



Information Management Systems

Guide for Accreditation of IMS Certification Bodies

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In the event of any question as to the English version, comply with the original (Japanese) version.

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1. Introduction

1.1 Objectives

The purpose of this document is to complement the Accreditation Procedures by illustrating the typical workflow and conditions for applicant bodies to apply for accreditation and to be registered by ISMS Accreditation Center (ISMS-AC) (hereinafter referred to as ISMS-AC) and also for accredited bodies to maintain their registered status as a certification body of information security management system (ISMS), IT service management system (ITSMS), Business Continuity Management System (BCMS) or Cyber Security Management System (CSMS).

1.2 Related documents

The criteria, procedures and the related documents for accreditation of certification bodies are listed in Annex 1.

1.3 Abbreviated expressions

The following abbreviated expressions are used in this document.

CB:	Certification body
Applicant body:	A body which plans to apply or has applied for accreditation as a certification body and is currently under assessment
Accreditation Procedures:	JIP-IMAC110 Procedures for Accreditation of IMS Certification Bodies

1.4 Inquiries

Contact the following for inquiries on application, assessment and registration for accreditation.

ISMS Accreditation Center (ISMS-AC)

TEL: +81-3-5860-7570 FAX: +81-3-5573-0564

<https://www.isms.jp/toiawase.html>

For information on the accreditation scheme, refer to the website at the following URL.

<https://www.isms.jp/>

For FAQs, refer to the website at the following URL (Only in Japanese).

<https://www.isms.jp/faq/index.html>

2. Initial accreditation

2.1 Application for initial accreditation

2.1.1 Criteria and procedures for accreditation

The accreditation criteria for certification bodies and the procedures for application are listed in Annex 1.

2.1.2 Preparing for accreditation application

- 1) If a CB has something to go over before applying for initial accreditation, contact ISMS-AC as in clause 1.4. Also refer to FAQs on the website.
- 2) Prior to application, the applicant body shall have conducted at least one certification audit and registration of the organization in accordance with specified standards and the management system the applicant had established, and shall keep such records.

In the case of application for accreditation in BCMS, the process shall be in accordance with 3.1 of Annex B in “Procedures for Accreditation of IMS Certification Bodies”.

- 3) In advance of application, the applicant body shall also have conducted internal audit and management review based on the results in 2) and shall keep such records.
- 4) Upon application, the applicant body shall submit to ISMS-AC its implementation records and future planning of audits in the format below. It can be downloaded as part of application forms.
“Implementation Records and Future Planning of Certification Audit (Form 6)”
- 5) Refer to “Fee Schedule for Accreditation of IMS Certification Bodies (JIP-IMAC610)” for accreditation fees. Since assessment fees vary depending on the conditions of assessments, ISMS-AC generally does not provide an estimated cost. Refer to Annex 2 for the standard man-days for assessment.
- 6) If an applicant body cannot achieve accreditation at the initial assessment and apply again, or if a former accredited body which had been withdrawn from accreditation applies again for accreditation, those cases shall be processed as initial accreditation application. This process can also be called reapplication.

2.1.3 Application for accreditation

- 1) Only legal entities registered in Japan can apply for accreditation.
- 2) Apply in accordance with the Accreditation Procedures. The latest application

forms are available by downloading from the URL listed in Annex 1. Submit one set of the application forms.

- 3) In “Comparison Table of the Accreditation Criteria and the Internal Documents of the Certification Body (Form 5)”, write the names of the subordinate documents and the clause numbers which have detailed information.
- 4) Submit the management system documents, including their subordinate documents and as many of the forms specified by each document as possible.
- 5) Each form submitted as an application document and documents specified in Form 2 shall be in Japanese, in principle. They are also acceptable when written in both Japanese and a foreign language.
- 6) The subordinate documents (internal documents) which are not to be submitted as application documents and other records can be in a foreign language. Explanation in Japanese (in writing or through conversations via an interpreter) may be requested in the process of assessment.
- 7) When sending the application documents by postal mail, forward them to the following address with prior notice.

