



FMS Certification Guidebook

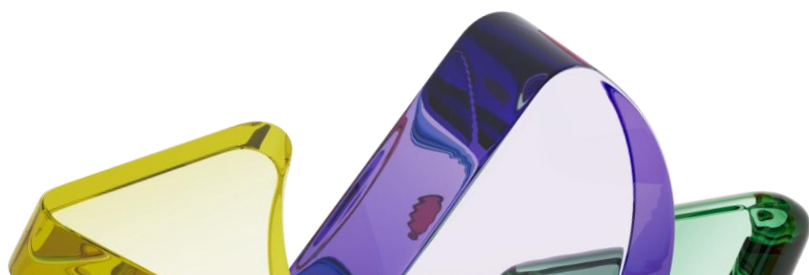
Forest Management Systems – Certification Agreement





Contents

1	Purpose and scope.....	4
2	Accreditation Status.....	5
3	The Certification Process	5
3.1	Initial Audit (Stage 1 Audit).....	5
3.2	Certification Audit (Stage 2 Audit)	6
3.3	Audit Reports.....	7
3.4	Surveillance Assessments.....	7
3.5	Re-Certification Audits	8
3.6	Audit findings and non-conformances	9
3.7	Certification Decision	11
3.8	Certification documentation	11
3.9	Scope of Certification	11
3.10	Refusal of Certification/Recognition	12
3.11	Suspension or Refusal of Certification.....	12
3.12	Cancellation of Certificate	12
3.13	Variations to Certification	13
3.14	Reduction in Scope of Certification	13
3.15	Site Sampling.....	13
4	Use of the BSI Certification Mark.....	14
5	Use of the JASANZ Accreditation Symbol	14
5.1	Specifications and Use of the JASANZ Accreditation Symbol	Error! Bookmark not defined.
6	Use of the Responsible Wood or PEFC Logos	14
7	Standard Owner Information and Notification Fees	14
8	Confidentiality	15
9	Additional Obligations	15
9.1	Complaints.....	15





9.2	Certification Agreement	16
9.3	Assessment Scheduling	16
9.4	Misleading Statements	16
9.5	Changes to Circumstances	17
9.6	Observers.....	17
9.7	Group Forest Certification	17
10	Complaints and Appeals	18



1 Purpose and scope

Welcome to BSI. This Certification Guidebook is designed to provide guidance to our clients on the requirements for certification under the Forestry Management Systems (FMS) Scheme. The FMS Scheme delivers the requirements of AS/NZS 4708:2021 (the Standard) and the Scheme Rules¹. It provides information to support your certification to the Standard and forms part of your Certification Agreement with BSI. This Guidebook includes additional requirements which complement those in your contract with BSI.

The FMS Scheme requires the forest manager to comply with the requirements of the Standard and the Scheme Rules. As the holder of a BSI certificate, your organisation is the forest manager.

Throughout the Guidebook, any specific actions that your organisation will need to take with respect to conformance with the FMS Scheme requirements are highlighted (like this paragraph).

In Australia, the implementation of the FMS Scheme is overseen by Australian Forestry Standard Limited, trading as Responsible Wood (RW).

As a participant in the Responsible Wood Certification Scheme, you are required to pay an Annual Notification Fee to Responsible Wood, based upon the size of your Defined Forest Area. RW, the Standard Owner, provides further information for certified organisations on its website. Refer to Section 7 for more information.

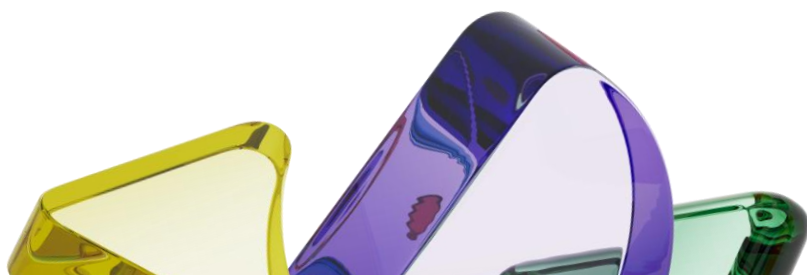
The FMS Scheme is based on internationally agreed criteria for sustainable forest management and includes performance measures which aim to deliver continuous improvement in sustainable forest management.

