.
 - Includes Steps 8 & 9 above.

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C. CERTIFICATION PROCESS

Note: There are no consultancy or training services that EAGLE can specify that would suggest certification would be simpler, easier, or less expensive if those services are utilized.

1) Quotation and Charges

- a. Information on the number of days and rates for EAGLE services are readily available. EAGLE will charge the client for the registration services based on time spent and the fees stated in EAGLE's current fee schedule. Currently, this is EAGLE's only source of income. Based on these published rates and information, EAGLE is willing to provide a quotation on fees and travel for the entire registration process (subject to future charges to the client's organization and activities and EAGLE's Certification Process) and ongoing surveillance (subject to future charges to the client's organization and activities and EAGLE's Certification Process). All quotations meet the minimum days required by IAF Guidelines on ISO/IEC Guide 17021, IATF 16949, AS9104 and ISO 27006.
- b. If a client fails to pay any charges, EAGLE may discontinue further consideration of the application, not offer a registration agreement, or terminate an existing registration agreement.

2) Application

- a. An application and contract form is available from EAGLE. The information required to be completed on the form includes all locations to be covered by the registration, the standard(s) for registration, and the scope of registration. If a client has any questions, additional information will be provided.
- b. A client shall choose to be registered by EAGLE to various standards including ISO 9001. Registration may include other specifications such as IATF 16949, ISO 14001, AS9100, ISO 27001 and any future standards. A client who performs design should include design in its registration.
- c. Upon receipt of the completed application form and payment, EAGLE will review the application to make sure it has all the information needed, as well as to make sure EAGLE has the proper accreditation credentials to perform the registration. During the review of the application, EAGLE will assign a lead auditor.
- d. EAGLE will provide certification services to any client who applies, assuming EAGLE has or can reasonably obtain the proper credentials. EAGLE will require that a client execute an acceptable EAGLE Registration Agreement.
- e. After final review of the completed application form, EAGLE will acknowledge receipt of the application and ensure that all client expectations can be met, particularly the client's desired scheduling. The receipt of the application is considered public and EAGLE may make a public announcement unless otherwise requested by the client.
- f. EAGLE will then wait for the client's submittal of the Quality Manual or Documented information. EAGLE may schedule one of the optional services if the client requests.

3) Introductory Visit

- a. If the client requests an introductory visit, a Certification Manager (CM), or assigned Lead Auditor will make arrangements for the visit.
- b. This optional service may be very useful to the client. During this visit, the Lead Auditor will present the EAGLE Registrations' system to the client. The Lead Auditor will review with the client the actual standards to which the client is seeking registration. Further, the Lead Auditor will answer any specific questions regarding the requirements and standard. The Lead Auditor is not permitted to give any advice or consult in any manner. The Lead Auditor may tour the facility and point out any obvious nonconformities.

4) Practice Assessment

- a. The Practice Assessment is another optional service offered by EAGLE. EAGLE will perform an assessment that is essentially the same as a registration assessment, except it is "unofficial". EAGLE will conduct the assessment in the same manner as an actual registration

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assessment and will document non-conformities on the same forms as in an actual registration. EAGLE will provide the client with the assessment records.

- b. EAGLE will only maintain records for traceability to ensure impartiality of the client's registration process (i.e., a Confidentiality and Conflict of Interest Agreement from each assigned auditor). EAGLE limits itself to one practice assessment per standard per client site. The practice assessment does not influence the Registration Assessment.

5) Documented Information Review

- a. The client is required to document its management system in accordance with the appropriate standard or with any other special specification. ANAB Accreditation Rule 7 requires that the scope is complimentary to the scope statement that will be on the certificate that EAGLE will issue. Upon receipt of the client's documented information, the assigned Lead Auditor or another member of the assessment team will perform an evaluation. This will be to begin the determination of conformance of the client's management system to the applicable standard. The client must have a documented system that conforms to the standard(s) selected. The auditor may ask the client for additional documentation and information. The time charged for this service is normally one-half to one audit day.
- b. EAGLE will deliver to the client Document Review Report Summary indicating which management elements are not addressed and which elements are adequately addressed. Issues, comments, and notes will be recorded by the EAGLE reviewer.
- c. EAGLE's philosophy is to provide details to the client as to what is expected as early as possible in the registration process so that there are no surprises during the registration assessment. Therefore, EAGLE emphasizes the Document Review and Readiness Reviews.