Registration Group
ISMS Accreditation Center (ISMS-AC)
Roppongi First Bldg.
1-9-9 Roppongi, Minato-ku
Tokyo 106-0032

2.1.4 Acceptance of application

- 1) When ISMS-AC checks the application documents and finds any document missing, it will request the applicant body to add or replace the relevant document. When the documents are checked and found to be in order, ISMS-AC will accept the application. Upon acceptance of the application an agreement between the applicant and ISMS-AC is deemed to be established.
- 2) When ISMS-AC does not accept an application, it will return the application documents with the reasons thereof. A case where an application is not accepted is when the applicant is not conforming to clause 5.1 of the Accreditation Procedures or clause 2.1.3-1) of this document.
- 3) Received application documents and any information obtained in the assessment process shall not be used for purposes other than accreditation assessment and registration. Confidentiality measures are in place to maintain these documents and information.

- 4) When ISMS-AC accepts an application, it will invoice the CB for the application fee and the basic assessment fee. Even when the application is withdrawn before the assessment starts, the application fee shall be charged.

2.2 Initial accreditation assessment

2.2.1 Preparing for accreditation assessment

- 1) Accreditation assessment is generally conducted in the following order: i) document review, ii) office assessment, iii) witness assessment and iv) final assessment. Refer to the general workflow of accreditation activities in Annex 3 (Only in Japanese).
- 2) Before the accreditation assessment starts, ISMS-AC checks if document review can be conducted. Correction shall be requested if there are any problems.
- 3) Before starting the document review, ISMS-AC arranges the assessment schedule consulting with the applicant body, organizes an accreditation assessment team and notifies the applicant of it. The applicant can submit objections to any particular member of the team if well-founded. In that case contact ISMS-AC within a specified period.
An assessment plan is made by referring to “Annex 2: Standard Man-days for Accreditation Assessment”. The number of man-days for assessment varies depending on the circumstances.
- 4) Even when the application is withdrawn or assessment is discontinued half-way through, the application fee and the basic assessment fee shall not be refunded.
- 5) Accreditation assessment for reapplication is similar to the initial accreditation assessment. Matters which are supposed to have been already checked in the previous assessment may be skipped in the process of assessment.

2.2.2 Document review

- 1) Document review is conducted for application documents at ISMS-AC’s office. If any of the documents described in Form 5 is found missing in the process of this assessment, the applicant may be requested to submit additional documents.
- 2) On completion of the document review, the assessment team will prepare “Document Review Report” and provide it to the applicant to ask for confirmation. When the report is checked by the applicant, the assessment team will close the document review and proceed to the office assessment.
- 3) When major nonconformities are identified, the assessment team will not proceed to the office assessment until it verifies that corrective actions against the

nonconformities have been completed.

- 4) If there are any issues which cannot be checked solely during the document review, the assessment team may proceed to the office assessment and check them there. In this case, the assessment team will close the document review tentatively.

2.2.3 Office assessment

- 1) The office assessment is conducted at the applicant's office to check mainly their performance and records. The review records of a client organization's application documents conducted by the CB may be checked as well.
- 2) As an interview with top management is scheduled after the opening meeting, the applicant body shall take it into consideration when arranging the assessment schedule.
- 3) Conversations at assessment sites shall be conducted in Japanese, in principle. When a foreign language is used, explanation in Japanese (in writing or through conversation via an interpreter) may be requested. The applicant body shall arrange for an interpreter at their own expense.
- 4) At the closing meeting the assessment team will ask the applicant to check the content of the points requiring action. They may be checked at daily meetings.
- 5) On completion of the office assessment, the assessment team will prepare the "Office Assessment Report" and provide it to the applicant to ask for confirmation. When the report is checked by the applicant, the assessment team will close the office assessment and proceed to the witness assessment.
- 6) When the assessment team finds out major nonconformities and is to conduct a follow-up office assessment, it will indicate such matters in the "Office Assessment Report", provide it to the applicant to ask for confirmation, and close the office assessment tentatively. The assessment team will not proceed to the witness assessment until the follow-up assessment is closed.