The benefits of certification to this Standard include recognition that your business supports sustainable forest management. Certification provides independent verification that the forest products originating from your forest estate have been produced in a manner that conforms with internationally recognised sustainability criteria. It also provides your customers with confidence that you are managing your forest assets responsibly. Certification to this Standard establishes the first link in the supply chain.

BSI will assign a Client Manager who will be your initial point of contact for arranging audits and dealing with any matters that may arise during the period of your contract. While your contract may initially specify a contract term, BSI will continue to provide certification services until you formally advise BSI that you wish to discontinue or modify the contract.

When you have read through this Guidebook, you are required to acknowledge (by email to your Client Manager) that you understand and accept the additional requirements of the FMS Scheme that are included in this Guidebook.

¹ Australia and New Zealand Adoption of PEFC ST 1004:2024 - Requirements for Certification Bodies operating Certification against PEFC Endorsed Forest Management Standards in Australia and New Zealand.



2 Accreditation Status

In Australia and New Zealand, the Joint Accreditation System – Australia and New Zealand (JASANZ) provides accreditation to Certification Bodies with the authority to conduct audits and certify clients to this Standard. BSI holds accreditation for this Standard with JASANZ, and your certificate will display the JASANZ logo.

JASANZ routinely conducts audits of BSI and its auditors.

3 The Certification Process

3.1 Application

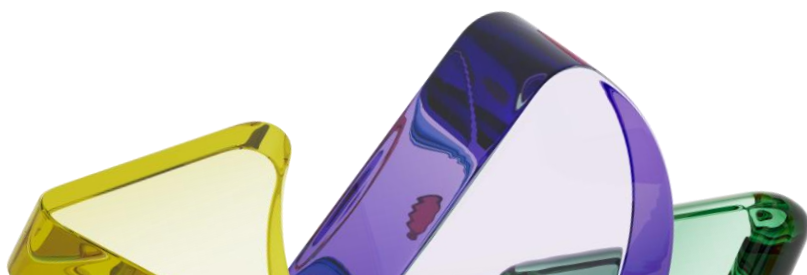
When you apply to BSI for certification under the FMS Scheme, BSI will prepare a proposal based upon the information you provide.

As the forest manager, your organisation is responsible for demonstrating how you meet all the requirements of the Standard. If your organisation shares responsibility with any other organisation in order to meet those requirements, you will need to establish a contractual arrangement (Management Agreement) with that organisation. The Management Agreement must specify the respective responsibilities and include acknowledgement that the activities of the other organisation with respect to conformance with the requirements of the Standard may be subject to audit. This will be verified at the initial assessment.

For organisations not currently certified under the FMS Scheme, BSI will provide you with a Client Information Form which will capture the information necessary to prepare a proposal. This will include information regarding your Defined Forest Area (DFA) and forest management units (FMUs). The DFA will comprise of one or more FMUs. FMUs are determined by the forest type and species, silvicultural systems being applied, and geographical location. In addition, BSI will require details of your forest management activities, as well as your facilities. Facilities include: your central office and any other regional or district offices (as applicable), depots, workshops, nurseries, fire towers, and recreational facilities etc.

BSI will also require your organisation to disclose information regarding your organisation's (or legal predecessor) prior participation in the FMS Scheme or in another certification system for the purpose of forest management in the last five years. This shall include, but not be limited to, suspension, withdrawal, or termination of the certification in the last five years, identified nonconformities, certification decision, justification and any corrective actions that may have been taken and their resolutions.

Upon acceptance of your application, BSI will provide a proposal based upon the information you have provided. You will have an opportunity to review and if necessary, adjust the proposal, prior to acceptance. The BSI proposal is a contract between your organisation and BSI that includes the BSI Standard Terms and Conditions which form part of your Certification Agreement with BSI.



The proposal will outline the anticipated costs for the Stage 1 (Initial) and Stage 2 (Certification) assessments, as well as the estimated costs for the 5-Year Surveillance Program including the Annual Management Fee.

The 5-Year Surveillance Program will make provision for assessing the range of seasonally specific forest management activities as they occur.

After you accept the BSI proposal, BSI will confirm the date for the Stage 1 assessment.

