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**INSTRUCTION  
ON  
CRITERIA AND METHODS OF ACCREDITATION AND SURVEILLANCE OF  
VERIFICATION BODIES**

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4.	30.03.2019	Version 5	Amendment of the requirements of Regulation (EC) 600/2012 with Regulation (EU) 2018/2067	15.04.2019

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## 1. PURPOSE

The purpose of this instruction is to clarify the methods and criteria of EA "BAS" for accreditation of verifiers, as well as to provide guidance to the bodies seeking accreditation in this field.

## 2. DESCRIPTION OF ACTIVITY

### 2.1 General c

2.1.1 Pursuant to the Law on National Accreditation of Conformity Assessment Bodies, Executive Agency "Bulgarian Accreditation Service" provides accreditation and conducts surveillance of verifiers.

EA "BAS" provides accreditation only to legal entities which have submitted request for recognition of their competence as verifiers.

The scope of accreditation provided to the verifiers shall correspond to Annex I of Regulation (EU) N° 600/2012.

- *Annex I to Regulation (EU) N° 2018/2067*

- According to Article 31 of COMMISSION DELEGATED REGULATION (EU) 2016/2072 of 22 September 2016 on the verification activities and accreditation of verifiers pursuant to Regulation (EU) 2015/757 of the European Parliament and of the Council on the monitoring, reporting and verification of carbon dioxide emissions from maritime transport, the scope of accreditation of verifiers shall cover the assessment of monitoring plans and the verification of emissions reports.

The procedure for implementation of accreditation of verifiers is according to BAS QR 2 and BAS QI 2, which supplement each other and are applied jointly with the present instruction.

2.1.2 This instruction is elaborated on the basis of:

*Commission Implementing Regulation (EU) N° 2018/2067 of 19 December 2018 on data verification and accreditation of verification bodies under Directive 2003/87 / EC of the European Parliament and of the Council;*

*Directive 2003/87/EC of the European Parliament and of the Council*

*Regulation (EU) 2015/757 of the European Parliament and of the Council of 29 April 2015 on the monitoring, reporting and verification of carbon dioxide emissions from maritime transport, and amending Directive 2009/16/EC.*

*Commission Delegated Regulation (EU) 2016/2071 of 22 September 2016 amending Regulation (EU) 2015/757 of the European Parliament and of the Council as regards the methods for monitoring carbon dioxide emissions and the rules for monitoring other relevant information.*

*Commission Delegated Regulation (EU) 2016/2072 of 22 September 2016 on the verification activities and accreditation of verifiers pursuant to Regulation (EU) 2015/757 of the European Parliament and of the Council on the monitoring, reporting and verification of carbon dioxide emissions from maritime transport.*

*Commission Implementing Regulation (EU) 2016/1927 of 4 November 2016 on templates for monitoring plans, emissions reports and documents of compliance pursuant to*

*Regulation (EU) 2015/757 of the European Parliament and of the Council on monitoring, reporting and verification of carbon dioxide emissions from maritime transport*

*Commission Implementing Regulation (EU) 2016/1928 of 4 November 2016 on determination of cargo carried for categories of ships other than passenger, ro-ro and container ships pursuant to Regulation (EU) 2015/757 of the European Parliament and of the Council on the monitoring, reporting and verification of carbon dioxide emissions from maritime transport*

EN ISO 14065 Greenhouse gases — Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition (ISO 14065:2007);

ISO 14066 Greenhouse gases - Competence requirements for greenhouse gas validation teams and verification teams;

ISO 14064-3 Specification with guidance for the validation and verification of greenhouse gas assertions;

*EA 6/03 M (rev. 03) – EA Document for Recognition of Verifiers under the EU ETS Directive;*

IAF MD 6 – Application of ISO 14065;

Guides of the European Commission, applicable to the accreditation process:

[http://ec.europa.eu/clima/policies/ets/monitoring/documentation\\_en.htm](http://ec.europa.eu/clima/policies/ets/monitoring/documentation_en.htm)