2.2.4 Witness assessment

- 1) The assessment team witnesses Stage 1 audit and Stage 2 audit of a client organization carried out by a CB.
- 2) When the assessment team witnesses a CB auditing a client organization which has multiple sites, sampling techniques may be used.
- 3) For the witness assessment, a CB shall obtain the agreement of an audited organization on the composition of the accreditation assessment team.
- 4) When arranging the schedule of the witness assessment, ISMS-AC may nominate

specific certification auditors.

- 5) When a foreign language is used at the sites of the witness assessment, explanations in Japanese (in writing or through conversations via an interpreter) may be requested. The applicant body shall arrange for an interpreter at their own expense.
- 6) At the closing meeting, the assessment team will ask the applicant to check the content of the points requiring action. They may be checked at daily meetings.
- 7) On completion of the witness assessment, the assessment team will prepare the “Witness Assessment Report” and provide it to the applicant to ask for confirmation. When the report is checked by the applicant, the assessment team will close the witness assessment and proceed to the final assessment.
- 8) When the assessment team finds out major nonconformities and is to conduct a follow-up witness assessment, it will indicate such matters in the “Witness Assessment Report”, provide it to the applicant to ask for confirmation, and close the witness assessment tentatively. The assessment team will not proceed to the final assessment until the follow-up assessment is closed.

2.2.5 Follow-up assessment

- 1) When the assessment team finds out major nonconformities, it may conduct the follow-up assessment to verify that corrective actions have been completed. The follow-up assessment shall be conducted repeatedly until the assessment team verifies the completion of corrective actions.
- 2) On completion of the follow-up assessment the assessment team will prepare “Follow-up Assessment Report” and provide it to the applicant to ask for confirmation. When the report is checked by the applicant, the assessment team will close the follow-up assessment and proceed to the next assessment.

2.2.6 Final assessment

- 1) On completion of document review, office assessment and witness assessment, the assessment team will make an overall evaluation of the assessments at ISMS-AC’s office.
- 2) In the process of the final assessment, an additional examination may be conducted for confirmation.
- 3) On completion of the final assessment, the assessment team will prepare the “Final Assessment Report” and submit it to the Accreditation Review Board for the final decision. The report shall be provided to the applicant as well. Any

property rights relating to the assessment reports shall belong to ISMS-AC.

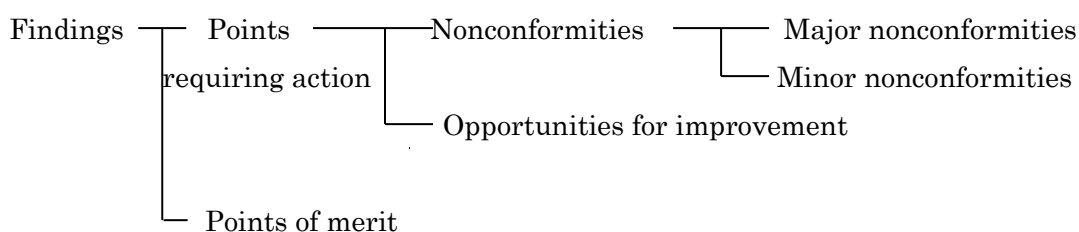
- 4) Normally, ISMS-AC will invoice the applicant for all of the assessment fees together on completion of all assessments. When assessments extend over two fiscal years of ISMS-AC, partial billing will be made for the assessments closed by the end of the first fiscal year and the rest will be charged when the remaining assessments finish.
- 5) Even when an application is withdrawn or an assessment is discontinued, assessment fees at the actual cost shall be settled and charged.

2.2.7 Special assessment

- 1) Assessments other than initial accreditation assessment, renewal assessment and surveillance, which are conducted extraordinarily, are called special assessment.
- 2) ISMS-AC will notify the applicant when it is to conduct a special assessment except for the case of extension of the accreditation scope.