For organisation's transferring certification from another Certification Body, BSI will simply continue the surveillance program in line with the program, once the transfer is completed. (Refer to Section 3.5 below for details).

3.2 Initial Audit (Stage 1)

Prior to gaining certification to the Standard your organisation is required to undergo an Initial Audit. This assessment is intended to verify that a management system is in place and that it has the capacity to meet the requirements for certification. It provides an opportunity to identify any deficiencies that need to be addressed, prior to the Certification Audit. Essentially, it determines your readiness for certification.

BSI will develop an Assessment Plan in consultation with you. The Assessment Plan will set out the dates, times, processes and locations for each part of the assessment. It will also specify the auditor applicable for each session. The Assessment Plan will be accessible via the BSI Connect – Client Portal.

The Initial Audit will be carried out by a qualified assessor. Records relating to all sites and activities that are covered under the scope of certification must be available for assessment at this stage. This audit focuses on the availability of documentation and relevant records related to the scheme.

The Initial Audit will verify the defined forest area (DFA).

At the completion of the Initial Audit, BSI will provide a written report which outlines the readiness for the Certification Audit. Any issues identified during the Initial Audit must be satisfactorily addressed prior to the certification audit.

3.3 Certification Audit (Stage 2)

The Certification Audit must be conducted within six months of the Initial Audit. If the Certification Audit is not conducted within this time, the Initial Audit may need to be repeated.

The purpose of the Certification Audit is to verify the implementation of the management system across all sites. This will involve sampling for larger organisations.

The audit will be undertaken by a qualified forestry auditor. In some circumstances, BSI may need to include a Technical Expert as part of the audit team. In such cases, BSI will advise you prior to the audit and ensure that the roles and responsibilities of the Technical Expert are understood and agreed.



Following the certification audit, providing the requirements of the Standard have been met, the auditor will make a recommendation for certification. The audit report is then reviewed by an independent qualified report reviewer. Provided that no further information is required, the reviewer will endorse the recommendation for certification, and BSI will issue your certificate.

It will generally take a minimum of 30 days following the certification audit for the certificate to be issued.

Your certificate will be issued electronically, and available through the BSI Connect Portal.

3.4 Audit Reports

BSI will prepare an Assessment Report following each audit. The audit report will include the following information:

- An executive summary of the overall findings (conclusions) on the effectiveness of your system in meeting the requirements of the standard
- Details of any non-conformances identified and raised during the assessment
- Opportunities for improvement identified during the assessment
- Positive findings, including strengths of the business or the management system and areas where your business has demonstrated significant improvement
- Next visit plan which outlines the areas that will be assessed at your next and subsequent assessments

Non-conformities will be discussed with your team as they are identified during each assessment. All non-conformities will be discussed and confirmed during the exit meeting.

BSI will normally provide you with a Draft Assessment Report prior to finalisation. This will provide an opportunity to check the information and correct any errors or omissions.

If any information in the draft report is incorrect or unclear, you should inform your Client Manager.

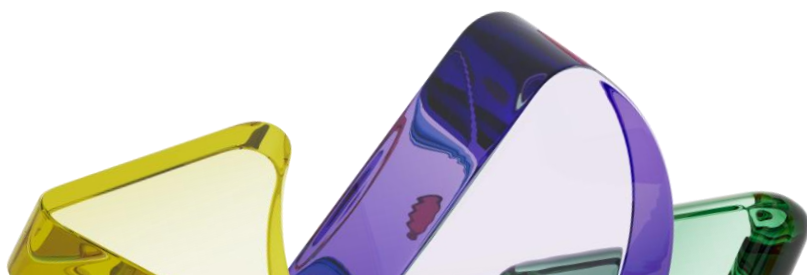
BSI will consider any feedback prior to finalising the report. The final report for each audit will be provided as a PDF, accessible via the BSI Connect Portal.

In addition to the full report, BSI will also provide you with a Public Summary Report. The Public Summary Report provides an overview of the audit findings as well as information regarding the defined forest area and the expiry date of your certificate. The Summary Report will also include an outline of the Assessment Plan and details relating to stakeholder engagement.

The Standard requires that you make the Summary Reports for each recertification assessment and all subsequent Summary Reports for the current period of certification publicly available. This will be verified at each audit.