[https://ec.europa.eu/clima/policies/transport/shipping\\_en#tab-0-3](https://ec.europa.eu/clima/policies/transport/shipping_en#tab-0-3)

### 2.1.3 Used abbreviations and definitions

VB	Verification Body
EU ETS	The greenhouse gas emission allowance trading scheme
BAS QR 2	Accreditation Procedure of EA "BAS"
EA "BAS"	Executive Agency "Bulgarian Accreditation Service"
AVR Regulation	Commission Regulation (EU) № 2018/2067
MRR Regulation	Commission Regulation (EU) № 2018/2067
Regulation A&V	Commission Regulation (EU) № 600/2012
Regulation M&R	Commission Regulation (EU) № 601/2012
Regulation	Regulation (EU) 2015/757 of the European Parliament and of the Council
MRV	
Operator	Operator or aircraft operator
CA	Competent Authority for the Republic of Bulgaria – Executive Agency on Environment to the Ministry of Environment and Water
NAB	National Accreditation Body

#### Definitions:

**Verification body (verifier)** – a legal person or another legal entity carrying out verification activities pursuant to this Regulation and accredited by a national accreditation body pursuant to Regulation (EC) No 765/2008, and pursuant to Regulation MRV as well.

**Verification** – the activities carried out by a verifier to issue a verification report pursuant to Regulation A&V.

**Non-conformity** – any act or omission of an act of a verifier that is contrary to the requirements of Regulation A&V (Art. 3, par. 12 in Chapter IV of Regulation A&V).

**Verification** – the activities carried out by a verifier to assess the conformity of the documents transmitted by the company with the requirements of Regulation MRV

**Non-conformity (by means of Regulation MRV)** has any of the following meanings:

a) for the purpose of assessing a monitoring plan, that the plan does not meet the requirements of Articles 6 and 7 of Regulation (EC) 2015/757 and Commission Implementing Regulation (EU) 2016/1927 b) for the purpose of verifying an emissions report that CO<sub>2</sub> emissions and other relevant information have not been reported in accordance with the monitoring methodology described in the monitoring plan that an accredited verification body has assessed as satisfactory; c) for the purposes of accreditation - any action or omission by the verifier, contrary to the requirements of Regulation (EC) 2015/757 and Delegated Regulation (EU) 2016/2072.

**Company** - the shipowner or any other organisation or person, such as the manager or the bareboat charterer, which has assumed the responsibility for the operation of the ship from the shipowner.

## **2.2 COMPETENCE OF THE PERSONS, INVOLVED IN THE PROCESS OF ACCREDITATION OF VERIFIERS**

### **2.2.1 Specific criteria for competence of lead assessors, technical assessors and experts in the field of accreditation "verification bodies", pursuant to Regulation AVR.**

The noted below criteria for competence are supplements and amendments to the general criteria, regulated in item 4.2 of BAS QR 7.

Lead Assessor for verifiers – meets the criteria noted in the table under item 4.2 of BAS QR 7 with the relevant amendments, described in the present instruction, and with supplement in item 1.3 of the latter, namely: to have knowledge of the legislation in the field of verification of greenhouse gas emissions, noted in item 2.1.2 of the present instruction and the respective national legislation.

Technical Assessor for verifiers shall be:

- Familiar with the accreditation procedures, accreditation criteria and other applicable requirements;
- Undergone the relevant training for assessor or lead assessor;
- Has thorough knowledge of the relevant assessment methods;
- Able to communicate effectively on the required languages;
- Has knowledge of Directive 2003/87/EC; knowledge of MMR and AVR; knowledge of procedures and requirements based on EN ISO / IEC 17011; EN ISO / IEC 14065 and 14064-3; knowledge of the applicable legislation (for instance additional national legislation), and knowledge of the guides elaborated by the European Commission in support of the interpretation of MRR and AVR;
- Has knowledge of assessing data systems, information systems, activities related to data flow, control activities, control systems and procedures for control activities, obtained through training or by access to a person possessing such knowledge and experience. Data and knowledge of audit information means knowledge for instance, of data and methodologies, audit information, including application of the levels of significance and evaluation of the significance of a deviation; to analyze the inherent and control risks; techniques for preparation of samples and assessment of the data flow, control system, procedures for control activities, IT systems, etc.