2.2.8 Findings

- 1) The findings of accreditation assessments are classified as follows:



- 2) Regarding nonconformities and opportunities for improvement, refer to clause 5.4 of the Accreditation Procedures.

2.2.9 Corrective action

- 1) A corrective action is a measure to eliminate the causes of detected nonconformities.
- 2) The assessment team will ask the applicant to check the content of nonconformities normally at the closing meeting, and if consent is obtained, it will issue the “Corrective Action Request”. The accreditation assessment team will check the content of the corrective actions taken in accordance with the request. In the case of minor nonconformities, corrective action plans may be accepted as corrective actions.
- 3) If the completion of corrective actions cannot be verified by the date agreed on, the assessment shall be discontinued.

- 4) The assessment team will ask the applicant to check the content of the opportunities for improvement at the closing meeting, as well, and may check the improved situation at the next assessment.

2.2.10 Discontinuance of assessment

Assessment shall be discontinued in the following situations, in principle. In the case of initial assessment, it is regarded as non-accreditation. In the case of renewal assessment and surveillance, it is regarded as suspension or withdrawal of accreditation.

- 1) Completion of corrective actions cannot be verified within three months from the date major nonconformities were detected
- 2) ISMS-AC determines that assessment cannot be continued because there has turned out to be a serious fallacy in the content of application, the applicant has not observed the written pledge as described in the Accreditation Procedures or the applicant has done some antisocial activities
- 3) The applicant body voluntarily requests withdrawal of application

2.3 Accreditation decision and procedures for registration

2.3.1 Decision on accreditation and registration

- 1) Decision on granting accreditation is made at the Accreditation Review Board. The result will be notified in writing to the applicant.
- 2) When the applicant is decided to be accredited, the date of accreditation/ registration will be basically the date when the Accreditation Review Board made a decision.
- 3) When an applicant is decided not to be accredited, it will be notified of the non-accreditation decision with the reasons thereof. The applicant can appeal against the decision. Refer to clause 7.2.
- 4) If an applicant is not accredited in some of the specific technical areas applied for in BCMS, accreditation will be partially granted in other areas.
- 5) When the Accreditation Review Board suspends a decision, ISMS-AC will take actions toward the causes of suspension and may conduct additional examination to confirm the situation.
- 6) When an accreditation decision is made, ISMS-AC will issue an invoice for the accreditation/ registration fee.

2.3.2 Granting the accreditation certificate

- 1) When an accreditation decision is made, an accreditation certificate will be granted by ISMS-AC. The property right of the accreditation certificate shall belong to ISMS-AC.
- 2) When there is no specific description for the scope of accreditation in the accreditation certificate, the scope is deemed to cover the principal office described in the application form. Technical areas shall be stated as a scope for BCMS accreditation.
- 3) If there are any changes in the content of an accreditation certificate or if a certificate is damaged or lost, it may be reissued with charge. Refer to the form “Request for Issuance of the Accreditation Certificate” (ISF213-1).
- 4) Replicas of the accreditation certificate are available. Refer to “Order Form for Replicas of the Accreditation Certificate” (ISF213-2).
- 5) When a CB is to make a statement regarding its accredited/ registered status, it shall comply with the relevant clauses of the Accreditation Criteria and Accreditation Procedures.

2.3.3 Use of the accreditation symbol

- 1) Reproduction of the accreditation symbol shall be in accordance with “Conditions for Reproduction of the IMS Accreditation Symbol” (JIP-IMAC500). This is a regulation for the graphic of the symbol and will be provided to CBs after an accreditation/ registration decision is made. It is also available to certified organizations through CBs.
Note: ISO/IEC 17011 specifies that an accreditation symbol is a symbol issued by an accreditation body to be used by accredited CBs to indicate their accredited status.
- 2) When accredited bodies use the accreditation symbol, they shall comply with the relevant clauses of the Accreditation Criteria and the Accreditation Procedures, as well as “Conditions for Use of the IMS Accreditation Symbol” (JIP-IMAC510). This regulation is targeted at accredited bodies and specifies the conditions for use of the accreditation symbol. Based on this regulation CBs shall prepare their own regulation for certified organizations and provide it to them.
- 3) When ISMS-AC decides to grant accreditation, electronic data (JPEG or Illustrator format) of the accreditation symbol with an accreditation number will be provided to the CB.

