Customer journal no. 74 – II/2014

DQS UL IN DIALOG

REVISION SPECIAL

In this special summer edition of our DQS UL customer journal, our experts present to you the ongoing status of the revision of ISO 9001, 14001 and 45001 (the current BSOH 18001), as well as information on the new ISO 27001, BRC Issue 7 and an overview of Food Standards.

2015 – The year of revised management system standards

For more than 1.5 million organizations with certified quality or environmental management systems worldwide, the year 2015 will bring significant changes: both ISO 9001 (Quality Management Systems) and ISO 14001 (Environmental Management Systems) are scheduled to be re-published in completely revised versions in the second half of the year.

Both standards look back on a true success story: since the initial publication of ISO 9001 in the year 1987, the number of certified organizations has been increasing steadily, and the recently published ISO Survey reveals the impressive figure of 1,129,000 certificates for management systems at the end of 2013. The certificate numbers for environmental management systems according to ISO 14001 show a similar development, and by the end of 2013 there were more than 300,000 certificates worldwide.

Organizations certified by DQS UL Group report many advantages their certification gives them, starting with the fulfillment of customer requirements, to using them as tools to improve company or environmental performance, or to avoid mistakes and reduce risk.

Still, changing conditions, new developments and technologies as well as changing expectations expressed by the users of these standards have made another revision necessary.

The new standards will have a completely new, mutually harmonized structure that is designed to facilitate integration of these two management systems. Content-wise, the tried and true process approach that to date has been recommended is now a requirement. There is also increased emphasis on the effectiveness of the management system and the results achieved.

This provides certified organizations with some impressive opportunities to improve their systems, and develop them further into even more effective tools for management. To do that, they now have a transition period of three years to adjust their systems to the new requirements. In spite of this rather long period of time, we recommend our customers familiarize themselves with the changed standards as soon as possible, and not to wait until the end of the transition period. Your local DQS UL office will be glad to support you in this, and offers their customers and interested parties a wealth of information and practical assistance in the form of training seminars and “Gap analyses“ .

With this newsletter, we would like to let you know about the current status of this ongoing revision, and give you a heads-up about the changes that are in the planning.
Enjoy the news!

Michael Drechsel
Managing Director
DQS Holding GmbH

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ISO 9001

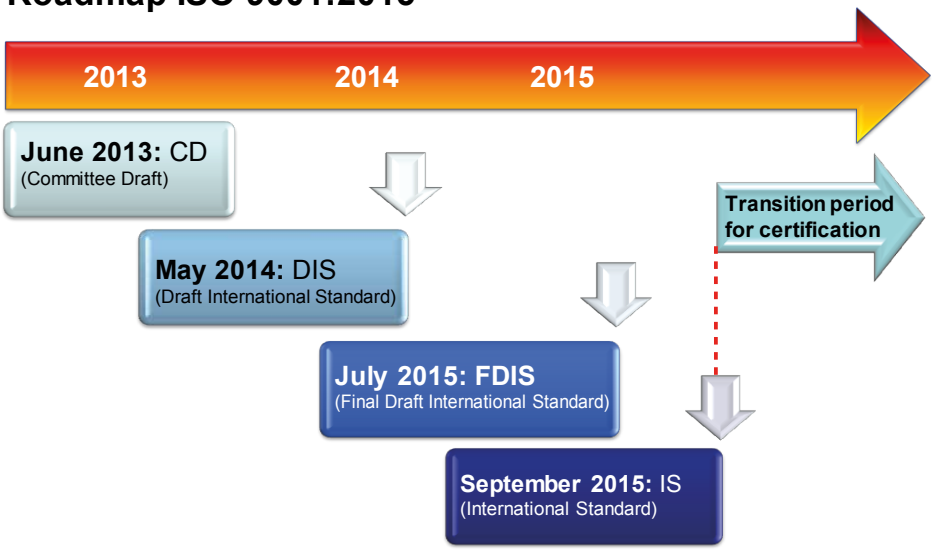
Background

Since its first publication ISO 9001 went through several revisions to keep it up-to-date and to consider the changing environment and stakeholder expectations. It was first published in 1987 containing a set of requirements grouped in 20 elements for quality assurance system. The first revision followed in 1994, introducing some minor changes like the distinction between corrective and preventive action. The revision in the year 2000 introduced a completely new concept, abandoning the element-based requirements and introducing a Quality Management Model based on a process approach. Again a revision followed in 2008 with very few changes without adding or changing requirements.