3.5 Transferring to BSI from another Certification Body

If your organisation is transferring its certification from another Certification Body (CB) to BSI, you will need to provide BSI with copies of your current certificates and recent audit reports for the current certification cycle. BSI will need to verify the information you provide. This may include contacting the other CB for any other information required to complete the transfer.



Once the transfer is completed, BSI will issue you with a new BSI certificate. This certificate will have the same scope and expiry date as the one from your previous CB. Your new BSI certificate will have a completely new number in keeping with the FMS Scheme requirements.

Following the transfer, the audit program (for surveillance and recertification audits) will continue as planned.

It is not possible to transfer certification from another CB, if there are outstanding major non-conformances.

3.6 Surveillance Assessments

BSI is required to conduct at least one audit each calendar year. The scheme provides some flexibility for scheduling audits, requiring that audits be conducted annually - at least every 12 months (plus or minus three months).

BSI will develop a 5-Year Surveillance Program that will aim to assess the full range of forest management activities and accommodate variations for season-specific activities.

Audit duration is calculated using the Audit Duration Calculator (ADC) which takes into consideration the complexity of your organisation, and the risks associated with your forest management activities. The ADC specifies the minimum number of audit days (not including planning, travel and report writing) that must be delivered over the 5-Year Surveillance Program.

Surveillance assessments are not required to be of equal duration, providing the minimum is delivered over the five years.

Surveillance assessments may be conducted remotely, providing your organisation has the ability to provide the necessary information. This may include testing Information and Communication Technology (ICT) prior to the assessment. No more than two consecutive surveillance audits may be conducted remotely. Remote surveillance assessments are not allowed if there has been a major non-conformance at the previous assessment.

The information in the ADC is re-checked at each assessment to account for any changes in your business. This may lead to a change in the overall audit duration.

3.7 Re-Certification Audits

The Forest Management Scheme currently provides for recertification every five years.

Recertification assessments are normally conducted on-site. The audit may include provision for some information to be assessed remotely.

The re-certification assessment is normally scheduled at least 3 months prior to the expiry date on your certificate.

The duration for a recertification assessment will be longer than that of surveillance audits. The anticipated duration will be provided in your contract and may be revised during the certification cycle if there are changes in your business or risk profile.



If a major non-conformance is raised in a recertification assessment, you will be required to close it prior to a new certificate being issued. The timeframes for closing out or downgrading major nonconformities shall not exceed 3 months from receipt of the audit report.

If the recertification assessment is not completed and processed within the required timeframe, your certification will lapse and your certificate will no longer be valid.

3.8 Special audits

In addition to the routine audits described in your 5-Year Surveillance Program, BSI may need to conduct special audits. Special audits may be required for a range of circumstances, including:

- a change of scope or significant change to the DFA or forest management activities, or
- in response to a serious complaint regarding conformance with the FMS Scheme requirements.

Special audits may be conducted at short notice, or unannounced.

An unannounced audit will only be conducted when BSI has a substantiated concern that your organisation is knowingly breaching a requirement.

3.9 Audit notification and stakeholder engagement

The FMS Scheme requires certified organisations to publicise the dates of initial and recertification audits at least 30 days prior to each audit. The aim of the notification is to enable BSI to verify the effectiveness of your organisation's stakeholder engagement processes.

Please note that the notification of audits is not intended to bypass the regular complaints process.

BSI will verify such notification at each audit. BSI will also plan for direct engagement with a sample of relevant stakeholders as applicable during each assessment.

The Summary Report provided by BSI after each audit will include a brief description of the stakeholder engagement processes during the audit. It will not include information that would be considered confidential.

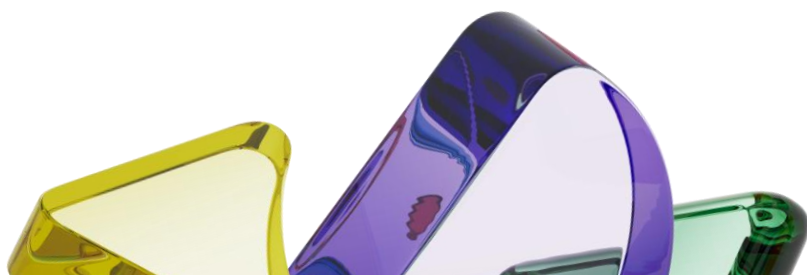
3.10 Audit findings and non-conformances

Specific audit findings are categorised as follows:

Major Non-Conformances

Major non-conformances are audit findings where either there is a failure to conform with a requirement of the Standard, the FMS Scheme or your own system requirements. This may include any situation where there is significant doubt regarding the ability of your organisation's forest management system to conform with the requirements.

