Supplier Handbook: sending us your certificates

Issued by Quality Assurance · For external distribution

What we need from you

We hold a copy of the certificate covering the material you supply to us. When it is renewed we need the new one, and we will write to you before it lapses to ask for it.

How to reply

Reply to the message we sent you, keeping the order details at the bottom of it intact, and attach the certificate. Those details tell us which material and which of your sites the document is for. Replies that arrive without them take considerably longer to process.

What the document has to show

The certificate must name your company as it appears on our order, name the body that issued it and its accreditation, state the standard, state the scope of certification, and show the issue and expiry dates.

Please send the certificate itself. A letter from your certification body confirming that you hold one, an entry printed from an online register, and a declaration of your own are all documents we have to come back to you about.

Scans and photographs

A clear scan is fine and a photograph is usually fine. Please make sure the whole page is in the frame, the page is the right way up and every date is legible. If we cannot read a value we have to come back to you, which delays your delivery.

If your certificate covers a group

If the certificate is issued in your group's name rather than the name of the site supplying us, send the site schedule with it. Without a document naming the supplying site we cannot accept it.

If your certificate is not ready yet

Tell us, and tell us when you expect it. We would rather know than receive the expired one. Sending the expired certificate does not keep the material moving.

If your company name has changed

Tell us before you send the certificate. A certificate in a name our system does not hold stops at our end until somebody works out what happened.