ISO 9001 is the most successful standard for management systems in the world. While in 1995 only 127,000 organizations have been certified according to ISO 9001, this number increased in 2013 to more than 1,100,000 certificates in 180 countries.

Despite the innumerous benefits obtained through an implemented quality management system based on ISO 9001 (e.g. error prevention, reduced costs through improved and more efficient processes, minimization of business risks, increased customer satisfaction, trust and reputation), a new revision of the standard was necessary again to assure that the standard is still relevant and adequate in an always faster changing world. The increasing diversity of ISO 9001 users had to be considered, not having any longer only manufacturing industries but more and more service industries and other kinds of organizations. It was also necessary to verify the impact of new developments in knowledge and technologies which changed during the last years, broader user interests and changes in industry. In 2010 and 2011, ISO conducted an extensive web-based user survey, asking about the need for a revision and the future needs and interests of the standard users. The answers have been evaluated and the majority asked for changes and a review of ISO 9001.

Roadmap ISO 9001:2015



The revision process

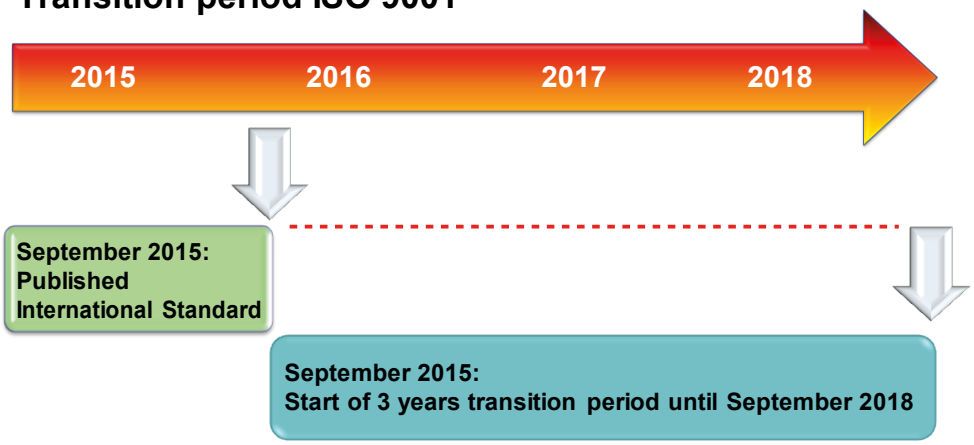
In 2011 the responsible ISO committee, the Technical Committee 176 started the systematic review and decided in March 2012 to revise the standard. The revision process went through several internal draft stages and is now expected to be concluded in September 2015 with the publication of the revised ISO 9001:2015, based on a new common structure for all ISO Management System Standards and introducing several new concepts, the most important being the so called “risk based thinking”.

High Level Structure

1. Scope
2. Normative reference
3. Terms and definitions
4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance Evaluation
10. Improvement

In June 2014 the most recent step was concluded and the DIS (Draft International Standard) was published for public consultation.

Transition period ISO 9001



New content and structure:

Even keeping in mind that the final version may still introduce some minor adjustments, now the main changes and concepts are already defined:

- It is already known that ISO 9001:2015 will have a complete new structure and core text with the so called "High Level Structure" as defined in the Annex SL of the "Consolidated ISO Supplement" of the ISO/IEC Directives.
- As one of the main content changes, the new standard will increase the requirements for top management commitment and involvement.
- Another significant change will be the introduction of the concept of "risk based thinking". While the concept of risk has always been implicit in ISO 9001, the revised standard makes it more explicit and builds it into the whole management system. Annex SL includes a specific requirement that organizations determine the risks that need to be addressed to ensure that their management system can achieve its intended outcomes, prevent or reduce undesired effects and achieve continual improvement. Each management system standard can define risk in terms that are relevant to their specific discipline; so the revised version of ISO 9001 will do so in relation to product or service conformity and customer satisfaction. Risk based thinking will make preventive action part of the routine and it will no longer be necessary to maintain a specific requirement for preventive action.
- The revised standard will also give increased emphasis to achieving value for the organization and its customers. Important are the results, in other words "output matters".
- ISO 9001:2015 will require an understanding of the context of the organization and the needs and expectations of interested parties like e.g. direct clients or customers, end users, suppliers or regulators. The advance of modern media will be reflected by increased flexibility of the use of documentation, and the terms "document" and "record" probably will be substituted by the term "documented information".
- The process approach introduced in the year 2000 as the desired model for quality management systems will become an explicit requirement in ISO 9001:2015.
- "Preventive action" will disappear as an explicit requirement, and the whole wording of the revised standard will make it more readily applicable and usable by "service" type organizations.
- Recognizing the importance of competent people within any kind of organization there will be also more emphasis on requirements for competence of personnel. In that context, competence means being able to apply knowledge and skill to achieve intended results.
- As an annex of the standard we will also find the revised quality management principles, now reduced from eight to seven principles, combining the former process and system approach.