6) Readiness Review

- a. The Lead Auditor will perform an onsite-visit or off-site review with the client to review resolution of quality or environmental manual issues and to verify that other documentation exists supporting the client's quality or environmental management system. The Lead Auditor will also perform sample audit questioning. This allows the Lead Auditor to judge if the client is ready for the registration audit. Also, this review enables the Lead Auditor to prepare the plan and schedule for the registration assessment.
- b. EAGLE will provide the client with a Readiness Review Report. This report will contain the client's management system listing as it is to be formally communicated by the certification body, the status of any review issues, and any new issues that may have arisen during the readiness review.
- c. At this point in the certification process, the client and EAGLE should be able to determine the client's readiness to be assessed. The client will be informed during the readiness review that a thorough internal audit covering all processes/elements of its management system is required. There will also be a management review conforming with the appropriate standard(s) which are required to be conducted before the registration assessment. The client will agree upon a date for the registration assessment with the Certification Manager (CM), or Lead Auditor.

7) Registration Assessment

- a. A team of auditors assigned by EAGLE will perform an in-depth and objective registration assessment. The amount of time and actual charge for this service depends on many factors, including the standard(s) for registration, the number of client's employees, the number of client's facilities/locations, the complexity of product/service and documentation, the number of required corrective actions, and if a specific industry technical expert is needed. EAGLE shall determine the number of days for the registration assessment before the actual assessment occurs. EAGLE shall have itemized the number of days and the charge in the quotation, as modified resulting from any charges to the client's organization or activities or

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from charges on EAGLE's Certification Process. If a follow-up visit is needed and/or extensive corrective actions are required, EAGLE may charge the client an additional fee.

- b. EAGLE will appoint members of a team to conduct the registration assessment. External experts may be part of an assessment team. The assessment team may be either staff or contract auditors. The client can reject an auditor at any time during the process. EAGLE will provide the name of the auditor(s) to the client and when requested background information, with sufficient time for the client organization to make any objections.
- c. The registration assessment will be conducted in accordance with the EAGLE procedure for "Document 5-Certification Process" and is a sampling of the client's management system, documentation, and records. Other special programs (e.g., IATF 16949, ISO14001, AS9100, ISO 27001, etc.) may be supplemented with other requirements, forms, and checklists. When evaluating multiple standards, it is often acceptable to combine management audits. Combined documentation for multiple systems (i.e. EMS and QMS, etc.) is acceptable as long as the components of the specific systems can be clearly identified along with the appropriate interfaces to the other systems. EAGLE must demonstrate that any audit satisfies all requirements for certification for each of the multiple systems through audit reports and unique checklists for each system.
- d. The registration assessment is intended to determine if the client has effectively implemented its management system and documentation. Assessment team members are not permitted to advise at any time. The assessment team shall document how the client complies with the appropriate standard. The Assessment team shall record non-conformances. Team members will classify each nonconformance as a major non-conformance, a minor non-conformance, or an opportunity.
- e. A Major non-conformance is the absence of, or the failure to implement and maintain, one or more required management system elements, or a situation which would, based on available objective evidence raise significant doubt as to the quality of what the registration client is supplying. An assessment team may judge several minor non-conformities against a single management system element to be a significant breakdown of a management system clause.
- f. A minor non-conformance is any other non-conformance that is an isolated occurrence and is normally easily corrected and verified.
- g. An opportunity is neither a major nor minor non-conformance. It is used to document items that may help a client improve.
- h. The registration assessment will result in the assessment team making a recommendation to the EAGLE office. The recommendation will be to register the client, withhold registration until verification of the client's corrective action which may include a follow-up visit, or not to certify the client. The recommendation must be supported with documentation. If two or more major non-conformances are found, the assessment team shall consider issuing the recommendation not to certify.
- i. The client will receive a detailed registration assessment report. This report contains information about the client, details about the registration and assessment scope, identification and information about the auditors, a summary of the assessment results, and copies of each non-conformance. The report will also include copies of each auditor's process audit notes.
- j. EAGLE may prepare two official copies of the registration assessment report. EAGLE will maintain one copy, and the client will maintain the second copy. The client will have the same reports and records that are in EAGLE's possession. EAGLE intends that this reporting and record-keeping method will enhance the consistency of the assessment and ongoing surveillance. This means the documentation report may be useful to both EAGLE and the client in answering issues addressed during the registration assessment which may again arise during the ongoing surveillance.