2.3.4 Publication of the registered information

- 1) An accredited body shall inform ISMS-AC of its information in accordance with the form prescribed by ISMS-AC. ISMS-AC will register this information and publish part of it on the website.
- 2) An accredited body shall report to ISMS-AC information on client organizations it has certified in accordance with “Interface Specification of Information on the Certified Organizations” (JIP-IMAC520). ISMS-AC is to publish the information on the website within one week from the report. Concerning publication of the information on the certified organizations, refer to the above-mentioned specification as there are some points to be followed regarding nondisclosure. Only the information on organizations which agree to disclosure shall be published on the website.

Note 1: In the field of information security, nondisclosure is regarded as one of the security measures and nondisclosure or limited disclosure is accepted in this scheme. As for limited disclosure, minimum disclosure items are defined in the specification above.

Note 2: If there are inquiries such as confirmation of information concerning organizations that selected nondisclosure or limited disclosure, ISMS-AC shall answer within the scope of disclosure.

- 3) Information on the organizations whose certification is suspended or withdrawn shall be deleted from the published information.

3. Surveillance

3.1 Preparing for surveillance

- 1) Surveillance (maintenance assessment) is periodically conducted every year after the initial or renewal accreditation/ registration, within three months before or after the designated date, in principle.
- 2) ISMS-AC will notify the accredited body of surveillance approximately six to three months in advance and start arranging the schedule. The CB shall submit an audit plan responding to the notification in order to arrange the schedule for the witness assessments. Accredited bodies need not submit an application form to ISMS-AC.
- 3) If there are any changes in documents from the previous assessments, start preparing them because they shall be submitted prior to the surveillance. Refer to the notification from ISMS-AC on when to send the documents.

3.2 Conducting surveillance

- 1) Surveillance basically includes document review, office assessment, witness assessment and final assessment. The results of the document review may be included in the “Office Assessment Report”. The order of the office assessment and the witness assessment may be interchanged.
- 2) The procedures for assessments and the process leading to the accreditation decision are similar to those of the initial assessment. For the workflow of surveillance, refer to Annex 3 (only in Japanese) and refer to Annex 2 for the standard man-days.
- 3) Surveillance includes verifying the changes from the previous assessment, issues specified at the previous assessment to be checked at the next one, as well as implementation records of internal audits and management reviews conducted after the previous assessment.
- 4) The content of a notice of changes may be checked in surveillance. If there are major changes, special assessment will be conducted separately with prior consent of the CB.
- 5) Each assessment report will be processed in a similar way to the initial assessment.
- 6) Assessment fees shall be billed at the completion of all assessments.
- 7) When documents are replaced, previous documents shall be returned or disposed of with the agreement of the CB.

3.3 Maintenance of registration

- 1) The results of the surveillance will be submitted to the Accreditation Review Board and the decision result will be notified in writing to the CB.
- 2) When ISMS-AC decides to maintain the registration of a CB and there is no change in the content of the accreditation certificate, the certificate can continue to be used. If there are any changes, a revised accreditation certificate will be provided to the CB. The validity period of the revised accreditation certificate is the same as that of the previous one.
- 3) When ISMS-AC decides to maintain the registration of a CB, it will issue an invoice for the basic registration maintenance fee.
- 4) When ISMS-AC decides not to maintain the registration of a CB, the CB shall be regarded as suspended or withdrawn from accreditation.

4. Renewal of accreditation registration

4.1 Preparing for renewal assessment

- 1) The validity period of accreditation registration is described in clause 6.1 of the Accreditation Procedures.
- 2) ISMS-AC will notify a CB of renewal assessment approximately nine to six months prior to the expiration date. The CB shall prepare for the renewal assessment so that it will complete within the validity period. The CB shall consult with ISMS-AC as soon as possible especially in case it has few candidates for the witness assessment.
- 3) If a CB does not desire to renew the registration, it shall notify ISMS-AC in writing more than three months prior to the expiration date. The CB shall make an arrangement associated with withdrawal of accreditation.