Impact for certified organizations:

First of all it is important that there is no formal requirement to start any activity before the publication of ISO 9001. However, as the DIS, the Draft International Standard, is now published, we already have a clear picture how the revised standard will look like. So far we recommend the monitoring of the revision process and making yourself aware of the new structure and the new requirements as soon as possible. After the final publication of ISO 9001:2015, certified organizations will need to transition to the revised standard. That means that processes and system documentation will have to be revised and aligned with the new requirements.

ISO and the International Accreditation Forum IAF already agreed on a period of three years for the transition from ISO 9001:2008 to the new ISO 9001:2015. DQS UL will support organizations by different means, among others by:

- Publicly available information
- Recorded webinars in several languages (on our website www.dqs-ul.com)
- Seminars and training
- Gap audits

ISO 14001

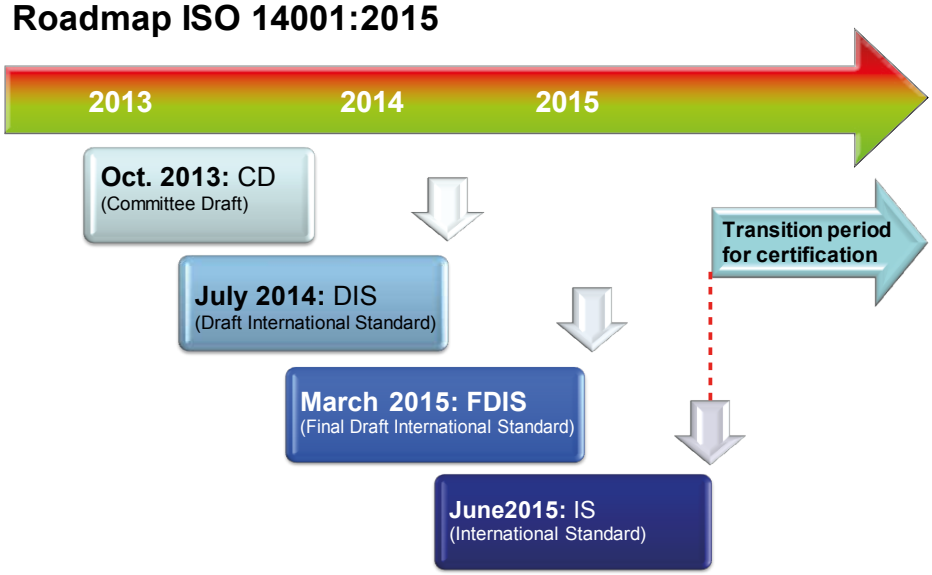
ISO 14001 is one of the most successful ISO management standards. Based on a former British Standard (BS 7750), it was published in 1996 and since then over 300,000 companies worldwide implemented an environmental management system based on the standard's requirements and obtained the certification.

Organizations benefit from the implementation of an environmental management system based on ISO 14001 by reducing their environmental performance and impacts, saving resources, energy and money. A certified Environmental Management System is a good preventive tool and helps to be in compliance with legal and other requirements.

The popularity of ISO 14001 is also a result of the continuous efforts to revise and update the standard, keeping it in line with current ecological, political and social developments. In 2004 a first revision introduced minor changes to ISO 14001 to align it better with the ISO 9001 Quality Management Standard, making its requirements clearer and facilitating the integration of quality and environmental management systems. During the last correction of the standard in 2009, which did not include new requirements, ISO announced a deeper revision which is now expected to be concluded in the middle of the year 2015.