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8) Corrective Action/Follow-up Visit

Based on the recommendations of the Lead Auditor and results of the registration assessment, extensive corrective actions and a possible follow-up visit may be required. The amount of time to perform this service will depend on the severity of the situation. The charge for this service will be at EAGLE's current published daily or hourly rate.

9) Registration Grant Decision (RGA)

- a. The Lead Auditor will present the recommendation and assessment report to EAGLE. The content and format of the assessment report will be in accordance with EAGLE's procedures. There will be a one-time charge for the assessment report in accordance with EAGLE's current published rates.
- b. EAGLE requires the assessment and registration decision to be separate. EAGLE will review the recommendation of the Lead Auditor. An approved RGA will be granted Document 5. Before acting on a recommendation to grant registration to a client, EAGLE will ensure that all certification requirements have been met and are properly documented in accordance with EAGLE procedures. The CM or designee will notify the client of certification.
- c. If a registration decision is unfavorable or if a client has withdrawn its application, EAGLE will consider any new application only after the client has demonstrated that adequate corrective actions have been taken on those points on which the earlier registration had been denied, or that the reasons for the withdrawal no longer apply.
- d. EAGLE will prepare and present a registration contract to the client with the application. A copy of the model Registration Contract to be entered into between EAGLE and the client will be publicly available. All processes/elements of the client's management system are reviewed at least every three years during the ongoing surveillance.
- e. If the registration decision is favorable, the Registration Contract is agreed upon and properly executed, and when all payments have been received, EAGLE will grant registration and will issue a certificate. The scope of the registration will be shown on the certificate. The model for the certificate is available for review by the client. EAGLE may issue a certificate without an accreditation mark if not all the requirements have been met.
- f. EAGLE controls the certificate, use of the EAGLE registration logo, and use of the accreditation mark in accordance with EAGLE procedures and as provided for in the Registration Contract. The client may use the EAGLE registration logo and accreditation mark on letterhead and marketing documentation, but at no time nor in any way may the client use the logo to indicate product approval. The client shall ensure that the registration logo and accreditation mark are only used within the scope of the registration. EAGLE may withdraw a client's registration certificate, and use of the registration logo and accreditation mark at any time for a client's misuse of the logo or mark, or for management system failures.
- g. EAGLE will publish a listing of all the clients it registers. This list will be publicly available, and EAGLE may submit the list to external bodies who maintain such information.

10) On-going Surveillance

- a. EAGLE will normally conduct surveillance assessments every six or nine months but never more than a 12-month cycle. The first surveillance audit after the Registration Assessment must occur within one year from the RGA decision date.
- b. EAGLE requires its registered clients to keep records of complaints against the management system and resolution of those complaints. Corrective actions, including complaints against the management system, preventive actions, internal audits, and management reviews are processes/elements of the client's management system that EAGLE will review during each ongoing surveillance visit. EAGLE will assess every process/element of the client's quality or environmental management system at least every three years during the ongoing surveillance visits. EAGLE intends for the ongoing surveillance to be a value-added service. Additionally, and with client concurrence, the EAGLE auditor may point out and/or record continuous

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improvement opportunities. At no time may the auditor make recommendations or advise how to address these opportunities. The client's choice of action or non-action concerning these opportunities shall have no bearing on continuing registration.

- c. If the results of the ongoing surveillance yield excessive non-conformance or if major modifications occur, EAGLE may charge the client for additional assessment time. EAGLE will determine if a client's change in ownership, changes in personnel, or equipment will require a re-assessment. If EAGLE's analysis, a complaint filed against a client, or other indications indicate the client no longer complies with the registration requirements, EAGLE can require a re-assessment audit. In addition, EAGLE may withdraw or suspend the client's registration in accordance with EAGLE procedures. EAGLE will charge any additional charges at EAGLE's current published rates.
- d. EAGLE will provide a Surveillance Report to the client at the time of each surveillance visit. The report will include details of those areas assessed and any non-conformance.
- e. If EAGLE receives a complaint against a client, EAGLE will investigate at the next surveillance or with a special audit, that the client has followed its own systems and procedures and taken appropriate corrective action.