4.2 Applying for renewal assessment

- 1) ISMS-AC starts accepting application six months prior to the expiration date from CBs which desire to renew their registration. The CB shall complete the application procedure three months prior to the expiration date at the latest.
- 2) The application process and procedures are similar to those of the initial application. All documents including the ones with no change shall be submitted.
- 3) The previous application documents before the renewal shall be returned or disposed of with the agreement of the CB on completion of the renewal procedure.

4.3 Renewal assessment

- 1) The renewal assessment generally starts around six months in advance of the expiration date and renewal registration shall be completed by the expiration date, in principle.
- 2) The renewal assessment procedures are similar to those of the initial accreditation assessment.
- 3) The renewal assessment includes verifying the changes from the previous assessment and issues specified at the previous assessment to be checked at the next one.
- 4) The notified change may be also checked in the renewal assessment. If there are major changes, special assessment will be conducted separately with prior consent of the CB.

4.4 Renewal registration

- 1) The procedures for renewal registration are similar to those for the initial registration.
- 2) The validity period of renewal registration shall continue from the previous expiration date.
- 3) When a renewed accreditation certificate is provided to the CB, the former one shall be returned.

5. Actions on the changes

5.1 The cases where a notice of changes is required

- 1) When there are any changes relevant to clause 6.3 of the Accreditation Procedures, in the content of the accreditation application form, in the registration information on the client organizations (refer to clause 2.3.4-1)) as well as in the management systems and related organizational structure, the applicant or accredited CB shall give notice to ISMS-AC without delay using the form “Notice of Changes in Accreditation Application/ Registration” (ISF531).
- 2) In other cases such as document changes, the documents shall be replaced before the next assessment. Contact ISMS-AC for questions.

5.2 Actions taken in conjunction with changes

- 1) ISMS-AC checks the content of notified changes and offers actions to be taken. When ISMS-AC determines necessity of an extraordinary assessment, it will conduct special assessment.
- 2) If modification is required in the content of the accreditation certificate due to changes, ISMS-AC will provide a revised certificate to the CB. The previous one shall be returned. The validity period of the revised certificate is the same as that of the previous one.

5.3 Extension of the scope of accreditation

- 1) When a CB locates additional offices which will fall into the category of extension of the accreditation scope, application to extend the accreditation scope will be required. Form 1 is used for this application.
Note: The offices which fall into the category of extension of the accreditation scope mean additional offices where organizational operation and documents shall be checked as part of accreditation and assessment cannot be completed solely at

the main office. If documents prepared and managed at additional offices can be checked at the main office during the assessment, the offices don't fall into the category of extension of the registration scope.

When a BCMS accredited CB is to apply for extension of technical areas, the application shall be in accordance with 5.1 of Annex B.

- 2) Special assessment will be conducted for the application for extension of the accreditation scope. The assessment will cover only the extended part, in principle.
- 3) Extension of the accreditation scope is judged in the Accreditation Review Board and the result will be notified in writing to the CB.
- 4) When extension of the accreditation scope is decided, ISMS-AC will provide a revised certificate to the CB. The previous one shall be returned. The validity period is the same as that of the previous one even when the scope is extended.
- 5) On completion of the assessment ISMS-AC will issue an invoice for the assessment fee. After the registration decision the registration fee will be charged.

5.4 Changes in the Accreditation Criteria

- 1) When ISMS-AC changes the criteria and others, it will notify CBs of necessary actions for the changes.
- 2) When the content of the changes has a great impact on the operation of CBs, ISMS-AC will give them enough time to respond by notifying well in advance or clearly indicating a specified time limit for completion of the actions.
- 3) If there are major changes in the criteria and others, ISMS-AC may conduct a special assessment in order to verify that the necessary actions have been taken.