Based on the results of the "Future Challenges for EMS Study Group', which evaluated potential implications of evolving stakeholder expectations and new developments in environmental management systems, the responsible ISO committee started its work in 2012, went through several internal draft stages and published now the Draft International Standard (DIS), which already gives us a clear picture of the expected changes in structure and content:

Roadmap ISO 14001:2015



Adoption of the High Level Structure:
ISO 14001:2015 will be structured according to the so called "High Level Structure" of the ISO/IEC Directives, Part 1, Consolidated ISO supplement, 2014, Annex SL, Appendix 2 which sets out the high level structure, identical core text and common terms and core definitions that are to form, where possible, the nucleus of future and revised management system standards such as ISO 9001 and ISO 14001. The new structure helps to combine and integrate different management systems and includes the PDCA approach (Plan-Do-Check-Act). Like other new or revised management system standards, ISO 14001:2015 will have the following 3 introductory clauses, followed by 7 clauses with requirements:

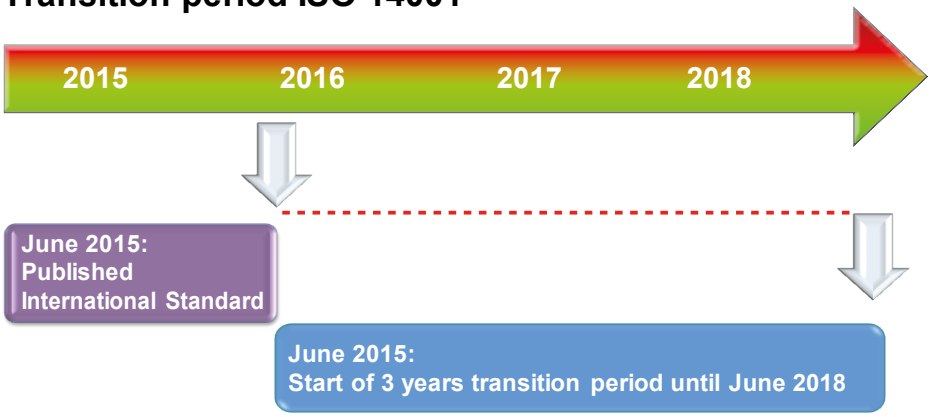
1. Scope
2. Normative reference
3. Terms and definitions
4. Context of the organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement

Content changes:
In the DIS version we see environmental performance gain prominence while addressing risk, life cycle of products, and understanding the needs and concerns of interested parties in the context of the organization. The life cycle perspective requires organizations to look beyond their boundaries. Value stream planning requires managing upstream and downstream processes, including outsourced processes. Environmental objectives shall be linked to the organization´s processes and have to take into account internal and external factors as well as compliance obligations.

When it comes to value chain planning and control, ISO 14001:2015 will introduce a new set of requirements to manage or influence upstream and downstream processes. These include all outsourced activities, such as transport, packaging and disposal, as well as the procurement of goods and services.
The main changes are related to:

- Increased requirements for top management commitment and involvement
- Emphasis on risk-based thinking
- Need to understand the context of the organization and the needs, expectations and requirements of interested parties
- Consideration of a life cycle perspective
- Increased flexibility on the use of documentation

Transition period ISO 14001



The main content changes in details:

Clause 4 "Context of the organization" was included as a completely new clause. It requires a better and more strategic understanding of all the factors affecting the way organizations manage their environmental responsibilities. The organization shall determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcome of its environmental management system. It shall identify the interested parties relevant to the environmental management system, and their relevant needs and expectations.

Clause 5 "Leadership" recognizes that leadership commitment is critical for the implementation of an EMS, and, in consequence, confirms that the implementation of the EMS is the full responsibility of top management. It requires much more commitment, responsiveness, support and communication from the top management level of an organization. Top management will be expected to ensure that the environmental policy and environmental objectives are established and are compatible with the strategic direction and the context of the organization.

Clause 6 "Planning" requires now, similar to the new requirements of the revised ISO 9001 and in line with the new High Level Structure, that the organization determine the risks associated with threats and opportunities that needs to be addressed. The new risk approach covers also the specific requirement for preventive action. In addition to the already existing requirements regarding significant environmental aspects, the clause is now also more specific about legal and other requirements related to the environmental aspects, addressing them as "compliance obligations". Planning also requires the establishment of environmental objectives at relevant functions and levels, taking into account the organization's significant environmental aspects, applicable requirements and compliance obligations as well as the risk associated with threats and opportunities. When defining the objectives, the organization shall consider its technological options and financial, operational and business requirements and the objectives shall be measurable (where practicable).