11) Re-Certification Audit

Every three years EAGLE is required to re-assess every process/element of the client's management system with a full re-certification audit. With each recertification report the auditor should submit a copy of the client's process interactions to validate the accuracy of the Registration Assessment Plan. As long as the client's MS system has demonstrated effectiveness during the Surveillance cycle, no Stage 1 will be required prior to each Recertification Event. The re-certification audit days will be calculated per MD5 or other applicable program documents.

D. REGISTRATION SCOPE AND AUDITORS

- 1) EAGLE shall be formally accredited for and shall be capable of assessing the accreditation code and registration scheme for each client that applies to EAGLE for registration to one of the standards. EAGLE shall ensure that an auditor during the assessment will possess the appropriate expertise.
- 2) EAGLE prefers that every EAGLE auditor be approved by a legitimate and recognized national approval scheme for auditors. EAGLE shall determine in its sole discretion whether a national scheme is "legitimate and recognized".
- 3) EAGLE will assign all auditors, including the Lead Auditor, for a client's registration process. The Lead Auditor will have complete authority and responsibility for the client's assessment process.
- 4) EAGLE will inform the client in advance of performance of any service as to the names of all auditors assigned to its registration process. The client may decline to have an auditor perform work on their registration. This is especially true and expected if the client knows of any existing or potential conflict of interest.

E. CONFLICT OF INTEREST

- 1) No EAGLE representative shall market EAGLE certification services and any consulting services at the same time.
- 2) EAGLE assessment team members will have no current, previous, or future consulting ties with the client being assessed. This limitation is for 24 months before and at least 12 months after the registration activity. No EAGLE auditor shall have provided any management system consulting service to a client that the auditor is appointed to assess for EAGLE for 24 months before the date of the assessment activity. Additionally, no EAGLE auditor shall provide any registration service other than from EAGLE or any consulting to an EAGLE client for at least 12 months after the date of the last appointed registration service.

F. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

- 1) The information included in the application for registration and subsequent registration listing is considered public information.

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- 2) All other reports and information that EAGLE acquires during the EAGLE registration process will be treated as confidential by all EAGLE employees and auditors. EAGLE assessment team members are required to maintain confidentiality regarding information obtained about the client and its operations. Each EAGLE auditor will sign a confidentiality statement for each client for whom registration services are provided by the EAGLE auditor.

G. PUBLICATIONS, PUBLIC NOTICE AND INFORMATION

- 1) EAGLE maintains a current listing of its registered organizations. This list contains the client name, registration location, standard, and scope of registration. This information is publicly available and may be published or submitted to parties who maintain and publish lists of registered organizations.
- 2) EAGLE may make public announcements of the application for, granting of, and renewal or withdrawal of registrations.
- 3) This document "Document 3-Certification System" is the publication of the EAGLE Certification Process.

H. CLIENT WITH EXISTING REGISTRATION

- 1) A potential client that is registered by an accredited, legitimate, and recognized registrar may apply to EAGLE for transfer of registration and ongoing surveillance. EAGLE will determine if a certification body is acceptable and accredited by an accreditation body properly recognized by the EA, PAC, IAAC, or IAF MLA.
- 2) The client must submit an application with fee, and the following information to EAGLE.
- 3) The information should include:
 - a. The reason for seeking transfer
 - b. Valid accredited Certificate from an acceptable and accredited Registrar
 - c. System Manual or Documented information
 - d. Initial reports, if practical
 - e. Last assessment report and subsequent surveillance reports
 - f. Closure of outstanding non-conformities
 - g. List of any client complaints with corrective action taken since the last audit active (e.g., last surveillance audit)
- 4) If the above-required documents are not provided, EAGLE will determine if a surveillance audit with certain elements should be audited before a transfer process can be completed.
- 5) EAGLE will review the documents provided to ensure that all EAGLE requirements are met. After this review, EAGLE will follow the normal process for the registration decision. EAGLE will charge the initial review in one day. EAGLE will bill any needed visits and ongoing surveillance at the then-published rates.

