



## Clarification to R2 Code of Practices

**To:** R2 Certification Bodies

**Originator:** SERI

**Reference Document:** R2 Code of Practices

**Date:** May 11 2017

**Effective Date:** Immediately

**Purpose:** In order to ensure that SERI is receiving information on certificate changes/ responses to complaints etc. in a timely fashion, SERI has outlined and reiterated the timelines specified in the Code of Practices (pg. 19) and has added timelines for other requests.

<b>New certificates</b>	Must be sent to SERI within 5 days of issuance (Section VIII B1)
<b>Major Non-conformances</b>	Every 30 days each CB must send a report listing and describing each major NC issued by its auditors. In the event that no majors have been issued, the CB must communicate this to SERI as well. (Section VIII B6)
<b>Complaints to CBs</b>	Complaints about R2 certified facilities must be shared with SERI within 30 days of receipt (Section VIII B3)
<b>Suspensions/revocation/voluntarily withdrawn/reinstated certificates</b>	SERI must be informed within 5 days of all certificate status changes (Section VIII B2)
<b>Response to SERI emails/requests</b>	Initial response must be received within 5 days of date of receipt



<b>Response to Significant Concerns Reports/complaints</b>	SERI must receive an initial response within 30 days of CB receiving report (Section VIII B4). The response must include, at a minimum, a plan of action to investigate and resolve each significant concern in a timely manner. CB must also provide status reports on a monthly basis until the significant concerns are satisfactorily resolved.
<b>Changes in auditor pool</b>	Inform SERI within 30 days of change
<b>Providing auditing packages to SERI</b>	Within 5 days of date of receipt of request from SERI