Where a non-conformance is identified during an audit, the details will be provided in the Assessment Report, and you will be required to submit an action plan via the BSI Connect Portal within a specified timeframe (usually 14 days from receipt of the report).



Once the Action Plan has been submitted, BSI will review it to verify that it has:

- Correctly determined the root cause/s of the non-conformance;
- Specified any immediate corrective measures;
- Set out a detailed plan as to what needs to be done in order to prevent recurrence; and
- Specified a timeframe for completion as well as responsibility for overseeing the implementation of the action plan.

The review will determine if the action plan meets the requirements listed above, prior to acceptance. You will get notification of acceptance (or otherwise) via the BSI Connect Portal.

BSI will then arrange any follow-up audit or assessment activity in order to close out or downgrade the major non-conformance.

Major non-conformances are required to be either closed out or downgraded by the Client Manager within 3 months of the assessment. This may require an on-site visit.

It is not possible to issue, or re-issue a certificate where major non-conformities exist.

Minor Non-Conformances

Minor non-conformances are audit findings where either there is a partial failure to conform with one or more requirements of the Standard or the FMS Scheme.

Where a minor non-conformance is identified during an audit, you will be required to submit an action plan via the BSI Client Portal (as described above).

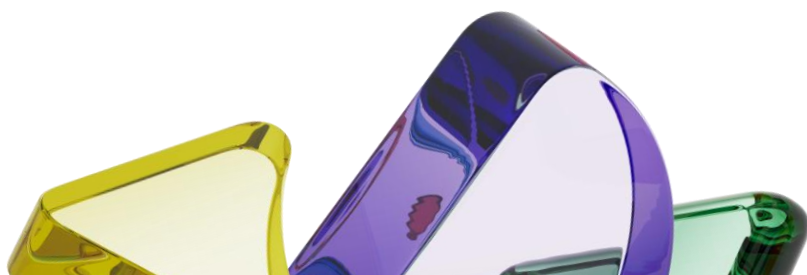
Once the action plan has been lodged in the Client Portal, BSI will review it and confirm acceptance or advise otherwise. Minor non-conformances are required to be closed out at the next assessment.

Opportunities for improvement

BSI auditors may identify opportunities for improvement with respect to the implementation of your management system. BSI auditors are not permitted to make recommendations, however opportunities for improvement may be discussed during the assessment.

BSI will not raise an opportunity for improvement if the matter could be considered a minor non-conformance.

BSI is unlikely to document an opportunity for improvement if your organisation has no intention or willingness to take any action. If an opportunity for improvement is documented in a BSI Assessment Report, there is no requirement for an action plan to be submitted to BSI. However, BSI auditors are likely to acknowledge any action taken with respect to opportunities for improvement raised in a prior assessment, in order to affirm your organisation's commitment to continual improvement.



3.11 Certification Decision

Once a certification assessment has been completed, the Audit Plan and Assessment Report are subject to an internal review process prior to certification being granted. This may take several weeks. The aim of the review is to assess and verify the recommendation for certification.

The review will require verification and confirmation that any necessary corrective actions have been undertaken for major non-conformities and that action plans have been submitted and approved for minor non-conformities.

3.12 Certification documentation

When your organisation has achieved certification, BSI will provide you with a Certificate to verify that your organisation conforms with the requirements of the Standard. The certificate will include important information such as your organisation's name, certification number and PEFC identifier, the standard for which certification has been granted, the scope of certification, the date of certification and the expiry date. The certificate will also display several logos relevant to your certification, including the BSI Mark of Trust logo, the JASANZ logo, the Responsible Wood logo and the PEFC logo.

The certificate may be accompanied by a schedule of sites and the scope of certification applicable to each site.

The certificate may be displayed wherever you choose, for example on your website where it is available to interested parties.

Should you need to provide a copy of the certificate to another party, it must be provided in its entirety including any schedules.