The technical assessors / experts must have knowledge in the relevant technical field based on the groups of activities according to Annex I of the AVR Regulation.

The area of competence of the technical assessors / experts is determined in accordance with Annex 2 to this instruction (Annex 2, item 1 to BAS QI 12).

*Technical experts, included in assessments of verifiers – provide thorough knowledge and expert experience on particular issues, which are necessary to assist the lead assessor or other assessor during the assessment activities. The technical expert shall possess the competence needed for effective support to the lead assessor or to other assessor on issue, for which his knowledge and expert experience are required. In addition, the technical expert shall:*

- *have knowledge of Directive 2003/87/EC, Regulation (EU) No 2018/2066, Regulation (EU) No 2018/2067, Regulation (EU) No 2019/331 the relevant standards and other respective legislation, as well as the applicable guides;*
- *have sufficient knowledge of verification activities.*

*The technical expert completes specific tasks under the supervision and full responsibility of the lead assessor of the respective assessment team.*

**- According to Regulation MRV**

*Lead assessor of VB – meets the criteria set out in the table under item 4.2 of BAS QR 7, with relevant amendments, as described in this instruction and in an appendix to item 1.3 thereof, namely: to have knowledge on the legislation in the field of greenhouse gas emissions verification, referred to in item 2.1.2 of this instruction and relevant national legislation.*

*A technical assessor of VB shall be:*

- *familiar with accreditation procedures, accreditation criteria and other applicable requirements;*
- *undergone the relevant training for assessor or lead assessor;*
- *has thorough knowledge of the relevant assessment methods;*
- *able to communicate effectively on the required languages;*
- *have knowledge of Regulation (EU) No 2015/757, Delegated Regulation (EU) 2016/2072, Commission Implementing Regulation (EU) No 2016/1927, Commission Implementing Regulation (EU) No 2016/1928; of procedures and requirements, based on EN ISO / IEC 17011; EN ISO / IEC 14065 and 14064-3; the applicable legislation (eg additional national legislation) and the relevant guidelines developed by the European Commission to support the interpretation of MRV;*
- *Has knowledge of assessing data systems, information systems, activities related to data flow, control activities, control systems and procedures for control activities, obtained through training or by access to a person possessing such knowledge and experience. Data and knowledge of audit information means knowledge for instance, of data and methodologies, audit information, including application of the levels of significance and evaluation of the significance of a deviation; to analyze the inherent and control risks; techniques for preparation of samples and assessment of the data flow, control system, procedures for control activities, IT systems, etc.*

*Technical assessors/experts shall have knowledge according to Art. 24 of Regulation MRV , knowledge on the characteristics of the different types of vessels and the monitoring and reporting of CO2 emissions, fuel consumption and other relevant information under the MRV Regulation*

*The field of competence of the Technical Assessors / Experts shall be determined in accordance with Annex 2 to this instruction (Annex 2, item 2 to BAS QI 12).*

### **2.2.2 Specific criteria for qualification of lead assessors, technical assessors and experts in the field of accreditation “verifiers”, pursuant to Regulation A&V.**

The noted below criteria for competence are supplements and amendments to the general criteria, regulated in item 4.3 of BAS QR 7.

Lead Assessor for verifiers – no changes.

Technical Assessor for verifiers:

- At least of two years of professional experience in the field of environmental management or assessment on impact on environment, or in auditing against EN ISO 14001 or other suitable activities in the field – amendment of item 2 in the table under item 4.3 of BAS QR 7;

Technical experts included in assessments of verifiers – no changes.

#### **Team formation:**

The assessment team for verifiers includes a lead assessor and when necessary – the appropriate number of technical assessors and/or technical experts for the particular scope of accreditation. On demand, the team may include technical experts, who can provide thorough knowledge and expert experience on particular issues, which are necessary to assist the lead assessor or other assessor in implementation of the assessment activities. The assessment team is mandatory to include a member possessing knowledge on the monitoring and reporting of greenhouse gas emissions, pursuant to Regulation MRR.