6. Reducing/ suspending/ withdrawing accreditation

6.1 Conditions for reducing/ suspending/ withdrawing accreditation

- 1) Conditions for reducing/ suspending accreditation are described in clause 9.1 of the Accreditation Procedures and clause 8.1 of "Conditions for the Use of the Accreditation Symbol". Reduction/ suspension of accreditation are judged to be appropriate in the following cases. The period of suspension shall not extend beyond the next registration renewal.
 - a) A CB is judged not to conform to the accreditation criteria in assessments after initial registration, and completion of the corrective actions cannot be verified by the date agreed on.
 - b) A CB knowingly misuses the accredited status or the accreditation symbol.

- c) A CB intentionally neglects its notifying/ reporting duties, gives a false notice or makes a false report
 - d) A CB rejects, obstructs or objects to the assessment team's entry to the CB's sites in compliance with ISMS-AC's regulations. Or a CB does not make a statement without due reasons or makes a false statement on inquiries from the assessment team in compliance with ISMS-AC's regulations
 - e) ISMS-AC determines that a CB ruins the credit of the market in the third-party conformity assessment scheme
 - f) A CB does not observe the written pledge submitted upon application for accreditation
 - g) the fees are overdue by more than six months without any justifiable reason
 - h) An accredited body voluntarily requests reduction/ suspension of accreditation and ISMS-AC concludes that appropriate actions are taken with respect to the reduction/ suspension
 - i) Other cases where ISMS-AC concludes with rational reasons that reduction/ suspension of accreditation is appropriate
- 2) Conditions for withdrawing accreditation are described in clause 9.2 of the Accreditation Procedures and clause 8.1 of "Conditions for the Use of the Accreditation Symbol". In addition, whole or partial withdrawal of accreditation is judged to be appropriate in the following situations.
- a) An accredited body falls into the conditions for suspension of accreditation, does not correct nonconformities and/ or eliminate the causes thereof, and corrective actions are not effectively implemented within the period specified by ISMS-AC
 - b) An accredited body voluntarily requests withdrawal of accreditation
 - c) Other cases where ISMS-AC concludes with rational reasons that the CB is disqualified to maintain its accredited status and decides to withdraw the accreditation

6.2 Actions for to reducing/ suspending/ withdrawing accreditation

- 1) When ISMS-AC reduces/ suspends/ withdraws accreditation (including a CB's voluntary withdrawal), it will ask the CB for necessary actions in writing. The CB shall provide action plans and implement them.
- 2) When an accredited body is to voluntarily request reduction, suspension or withdrawal of accreditation, it shall notify ISMS-AC promptly.
- 3) When suspension or withdrawal of accreditation is decided, the CB shall return

the accreditation certificate to ISMS-AC and discontinue all the advertising and display related to the accreditation. The CB shall also ask the organizations it has certified for necessary actions.

- 4) When the CB finishes all actions, it shall notify ISMS-AC accordingly. If necessary, ISMS-AC may verify at the CB's office the actions taken.
- 5) When accreditation of a CB is suspended/ withdrawn, ISMS-AC will announce to that effect. In the case of accreditation withdrawal, ISMS-AC may disclose the relevant standards.

6.3 Reapplication after suspension or withdrawal of accreditation

- 1) A CB suspended from accreditation can apply for the lift of suspension when it has eliminated the causes of suspension. ISMS-AC will verify through special assessment the corrective actions taken and determine through the decision by the Accreditation Review Board whether to lift the suspension or not.
- 2) A CB withdrawn from accreditation can reapply for accreditation when it has eliminated the causes of withdrawal. Reapplication shall be in accordance with the procedures for the initial application.

7. Complaints and appeals

7.1 Acceptance of complaints from CBs to ISMS-AC

Acceptance of complaints to ISMS-AC from CBs shall be in accordance with "Procedures for Responding to Complaints and Appeals concerning IMS Accreditation" (JIP-IMAC112).

