General information regarding elements of the recognition process is described below. A degree of flexibility and options in the recognition process are available so please feel free to contact us to discuss how we can better serve your organization.

SAI Global Full Service Team

Upon selection of SAI Global as your verifier and submission of the signed Application for Registration, SAI Global will assign your dedicated service team.

Your service team will be selected to suit your specific industry and will consist of an Account Manager, a Regional Account Representative, a Lead Verifier and other team members as needed to support your verification. The roles of each member of your service team are as follows; your Account Manager will manage the business relationship, including contract negotiation and changes to your verification requirements; your Regional Account Representative will manage the back office processes including scheduling and customer service related to certificates and invoicing; your Lead Verifier will manage the delivery relationship. As your primary contact with SAI Global, the Lead Verifier assigned provides you with ongoing industry developments and interpretations and ensures coordination of all verification-related activities for your company. If additional verification team members are required, they are selected from our experienced verifier base. Your verifications will be consistent in approach, technically sound and relevant to your business needs.

Introductory Visit – (Optional) (formally referred to as a Preliminary Assessment)
An introductory visit is an on-site assessment conducted prior to the Phase 1 Verification. The introductory visit allows for the identification of any major implementation issues and feedback regarding your implementation readiness. We recommend that your preliminary assessment be scheduled at least 30 days prior to the Phase 1 Verification.

Verification

The goal of the verification is to assess the effective implementation of your operations to the requirements of the Code and your documentation. The verification is conducted in two Phases.
- The Phase 1 verification is generally conducted off site and consists of a documentation review and establishes the verification scope and verification plan.
- The Phase 2 verification is conducted on site and consists of a review to ensure that the operations are in conformance to the requirements of the Code.

All verification activities are mutually planned with your assigned Verifier prior to the verification. A verification plan is provided detailing the scope and objectives of both the Phase 1 and Phase 2 verification, the verification team members, the processes to be verified and the timelines. While onsite your verification team will work to verify that your operations meet the requirements of the Code and your system documentation by assessing objective evidence. At the conclusion of the onsite verification, you will be immediately informed of the results. A formal verification report will be issued after the verification. The report is designed to facilitate business improvements by reporting on your status relative to the requirements of the Code and includes information relative to positive aspects of the system, opportunities for improvement, areas of concern and system non-conformances.

Please note that if you request the option of having the Phase 1 and Phase 2 Verifications conducted back to back a potential risk is present in that unacceptable Phase 1 verification results may require the cancellation of the Phase 2 verification with the application of cancellation fees as outlined in the terms and conditions.

Certificate Issuance

Upon successful completion of the recognition process (including resolution of non-conformances if applicable), your Team Leader compiles a Registration Package for review by our Registration Team. With completion of the review, the Registration Team prepares and forwards your Certificate of Recognition to RDC. Your certificate will include details such as: legal company name, site address, the initial certification date and the expiry date.

The official recognition documents are prepared and forwarded, along with a congratulatory letter and your certificate.

Re-Verification

Re-verifications are scheduled before the 3-year mark, usually 3 months before the certificate expiry date. Re-verifications follow the same process as verifications.

Supplemental Scheme Requirements – RDC

The following changes apply to the Terms and Conditions:
1. replace "registration" with "recognition"
2. references to accreditation do not apply
3. replace "management system" with "operations"
4. replace "audit" with "verification"
5. replace "stage 1" and "stage 2" with "phase 1" and "phase 2"
6. replace clause 6.1 with
     a) The client acknowledges that the Certificate of Recognition is based on a verification conducted at a specific point in time and does not indicate ongoing conformance to the Code. The expiry date on the Certificate of Recognition indicates when a new verification is required.