### **2.2.3. Competence of the controlling persons and the persons reaching decisions related to granting and maintenance of accreditation**

**The controlling persons and the persons reaching decisions shall:**

- a) meet the requirements of ISO 17011;*
- b) have knowledge of Directive 2003/87/EC, Regulation (EU) N° 601/2012, Regulation (EU) N° 600/2012, the relevant standards and other relevant legislation, as well as the applicable guides, listed in ПpBAS QR 2-BO;*
- c) have knowledge of data and information audit, noted in Art 38, Par 1, item b) of Regulation (EU) N° 2018/2067, gained through training or access to person possessing knowledge and experience with such data and information.*

*In addition to the requirements above, the controlling persons, and the persons reaching decisions related to granting and maintenance of accreditation, shall possess sufficient knowledge and experience, in order to evaluate the accreditation process.*

**The controlling persons, in addition to the above requirements, shall be:**

- *independent;*
- *competent for information analysis and confirmation of the completeness and regularity of the information;*
- *able to estimate the lack or controversy in information;*
- *able to trace information, in order to evaluate if the assessment has been haled in-depth in order to reach a decision. .*

*The order for evaluation and re-evaluation of lead assessors/technical assessors and experts is described in BAS QR 7, by using Form for evaluation/re-evaluation in the field of Verifiers BAS QF 12.1.*

## **2.3 ASSESSMENT**



The order for assessment of verifiers is laid down in Accreditation Procedure BAS QR 2 and Instruction BAS QI 2 (tables 2.2 and 3.2 of BAS QI 2) and the following supplements and amendments:

2.3.1 Preliminary investigation – no further instructions

2.3.2 Onsite assessment

2.3.2.1 Planning of onsite assessments (Art. 46 Regulation A&V)

In the preparation, planning and organization of the assessment of verifiers is followed the general order of BAS QI 2, as the following factors are considered:

- The complexity of the scope and the management system,
- The procedures and information about the processes, and
- The geographical areas, in which the applicant carries out or plans to carry out verification activity.

2.3.2.2 Onsite assessment (Art. 47 of Regulation A&V)

**In initial assessment:**

Office assessment

The purpose is to assess the implementation of the documented verification procedures and the verifier's management system. In addition to the documents review and the office assessment, the assessment team shall draw special attention to the following matters:

- Participation of stakeholders and assurance of independence and impartiality;
- Competence of the verifier;
- Pre-contractual obligations, including assessment of the risks, related to implementation of the verification procedures in accordance with Regulation A&V/Regulation MRV
- Planning of time for verification implementation, usage of the necessary competence, appointment of team by the verifier;
- Verification procedures and records for their implementation.

The onsite assessment is held in the head office (seat), where are stored the records of activity, procedures and documents of the management system, as well as any other location where key activities are carried out.

Key activities include:

- Mechanisms for guaranteeing impartiality and independence of the verifier and its employees;
- Processes on assurance of personnel competence, which include training and continuous monitoring;
- Processes on application review and capability of its realization;
- Planning of the verification activities;
- Processes on selection of the team performing the verifications;
- Independent review of the process.

Witness of activity – the purpose of the witness is to assess the practical application and the efficiency of the verification procedures.

During the witness are reviewed and assessed the preparation, implementation, follow-up reporting, as well as the competence of the personnel carrying out verification according to Regulation AVR and Regulation MRR, Regulation MRV .