You are obliged to formally notify BSI of any changes to the information on the certificate such as the business address or ownership. Failure to do so may compromise your organisation's certification status.

BSI provides the certificate in electronic copy via the BSI Connect Portal. BSI also provides a copy of your certificate to Responsible Wood (the Standard Owner). Details of your certificate are provided on the Responsible Wood website, and Responsible Wood also provides a copy of your certificate to PEFC.

3.13 Scope of Certification

The scope of certification defines the locations and the activities associated with each certificate.

The main scope is generally presented on the front page of the certificate. Where the certificate includes more than one site, the certificate will include a Schedule of sites covered under the certificate. The scope for individual sites may vary from the main scope.

The scope will also include a brief description of the FMUs within the DFA.



You are required to notify BSI of any significant change to your organisation that is relevant to your certification (See section 3.15 Variations to Certification).

Clients should not wait until the next scheduled assessment to notify BSI. Failure to do so may compromise your certification status.

3.14 Refusal of Certification/Recognition

If your organisation is unable to comply with the requirements of the FMS Scheme or the Standard, BSI may refuse to grant certification. The decision to refuse certification, and the grounds for that decision, will be communicated to your organisation in writing.

3.15 Suspension or Refusal of Certification

In the event that your organisation's certification is suspended or refused, your organisation shall, for the period of suspension or refusal:

- Withdraw and cease to use any advertising or promotional material that promotes or advertises the fact that the organisation is certified
- Ensure that all copies of certificates and scopes of certification are removed from areas of public display, including your website; and
- Cease to use the certification mark on stationery and other documents including media and packaging that are circulated to existing and potential clients, or in the public domain.

Your organisation shall also confirm in writing to BSI any action taken with respect to the requirements listed above.

Once this has been done, BSI will advise your organisation in writing of the certification processes that will need to be completed to restore certification.

During the period of suspension your organisation will be required to continue to pay all fees levied by BSI under our contract.

3.16 Cancellation of Certificate

BSI is required to advise Responsible Wood within five (5) working days if certification is suspended or withdrawn, or where there are any changes in decisions relating to the status of certification.

If your organisation's certification is cancelled, your organisation shall immediately:

- Cease any advertising and promotional activities that promote the fact that the organisation holds certification;
- Withdraw and cease to use any advertising and promotional material that promotes the fact that the organisation holds certification;
- Cease to use relevant certification marks or logos in any way to promote the fact that the organisation holds certification;



- Remove all certificates from public view; and
- Pay any outstanding fees.

3.17 Variations to Certification

Your organisation is required to advise BSI if there are any significant changes to your organisation or the scope of certification.

Variations to certification may originate from:

- Change of ownership, management, company name, ABN, address etc
- Change of scope of certification
- Significant changes to the DFA e.g. additional areas to be added to the DFA
- Any event requiring notification to the regulator, e.g. serious safety incident

If you intend adding new areas to your DFA, you must advise BSI of your intentions. BSI is required to verify that all the requirements of the Standard have been met with respect to the new areas. This is usually done at the next scheduled assessment. The additional areas are treated as a separate FMU for the next assessment, and the audit duration is adjusted accordingly.

However, if the additional area includes forests that will be subject to harvest prior to the next scheduled assessment, BSI may need to conduct a special assessment with respect to the new area, before it can be included in your DFA. Once any new area has been assessed, it will then be absorbed into your DFA and no longer treated as separate FMU.

BSI will determine if the degree of change is significant to require an additional assessment or if the changes can be assessed at the next schedule audit. BSI will also revise the audit duration accordingly.

3.18 Reduction in Scope of Certification

In the event that your organisation's scope of certification is reduced, BSI shall issue revised certificates and scopes of certification as appropriate.

In this event, your organisation shall:

- Remove all superseded certificates from your system and website;
- Ensure that all advertising and promotional activities and materials are adjusted to reflect the reduced scope of certification; and
- Pay any fees that are applicable for the facilitation of this activity.

3.19 Site Sampling

Sampling is permitted in this scheme. In order to prepare a proposal for provision of your certification, BSI will discuss with you the nature of your organisation and determine whether



your organisation meets the scheme requirements for multisite sampling. If applicable, the proposal will include a sampling plan for your on-going assessment.

