



RULES FOR THE CERTIFICATION OF BEACH OPERATION IN CONFORMITY WITH THE STANDARD ISO 13009

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Technical rules

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CHAPTER 1 - GENERAL

1.1 SCOPE

These Rules define the procedures applied by RINA for the certification of beach operation in conformity with the standard "ISO 13009: 2015 Tourism and related services - Requirements and recommendations for beach operation".

In addition, upon request, RINA can certify beach operation according to other reference national, international, sectorial documents, or documents prepared by the organization.

Organisations (beach operators), by choosing to certify beach operation according to the international standard ISO 13009: 2015 for beach they are responsible, demonstrate sustainable beach operation to tourists and residents and compliance with certain quality requirements of the service and structures.

For any matters not covered by these Rules, reference is to be made to the "GENERAL CONTRACT CONDITIONS GOVERNING SYSTEM, PRODUCT AND PERSONNEL CERTIFICATION", available from the RINA web site.

CHAPTER 2 – CERTIFICATION

2.1 CONTRACT DEFINITION

2.1.1 Application

Organisations wishing to obtain the certificate of compliance must provide RINA with the main data of their organisation and of beach activities to be certified and other technical information, by filling in the "informative questionnaire" in all its parts and sending it to RINA.

The purpose of the information required in the informative questionnaire is to enable RINA to check in advance the

implementation of some requirements and to prepare a suitable quotation.

2.2 Contract

Organisations must formalise their order by sending RINA the "request" form or a contract duly signed by the Chief Executive Officer or authorised representative, by way of a power of attorney.

On receipt of the request form or the signed contract, RINA will properly inform the organisation of its acceptance of the order.

The contract stipulated between RINA and the organisation covers the certification activity and subsequent maintenance.

2.2 SELECTION AND COMMUNICATION OF THE TEAM

2.2.1 Team assignment

RINA selects the team who will perform the activity and the personnel who will perform the independent technical review on the basis of the knowledge, skills and competency required.

The team is fully independent from all aspects of the beach operation and its members have not carried out any consultancy activities for the obtaining the certification, according to the procedures stated by the Committee for the safeguard of impartiality.

2.2.2 Team communication

RINA will notify to the organisation the names of the team members who will perform the different activities; the organisation may object to these appointments, within 5 working days from the the notification, giving their reasons.

RINA will reconstitute the team in response to any valid objection.

2.3 DOCUMENT REVIEW

The organisation is to make available to

RINA, together with the request or immediately after, the following documentation:

- chamber of Commerce registration (or equivalent document) up to date and, in any case, less than six months old;
- descriptive document of the beach operation (manual or procedure);
- list of internal procedures which are relevant for the correct application of the regulatory reference documentation.

RINA may request, for examination, also other documents considered important for the certification in question.

The above documentation is assessed for compliance with the reference standard and with the requirements of these Rules.

2.4 INITIAL AUDIT

The aim of the initial audit is to verify the correct and effective beach operation for the beach activities included in the certification scope in conformity with the reference standard.

2.4.1 On-site visit

The initial audit is carried out with an on-site visit at the organisation's site.

At the end of the visit, the organisation is given a report which includes any nonconformities¹ found and/or recommendations.

¹ Major nonconformities mean:
- failure to fulfil one or more requirements of the reference standard;
- a situation such as to cause a serious shortcoming;
- non-compliance with one or more requirements of these rules.
Minor nonconformities are:
- situations, such as those mentioned in the previous point for major nonconformities, not considered particularly important in terms of compliance.

The organisation may note down any reservations or observations it has concerning report content.

The content of the report may subsequently be confirmed by RINA in writing.

If there is no written communication from RINA, the report is considered confirmed after three working days from its delivery to the organisation.

2.4.2 Management of non-conformities

In the case of minor nonconformities, the organisation, after analysing the causes of the nonconformities, is to propose the necessary handling of these nonconformities, as well as the corrective action/measures necessary and the expected time of implementation, to RINA by the date given in the report.