I. CLIENT CORRECTIVE ACTIONS

- 1) During the registration process and ongoing surveillance, EAGLE auditors will identify non-conformities. The client and EAGLE will agree upon the deadline (EAGLE reserves the right to verify whether the client has taken adequate corrective action).
- 2) EAGLE requires that the client will take prompt action on any issues or problems identified by the client during internal audits or reviews.

J. CLIENTS WITH MULTIPLE LOCATIONS

If a client is operating a number of facilities, all of which are part of and under the control of the same organization, operate under the same management system, and do substantially the same work, EAGLE may assess the various facilities on a sample basis per the applicable Guides and Guidance documents and pursuant to EAGLE's requirements. EAGLE will assess each facility at least once during an ongoing surveillance period of three years and pursuant to EAGLE's requirements.

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K. COMPLAINTS

- 1) Each EAGLE client is required to maintain a record of all complaints directly received and remedial action taken about its management system and products. These records shall be available to EAGLE.
- 2) If a well-reasoned complaint is submitted to EAGLE in writing, alleging non-conformance of a certified client with the certification requirements or about the EAGLE certification system, EAGLE will investigate. EAGLE shall inform the person making the complaint of the results of the investigation.
- 3) All complaints received by EAGLE will be handled in accordance with “Document 9-Appeals, Complaints and Disputes”.

L. APPEALS

- 1) A client seeking or maintaining certification, who has received an unfavorable report, action, or decision, may appeal the report, action, or decision in accordance with EAGLE procedure. A copy of EAGLE's Appeals Procedure is available to the client. Clients may commence appeals by contacting the CM.
- 2) Alternative Registration may be performed in accordance with ANAB and/or IAF requirements and guidelines.

M. MODIFICATION OR TERMINATION OF REGISTRATION, OR CHANGE TO MANAGEMENT SYSTEM

- 1) If the client wishes to modify, terminate, or change the scope of its certification or management system (i.e., quality manual), it must notify EAGLE. EAGLE will make the appropriate decision as to the actions to take.
- 2) EAGLE will require the client to return the certificate of registration to EAGLE. If the scope of registration is changed, EAGLE will issue a new certificate reflecting the change of scope after properly verifying and assessing that all registration requirements are met. If additional time is needed EAGLE will make appropriate charges.

N. CHANGES TO THE REGISTRATION REQUIREMENTS AND PROCEDURES

Changes to the requirements and procedures for registration may be made only in accordance with “Document 6 – Document Control”.

O. SUSPENSION OF CERTIFICATION

EAGLE may suspend the certificate for failure to maintain audit activities, failure to close NCRS within required timing, ongoing surveillance or recertification indicates non-conformance to requirements but immediate withdrawal is not considered necessary, if there has been any other contravention of the rules of the scheme or the procedures of the assessment body, g. client's change of ownership, personnel, equipment, or quality management system, complaint concerning the client which a Level 2 determines has some measure of validity, or breach of contract. The client will be informed of suspension with criteria for reinstatement in a formal letter. EAGLE may publish the suspension notification.

P. WITHDRAWAL OF CERTIFICATION

EAGLE may withdraw registration for misuse of the registration logo or accreditation mark, major non-conformities found during ongoing surveillance, and/or non-payment for services, or breach of contract, failure to correct a suspension appropriately, failure to transition to a new version of the standard. EAGLE may publish notification of the withdrawal.

Q. RESTORATION OF CERTIFICATION

A Certificate may be restored, or reinstated, when all reasons for loss of certificate have been resolved. This applies primarily to loss of certification for failure to complete recertification activities under 17021-1 programs. In these cases, when the certificate is reinstated (within 6 months), the

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certificate will show a gap in the Certificate Decision/RGA date from the time of expiration. This could also apply to an appeal of a withdrawal decision, in which case, the certificate would not identify the gap in certification. Other program requirements may apply.

R. LANGUAGE

The official language of the registration shall be English unless otherwise agreed to in advance. Needs for other languages may be met unofficially as needed.

4.0 RESPONSIBILITIES

All auditors shall meet the requirements of EAGLE's procedure for "Document 4 - Personnel Criteria, Training and Competence". Auditors are responsible for maintaining their credentials and having the latest copies of the various standards and EAGLE documents.