BSI will develop a 5-Year Surveillance Program which will provide for sampling of your FMUs and forest management activities, as well as your facilities. Facilities include: your central office and any other regional or district offices (as applicable), depots, workshops, nurseries, fire towers, and recreational areas etc.

The 5-Year Surveillance Program will provide for assessing the range of seasonally specific forest management activities as they occur.

You will need to advise BSI of any changes to your facilities, as this will have an impact on the audit duration calculation.

4 Use of the BSI Certification Mark

You are entitled to use the appropriate BSI Mark of Trust logo and the JASANZ logo whilst you maintain certification to this program with BSI.

Use of the logo is subject to Condition and rules of its application.

5 Use of the JASANZ Accreditation Symbol

Organisations that have been granted certification against AS/NZS 4708 are entitled to use the JASANZ Accreditation Symbol. The rules for the use of this mark are governed by JASANZ. The JASANZ Accreditation Symbol may be used in conjunction with BSI Accreditation marks.

The JASANZ website provides information regarding use of the JASANZ Accreditation Symbol

6 Use of the Responsible Wood or PEFC Logos

Once your organisation is certified to the Standard, you are required to establish a Logo Licence Agreement with Responsible Wood. The agreement permits the use of the Responsible Wood and PEFC Logos. The application forms and fees guide, the rules for use of these logos and the Logo Usage Toolkit are available on the Responsible Wood website.

7 Standard Owner Information and Notification Fees

Responsible Wood (RW) is the owner of this Standard. BSI is responsible for reporting information about your organisation to RW from time to time. Please discuss these with your BSI Client Manager or Assessor if you require clarification on these requirements.

BSI is required to notify RW of any changes in certification (including the issue of new certificates) within 5 business days of any change.

You are also required to provide RW with an annual update confirming the current DFA. This is checked by BSI at each audit.

Once your organisation is certified to the Standard, your organisation will be required to pay an Annual Notification Fee directly to Responsible Wood. The applicable fees are published on the



RW website and updated from time to time. In the first year, the fee will be on a pro-rata basis. Thereafter, it is billed annually in July, for each financial year.

8 Confidentiality

BSI will treat all information in accordance with the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

9 Additional Obligations

In order to maintain certification, your organisation is responsible for:

- Demonstrating continued conformance with the FMS Scheme and Standard;
- Demonstrating compliance with the BSI Standard Commercial Terms and Conditions and obligations as specified in this document as well as other guidance documentation that may be specifically provided from time-to-time; and
- Conducting regular internal audit and reviews of your system, with appropriate documentation of such reviews and implementation of any subsequent corrective actions.

Your organisation is also required to notify BSI of any:

- significant changes in the structure (key responsibilities and management system), ownership and operations of your organisation to enable the impact of such changes on the certified ownership system to be evaluated; and
- litigation or serious events or matters that relate to the scope of your certification.
- changes that are made to the geographic locality/ies of your organisation's DFA.
- breach of regulatory requirements relating to AS/NZS 4708, or any other event that required notification to the regulator, within 5 business days of the event.

Your organisation is also required to:

- maintain a DFA register which details all separately described blocks or forest management units.
- maintain a system that can track additions and/or deletions to the DFA between audits.

Your organisation is also required to make the following information publicly available:

- Maps of the Defined Forest Area (up-to-date maps of the DFA at a scale no smaller than 1:250,000)
- A Summary of your Forest Management Plan (as specified in the Standard)
- Copies of the Summary Audit Reports prepared by BSI (including the most recent recertification assessment and all reports relating to the current certification cycle).

9.1 Complaints

Your organisation is required to



- a) maintain a record of all complaints relating to your certification and the requirements of the FMS scheme. These records must be made available to the audit team and also to BSI when requested. This includes correspondence, recommendations and actions that have been requested by RW, other clients, stakeholders, organisation or person to which the complaint relates.
- b) demonstrate that you have taken appropriate action to address these complaints through investigation and correct any deficiencies found. These actions must be documented.

9.2 Certification Agreement

Your organisation is required to meet the requirements of this Certification Agreement (this document). This requires that your organisation remains compliant with the scheme requirements and the conditions of certification at all times.

Your organisation is required to implement appropriate changes as communicated by BSI in a timely manner.