Acceptance of these proposals and relative implementation time is communicated to the organisation by RINA in writing.

In the case of major nonconformities, RINA may carry out a supplementary audit within three months to check whether the corrective actions proposed have been properly implemented.

Following the successful outcome of the audit, the certification process can continue.

If the above deadline is not met, the checks referred to in the previous paragraph are to be redone within six months of the date of the nonconformity.

Once the six-month period has elapsed, RINA can consider the certification file closed and will charge the time and costs incurred up to that time.

In such a case, an organisation which intends to proceed with RINA certification will have to submit a new request and repeat the certification process.

The above time limits may, in special cases, be modified at discretion of RINA

after a justified request by the organisation.

2.4.3 Independent technical review and issue of the certificate of compliance

Following the satisfactory completion of the previous assessments, examination by an independent technical reviewer as well as approval by the person in charge, the organisation is issued a certificate of compliance valid for three years and the programme of periodic maintenance audits.

This programme may be modified by RINA on the basis of the results of the periodic audits.

2.4.4 Validity and content of the certificate of compliance

The certificate of compliance is valid for 3 years from the date of issuance and is dependent on the satisfactory outcome of the subsequent periodic annual maintenance audits.

The certificate of compliance contains at least the following information:

- the unique certificate number;
- the business name and address of the certificate holder;
- the field of application of the certificate
- the reference standard;
- the date of issue;
- the validity and expiry date;
- the signature of the authorised person.

CHAPTER 3 - MAINTENANCE OF CERTIFICATION

During the period of validity of the certificate of compliance, the organisation must maintain unchanged the conditions according to which certification was granted.

3.1 PERIODICAL ON-SITE VISITS

The periodical audits are carried out

with an on-site visit at the organisation's site.

RINA undertakes periodic maintenance audits and informs the organisation of the audit outcome as stated in previous chapter, as applicable.

During the periodic maintenance visit the actions taken following the identification of non conformities during the previous audit will be reviewed and also how the organisation communicates its certification.

The validity of the certificate is confirmed following the positive outcome of the maintenance activities.

3.2 SUPPLEMENTARY ON-SITE VISITS

RINA also reserves the right to perform additional on-site visits and/or controls, compared to those established in the three-year programme at the organisation:

- if it receives complaints or reports, considered to be particularly important, related to compliance with the requirements of the reference standard and of these rules;
- in relation to changes which have occurred in the organisation;
- in case of organisations whose certificate has been suspended.

If the organisation refuses, without a valid reason, RINA may begin the certificate suspension procedure.

4. - RECERTIFICATION

4.1 CONTRACT DEFINITION

The organisation is to contact RINA approximately three months before the date established in the organisation's three-year audit programme.

If the previous contract is no longer valid, the contract between RINA and

the organisation is managed as described in paragraph 2.1.

4.2 RECERTIFICATION AUDIT

The aim of the recertification audit is to confirm maintenance of compliance of the beach operation with the reference standard.

4.2.1 On-site visit

The recertification audit is carried out with an on-site visit at the organisation's site.

RINA undertakes recertification audits and informs the organisation of the audit outcome as stated in previous chapter, if applicable.

During the recertification audit, also the actions taken after the identification of non-conformities during the previous audit will be reviewed, together with the ways the organisation communicates its certification.

4.2.2 Management of non-conformities

In the case of minor nonconformities, after analysing the causes of the nonconformities, the organisation is to propose the necessary handling of these nonconformities, as well as the necessary corrective action/measures and the expected time of implementation, to RINA by the date given in the report.

Acceptance of these proposals and relative implementation time is communicated to the organisation by RINA in writing.

In the case of major nonconformities, RINA may carry out a supplementary audit within three months to check whether the corrective actions proposed have been properly implemented.

The recertification process must necessarily end with a positive outcome before the expiry date indicated on the certificate, which cannot be extended by RINA.