*Conditions for not on- site assessment are regulated in Art. 32 of Regulation AVR / 2018*

Performed is assessment of a representative sample of the groups of activities applied for accreditation, according to Annex I of Regulation A&V, and the efficiency and competence of a representative sample of the verifier personnel. The criteria for selection of a representative sample of the personnel nad representative sample of the applied scope depend on factors such as:

- The total number of personnel involved in the verification activity;
- Qualification and experience, and information on recruiting new employees;
- Adequacy of the assessed competence according to the procedures for selection, training and monitoring of the personnel;

- Adequacy of the process on ensuring impartiality and independence of the verifier, its employees and hired persons;
- Efficiency of the monitoring of the persons involved in the verification process;
- Assessment of the identified risks, violating the verifier impartiality and the manners for management of these risks;
- The complexity of the accreditation scope and the demanded technical competence;
- The risks and complexity of the verification activities;
- The number of locations where the verifier carries out the main activities related to verification.

In the assessment of the accreditation candidate is carried out a witness of activity in implementation of at least two verifications of the applied scope. For ensuring of the criteria for selection of a sample, the verifier shall ensure implementation of witnesses of groups of activities belonging to different clusters, according to Annex 1 to the present procedure.

**For the Regulation AVR**, when assessing the applicant for accreditation, a witness of activity shall be performed during the performance at least two verifications of the requested scope.

**For the Regulation MRV**, when assessing the applicant for accreditation, a witness of activity shall be performed during the performance of one assessment of a monitoring plan and one verification of the emissions reports.

**For the Regulation AVR**, to ensure the sampling criteria, the VB shall ensure that witnesses are carried out on group of activities falling under different clusters according to Annex 1 of this instruction.

#### **In reaccreditation, extension of the scope and annual surveillance:**

##### Office assessment

As in initial assessment, and all verifier locations with key activities shall be subject to assessment during the whole accreditation cycle.

Witness of activity – the number of witnesses is consistent with the number of the verified reports according to the following rules:

- 1-50 verified reports – one witness;
- 51-100 verified reports – two witnesses;
- More than 100 verified reports – three witnesses,

as priority are those groups of activities according to Annex I of Regulation A&V, for which there are no presented records of completed verifications and/or which are subject to extension of the scope.

One month prior to the planned assessments for annual surveillance/reaccreditation, the verifier shall provide EA "BAS" with information on the number of verified reports according to activities from the accredited/applied scope, pursuant to Annex I of Regulation A&V/Regulation MRV.

Prior to the implementation of witness, the assessment team is provided with all documents, listed in Art. 10, par. 1 of Regulation A&V.

During the witness all operator and verifier documents shall be at the disposal of the assessment team of EA "BAS".

## **2.4 MAINTENANCE OF ACCREDITATION**

- **Art. 50 of Regulation AVR and Art. 30 of Commission Delegated Regulation (EU) 2016/2072, supplement to item 5.1 of BAS QR 2**

Maintenance of accreditation is performed for the whole period of the granted accreditation by means of annual surveillances, aimed at evaluation of the maintenance and application of the verification procedures.

The first planned surveillance of a verifier is held not later than 12 months following the date of issue of the accreditation certificate.

During an accreditation cycle, the verifier shall provide records or to ensure implementation of a witness for all groups of activities of the accredited scope, according to Annex I of Regulation A&V. In the event that the verifier cannot present such records or ensure a witness for any of the activities, EA "BAS" reduces the scope of accreditation.

When a verifier accredited by EA "BAS" carries out verification in another member state, the agency may request implementation of a witness by the National Accreditation Body of the member state, where verification is carried out. In this case responsibility is borne by EA "BAS".

EA "BAS" may carry out extraordinary assessments of its accredited verifiers at any time, in order to guarantee that they are in compliance with the requirements of Regulation A&V.

## **2.5 REACCREDITATION (Art. 51 of Regulation AVR, Art. 39 of Commission Delegated Regulation (EU) 2016/2072**

No further instructions

## **2.6 ADMINISTRATIVE MEASURES, supplement to item 5.4. of BAS QR 2**

EA "BAS" suspends or reduces the scope of accreditation of a verifier in the cases when the verifier:

- Has committed a serious violation of Regulation AVR/Regulation MRV;
- Permanently and repeatedly does not comply to the requirements of Regulation AVR/Regulation MRV;
- Has violated the rules and procedures of EA "BAS".