9.3 Assessment Scheduling

Your organisation is required to make all necessary arrangements to allow the evaluation and surveillance activities to take place. This includes but is not limited to providing access to facilities, FMUs, forest management activities, personnel (including staff, contractors and sub-contractors) as well as equipment, and product.

BSI will develop a 5-Year Surveillance Program that will provide for assessment of your FMUs and forest management activities, taking seasonal variations into account. Your Client Manager will be responsible for scheduling each assessment. For each audit, your Client Manager will develop an Assessment Plan in consultation with you, with details of the locations and activities that will be subject to assessment at that audit.

Your contract provides details of BSI fees and charges for audit and travel, as well as ancillary costs. BSI will provide you with the opportunity to book and pay for any associated travel and accommodation to reduce the BSI administrative on costs.

9.4 Misleading Statements

Your organisation is not permitted to use its certification in a manner that could bring BSI or the FMS Scheme into disrepute. This includes making misleading or unauthorized statements. If you are unsure if a statement could be misleading, you are advised to contact BSI prior to making the statement. Statements include but are not limited to the use of the logo on advertising (including your website) and internal communication.

If your organisation is required to provide copies of its certification documents (i.e. your certificate) to third parties, these must be reproduced in their entirety. Failure to do so may be misleading to the recipient as to the scope of certification.



9.5 Changes to Circumstances

Your organisation is required to advise BSI of any changes to your business that may affect certification.

Examples of such changes include but are not limited to;

- Authorised Representative
- Business name (Legal entity) and Trading Name (where applicable), ABN
- Ownership
- Contact details
- Location, site addresses
- Business activity/ies, scope of certification (Products and Processes)
- System Management, Number of employees, covering all shifts and sites (as appropriate)
- Billing Details

9.6 Observers

From time to time, BSI or JASANZ may require an Observer to be in attendance during an audit. This may be related to training of new staff and witness assessment of existing staff.

The Observer does not take an active part in an assessment.

Observers may include:

- BSI staff, contract auditors or auditors in training
- JASANZ, RW or PEFC representatives
- Trade union or worker representatives
- Technical experts invited by BSI

BSI will notify you, prior to the event, and seek your concurrence. It is a requirement of certification that your organisation allows these activities to occur.

Failure to allow this activity to occur may result in cancellation of your certification.

9.7 Group Forest Certification

This section applies only to those organisations participating in a Group Certification Scheme.

In order to obtain Group Forest Certification, your organisation must be a legal entity, act as the contact point for the entire group, coordinate all communications and audit planning with BSI, and have a legally enforceable agreement with all members covered by the scope of certification.





All members of the group forest certification scheme must go through the certification process concurrently and must operate on essentially similar documentation and procedures. All members must be available for audit (and subsequent audits) at the appropriate time.

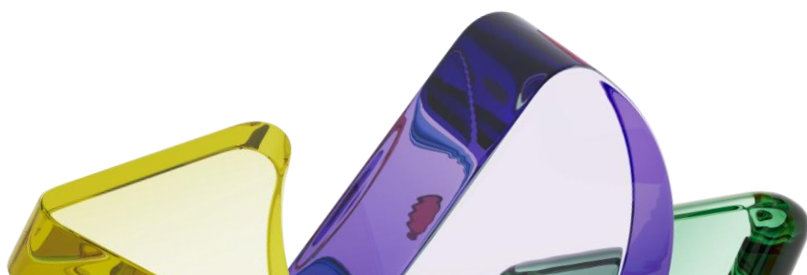
Your organisation is required to advise BSI of any changes in group membership without delay.

BSI may provide combined audit reports covering all members of the group forest certification scheme.

Acceptance of an application for a group forest certification scheme is at the discretion of BSI.

10 Complaints and Appeals

To raise a complaint or appeal against the service delivery by BSI or audit outcome, please notify technical.anz@bsigroup.com





Revision history

Revision No	Date	Author	Approved By	Changes
1	July 2014	Ross Garsden	S Vincent	All
2	June 2023	Ross Garsden	Dr Craig Miller	All
3	February 2025	Ross Garsden	Dr Craig Miller	All
4	August 2026	Ross Garsden	Dr Craig Miller	Complete revision to align with the requirements of Australia and New Zealand Adoption of PEFC ST 1004:2024