4.2.3 Independent technical review and re-issue of the certificate of compliance

Following the satisfactory completion of the audit, examination by an independent technical reviewer as well as approval by the person in charge, a certificate of compliance valid for three years and the programme of periodic maintenance audits are re-issued

Written confirmation of approval of the renewal by RINA, and consequent issue of the certificate, is sent to the organisation.

If the organisation does not meet the above deadlines and does not obtain reissue of the certificate prior to its expiry, the certificate is to be considered as having expired the day after the expiry date indicated on the certificate.

If the organisation intends to re-apply for certification after the expiry date of the certificate it must submit a new request and follow, in general, the whole process established for initial certification (par. 2.1).

CHAPTER 5 - MODIFICATION OF CERTIFICATE

5.1 SUSPENSION OF THE CERTIFICATE

The validity of the certificate issued may be suspended according to what is stated in the "GENERAL CONTRACT CONDITIONS GOVERNING SYSTEM, PRODUCT AND PERSONNEL CERTIFICATION" and in the following specific cases:

- If the organisation does not allow the periodic maintenance audits to be carried out at the required times;
- If minor non conformities which have not been resolved by the dates stipulated by RINA are found;

- If the organisation has not complied with the deadlines established to communicate the corrective actions, following non conformities contained in the audit report;
- If the organisation has undertaken major internal site restructuring, or has moved to another site(s), without informing RINA of such changes;
- In the case of significant changes to the certified service, which have not been communicated to and accepted by RINA;
- any serious complaints received by RINA;
- any other circumstance which, in the opinion of RINA, has a negative influence on compliance of the organisation and the products certified.

Suspension will be communicated to the organisation in writing, establishing the conditions for reinstatement of certification and the date by which these conditions are to be met.

5.2 REINSTATEMENT OF THE CERTIFICATE

If suspension is due to the negative outcome of the audit, reinstatement of the certificate is subject to verification that the deficiencies which led to suspension have been made good through a supplementary audit, carried out within 30 days maximum of the suspension and with a positive outcome.

If the reasons for the suspension are not eliminated within the above period, the certificate will be withdrawn.

5.3 WITHDRAWAL OF THE CERTIFICATE

The validity of the certificate issued may be withdrawn according to what is stated in the "GENERAL CONTRACT CONDITIONS GOVERNING SYSTEM, PRODUCT AND PERSONNEL CERTIFICATION" and in the following specific cases:

- when situations arise, such as those mentioned in 5.2.1 for suspension, which are considered particularly serious;
- if major non conformities are found during the periodic maintenance audits;
- if the organisation improperly or misleadingly uses or advertises the certificate obtained;
- if the outcome of the supplementary audit to reinstate the certificate is negative and the non conformities have not been resolved;

Withdrawal of the certificate and the reasons will be communicated to the organisation in writing.

5.4 RENUNCIATION OF CERTIFICATION

The organisation may submit a request to RINA to renounce its certificate.

RINA, on receipt of such a communication, will begin the procedure to render the certificate invalid.

5.5 REQUEST TO AMEND THE CERTIFICATE

An organisation can ask to have its certificate of compliance amended or

extended by submitting a new "Informative Questionnaire", filled in as appropriate.

RINA reserves the right to examine the request, on a case by case basis, and to decide the audit method for the purpose of issuing a new certificate of compliance.

The organisation is to promptly inform RINA of any changes related to aspects which may influence compliance of the product and of the organisation.

This requirement concerns, for example, changes relevant to:

- the legal, commercial, organisational or ownership status;
- the organisation and management, (for example key managers or technical personnel; decision-making process);
- the sites;
- the field of application of the activities covered by certification;
- significant modifications to the traceability system and to the processes.

RINA reserves the right to make additional checks at the organisation if the changes communicated are considered particularly important in relation to maintaining compliance with the requirements of the reference regulatory documentation and of these Rules or to review the economic terms and conditions due to possible amendment of the contract.

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