EA "BAS" withdraws accreditation when:

- The verifier has not eliminated the reasons for which a decision for suspension of accreditation is made;
- A member of the verifier's management is found guilty of committing a fraud;
- The verifier has deliberately presented false information.

## **2.7 PUBLIC REGISTER OF VERIFIERS supplement to item 8.3 f) of BAS QR 2**

According to Art. 17 of the Law on National Accreditation of Conformity Assessment Bodies, EA "BAS" maintains a public register of the accredited Conformity Assessment Bodies. The public register contains not only the information required by LNACAB, but also information of the member state, in which the verifiers accredited by EA "BAS" carry out activity.

After 2013, annually, within a term until 01 June, EA "BAS" notifies the CA by presenting a report, containing information pursuant to *Art. 71, par. 3 of Regulation AVR*.

## **2.8 INFORMATION EXCHANGE**

### **2.8.1 General conditions**

The communication between the verification stakeholders is carried out in accordance to Chapter VI of Regulation A&V/ Regulation MRV

### **2.8.2 Information exchange between the verifier and EA "BAS" (Art. 77 of Regulation AVR)**

Within a term up to 15 November each year, the verifiers accredited by EA "BAS" shall provide the agency with information concerning:

- The period of planned visits of operators or aircraft operators;
- Address and contact details of the operators or aircraft operators, whose emissions or tonne-kilometre reports are about to be verified.

If changes in the plan occur, the verifier shall inform EA "BAS" and conform the changes.  
The reporting template is provided in Excel sheet, Information exchange template No. 1 ([http://ec.europa.eu/clima/policies/ets/monitoring/documentation\\_en.htm](http://ec.europa.eu/clima/policies/ets/monitoring/documentation_en.htm))

### **2.8.3 Information exchange between EA "BAS" and the Competent Authority**

**2.8.3.1** Within a term by 31 December each year, EA "BAS" presents to the CA a plan for implementation of surveillance assessments of the accredited verifiers, which have notified pursuant to Art. 76 of Regulation A&V.

The plan for surveillance assessments includes information for each verifier, such as:

- The period for implementation of onsite assessment;
- Plan of the assessments;
- Dates of implementation of the onsite assessments, including address and contact details of the operator or aircraft operator about to be visited;
- Data if EA "BAS" has requested information from the NAB of the member state, in which the verifier has carried out the verification activities (According to Art. 71, par. 1 of Regulation AVR)

The reporting template is provided in Excel sheet, Information exchange template No. 2 ([http://ec.europa.eu/clima/policies/ets/monitoring/documentation\\_en.htm](http://ec.europa.eu/clima/policies/ets/monitoring/documentation_en.htm)).

**2.8.3.2** After 2013, by 01 June each year, EA "BAS" prepares and presents to the CA report, containing information concerning:

- The accredited verifiers;
- All changes in the scope of the verifier's granted accreditation;
- Results of planned and implemented assessments for reaccreditation, extension of scope and surveillance;
- Summarized results from implemented extraordinary assessments and grounds for their performance;
- Registered complaints, related to the verifier activity and undertaken by EA "BAS" actions for the period after provision of the last report to the CA (Art 70, par. 3 of Regulation A&V)

The reporting template is provided in Excel sheet, Information exchange template No. 3 ([http://ec.europa.eu/clima/policies/ets/monitoring/documentation\\_en.htm](http://ec.europa.eu/clima/policies/ets/monitoring/documentation_en.htm)).

### **2.8.4 Information exchange between NABs of member states.**

#### **2.8.4.1 Information under Art. 72 of Regulation AVR, Art. 41 of Commission Delegated Regulation (EU) 2016/2072**

When EA "BAS" applies the stipulations of Art. 53 of Regulation A&V regarding suspension, withdrawal, reduction of scope of the verifier's accreditation, the agency informs the following interested parties:

- The Competent Authority of the Republic of Bulgaria;
- The Competent Authority and the National Accreditation Body of the member state where the verifier has carried out activity.