7.2 Acceptance of appeals from CBs to ISMS-AC

Acceptance of complaints to ISMS-AC from organizations shall be in accordance with "Procedures for Responding to Complaints and Appeals concerning IMS Accreditation" (JIP-IMAC112).

Annex 1 The criteria and the related documents for accreditation of certification bodies

1. The criteria and the related documents for accreditation of certification bodies

1.1 Documents for accreditation of ISMS certification bodies

1) Accreditation criteria and guidance

JIP-ISAC100 Accreditation Criteria and Guidance for ISMS Certification
Bodies

1.2 Documents for accreditation of ITSMS certification bodies

1) Accreditation criteria and guidance

JIP-ITAC100 Accreditation Criteria and Guidance for ITSMS Certification
Bodies

1.3 Documents for accreditation of BCMS certification bodies

1) Accreditation criteria and guidance

JIP-BCAC100 Accreditation Criteria and Guidance for BCMS Certification
Bodies

1.4 Documents for accreditation of CSMS certification bodies

2) Accreditation criteria and guidance

JIP-CSAC100 Accreditation Criteria and Guidance for CSMS Certification
Bodies

1.5 Common documents for accreditation of ISMS, ITSMS, BCMS and CSMS certification bodies

1) Accreditation procedures

JIP-IMAC110 Procedures for Accreditation of Certification Bodies

JIP-IMAC111 Guide for Accreditation of Certification Bodies

2) Accreditation symbol

JIP-IMAC500 Conditions for Reproduction of the Accreditation Symbol

JIP-IMAC510 Conditions for Use of the Accreditation Symbol

3) Fee schedule

JIP-IMAC610 Fee Schedule for Accreditation of IMS Certification Bodies

4) Information on the certified organizations

JIP-IMAC520 Interface Specification of Information on Certified Organizations

2. How to get the documents

The criteria and the related documents for accreditation of certification bodies can

be downloaded at

URL: <https://www.isms.jp/furiwake-b.html>

1) Accreditation criteria and guidance

The documents can be downloaded at the URL above.

ISO and JIS referred to in the criteria and the related documents are available through Japanese Standards Association (JSA).

2) Accreditation procedures

The documents can be downloaded at the URL above.

Word or Excel versions of forms of application documents, “notice of changes in accreditation application/ registration”, “request for issuance of the accreditation certificate” etc. referred to in the procedures can be downloaded at the linked page from the URL above.

3) Accreditation symbol

The documents can be downloaded at the URL above.

“Conditions for of the Accreditation Symbol” will be provided to CBs after accreditation/ registration.

4) Fee schedule

The document can be downloaded at the URL above.

5) Information on the certified organizations

The document will be provided to CBs after accreditation/ registration.

Annex 2 Standard man-days for accreditation assessment

The table below shows the standard man-days for accreditation. They may vary depending on circumstances. When assessments of more than one management systems are conducted concurrently, the following man-days will not be applied.

1. For accreditation of ISMS, ITSMS, CSMS and BCMS in the general technical areas

Type of assessment	Initial Assessment / Reassessment	Surveillance
Document Review	4 man-days	1 man-day (Note 2)
Office Assessment	4 man-days	2 man-days
Witness Assessment	Days of Assessment × 2 persons (Note 5)	Days of Assessment × 2 persons (Note 5)
Follow-up Assessment	Days of Assessment × 2 persons (the number of days depends on the content of the assessment)	Same as left

Note 1: One assessment day is counted as 7.5 hours. Although assessments are basically counted by the day, an assessment only in the morning may be counted as 0.4 day, the afternoon as 0.6 day.

Note 2: Document review is skipped unless ISMS-AC recognizes its necessity.

Note 3: Trainees, observers and technical experts are not included in man-days of assessments. When the man-days in the billing of assessment fees exceed those in the table above, ISMS-AC shall notify the CB in advance.

Note 4: Final assessment is not subject to charge.

Note 5: One or more certification audits will be witnessed.

2. For accreditation of BCMS in specific technical areas

The standard accreditation assessment man-days are not specified as they vary depending on circumstances.