#### **2.8.4.2 Information exchange regarding surveillance by EA "BAS"**

In the cases when a member state NAB subcontracts surveillance activities of its accredited verifier, operating on the territory of the Republic of Bulgaria, EA "BAS" reports the results to the NAB of the member state, except if there is no other agreement between EA "BAS" and the member state NAB.

The NAB, which has provided accreditation to this verifier, is requested to provide information to EA "BAS" in terms of:

- The actions undertaken by the NAB, related to the report findings of EA "BAS";
- The actions undertaken by the verifier, related to the findings and nonconformities;
- The administrative procedures, undertaken by the NAB.

### **2.8.4.3 Information exchange regarding witness, carried out by a NAB of a different EU member state (for Regulation AVR/Regulation MRV)**

In the cases when a verifier accredited by EA "BAS" carries out verification activities in another member state, EA "BAS" may subcontract to the NAB of this member state to carry out the witness activities on behalf of EA "BAS".

The NAB subcontracted by EA "BAS" to implement a witness of a verifier accredited by EA "BAS", and carrying out activities on the territory of this member state, reports the findings to EA "BAS" According to Art. 74, par. 1 of Regulation AVR.

Depending on the results, EA "BAS" undertakes the respective action pursuant to Regulation A&V, and notifies it to the NAB which has carried out the witness.

### **2.8.5 Information exchange between CA and EA "BAS"**

**2.8.5.1.** After fulfillment of Art. 71, par. 1 of Regulation AVR, the CA provides EA "BAS" with information regarding the national legislation and guidance for its implementation (pursuant to art. 71, par. 2 of Regulation AVR).

**2.8.5.2** Annually, after 2013, the CA provides EA "BAS" with information about the accredited by the agency verifiers regarding:

- The results of verification of the operator reports and reports for each ascertained violation by the verifier of the stipulations of Regulation A&V;
- The results of verification of the operators, when these results are of importance to EA "BAS", regarding the verifier accreditation and witness, or when these results include each ascertained violation of the Regulation on the part of the verifier;
- The results of assessment of the internal verification documents according to art. 26, par. 3 of Regulation AVR;
- Complaints, received by the CA in relation to the verifier activity.

### **2.8.6 Information exchange with the member state, in which the verifier is established**

When EA "BAS" grants accreditation to a verifier established on the territory of a member state, the CA of this member state shall be provided with the following information:

- The period of the verifier's planned visitations to the operators;
- Plan for implementation of surveillance activities;
- Report with information under art. 71, par. 3 of Regulation AVR;
- When the stipulations of art. 54 of Regulation AVR regarding suspension, withdrawal, reduction of the scope of the verifier accreditation are applied.

## **2.9 CONSIDERATION OF COMPLAINTS, RELATED TO THE VERIFIER (Art. 62 and Art. 73, par. 1d) and par. 2 of Regulation AVR)**

When EA "BAS" receives a complaint regarding accredited verifiers, the agency undertakes actions according to item 4.3.3 of BAS QR 25, Procedure on consideration of complaints, with amendments of the terms for consideration, namely: the agency informs the interested parties within a term of three months after receipt of the signal.

As complaint shall be considered also information received at EA "BAS" from the CA regarding ascertained nonconformities of the accredited by the agency verifiers with the requirements of Regulation A&V.

The agency undertakes actions according to item 4.3.3 of BAS QR 25, Procedure on consideration of complaints, as within a term up to three months from receipt of the information, it notifies the CA regarding the undertaken actions, and depending on the case, regarding the administrative measures imposed to the CAB.

## **3. APPLICABLE DOCUMENTS**

BAS QR 2	Accreditation Procedure
BAS QR 25	Procedure on resolution of complaints
BAS QI 2	Instruction on determination of the duration of the on-site assessment. Factors of influence

- ❖ *This document translation has been prepared for the needs of activities related to the accreditation, based on the official document of EA BAS.*  
*In case of discrepancies and differences between the Bulgarian document and its translation, the original document in Bulgarian shall be considered as leading.*

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