Clause 7 "Support" will not include any new requirements, but is now a bit more prescriptive in relation to resources, competence awareness and especially to the required internal and external communication, which shall be more appropriate, transparent and reliable.

Clause 8 "Operations" requires now - consistent with a life cycle perspective - the consideration of the value chain that impacts the environmental management system and the control of changes and outsourced processes. It is also more prescriptive in relation to emergency preparedness and response.

Clause 9 "Performance evaluation" includes now - in a single new clause and in line with the new High Level Structure - several pre-existing requirements from the current version of ISO 14001, to include monitoring, measurement, analysis, evaluation of environmental performance, evaluation of compliance, internal audits and management review.

Clause 10 "Improvement" contains the current non-conformity and corrective action clause, but is more structured and more demanding in relation to the consideration of nonconformities and the resulting actions.

Impact for certified organizations:

ISO 14001 has provided an effective framework for environmental management since 1996 and the revised version will advance the concept of continual improvement in environmental performance. Although the structure will be changed and some requirements will be added or rendered more prescriptive, many parts remain without significant changes. Nevertheless, it is recommend to monitor the revision process and to identify potential need for changes. DQS UL can give appropriate support through gap analyses and training about the new and/or changed requirements.
The next step of the revision process will be a revision of replies to the public consultation about the DIS (Draft International Standard). The working group will meet in February 2015 to review the replies and produce a final version (FDIS), for vote by the ISO member bodies. Provided that the vote is positive, ISO 14001:2015 will be published after the second quarter of 2015. A 3-year transition period to the revised standard has already been agreed upon.

For updated information and the webinars, please visit our webpage at www.dqs-ul.com

A first glance at ISO 45001:

OHSAS 18001 reloaded!

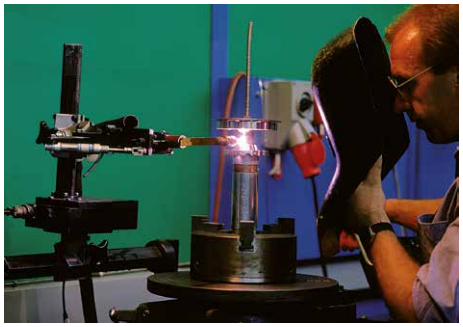
ISO 45001, the international standard that will replace BS OHSAS 18001, has now reached the Committee Draft stage. The standard sets requirements for occupational health and safety management systems and will be published towards the end of 2016. In order to assist organizations that wish to be certified with the transition from BS OHSAS 18001 to ISO 45001, DQS UL will inform you of the latest developments on a regular basis.

What changes can we expect from BS OHSAS 18001 to ISO 45001?

Because the standard is currently at the Committee Draft stage, we still need to be careful with the conclusions we draw at this point. The aim of the standard remains the same: to set requirements for OH&S management systems, and thus to help organizations ensure the health and safety of the people who work for them.

However, the fact that the standard will follow the same structure as ISO 9001:2015 and ISO 14001:2015 already indicates that there will be a stronger focus on the context of organizations. The notion of context requires organizations to look beyond health and safety within their own facilities and to take into account the working conditions along the supply chain.

A second change we can expect is the stronger role for top management. Health and safety will become a central aspect of the overall management system, requiring a firm commitment from top management. The integration of the OH&S management system into the overall management system will be facilitated by the fact that ISO 45001 adopts the same structure as ISO 9001 and ISO 14001.



What is the timeline for the new standard?

The project committee has finished the first working draft in October 2013. In July 2014, the committee draft was published. A Draft International Standard (DIS) will be made available for public comment in the last quarter of 2014. The final draft is expected to be developed in 2015. Finally, ISO 45001 will be published in late 2016.

As the final publication date approaches, DQS UL will organize workshops and webinars to prepare organizations for the transition to ISO 45001.

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ISO/IEC 27001

Introduction

ISO/IEC 27001 – the international standard for information security management systems – was recently updated to match current best practice and to recognize the changing threats to information security. The structure of the revised version of 27001:2013 is now adapted to the standardized structure of all future revised management systems, e.g. 9001:2015, the so-called "High Level Structure". This will ease the built-up of integrated management systems.

For some organizations, adapting their ISMS to the new requirements will be a trivial matter, while others will need to engage in a more thorough examination. This green paper highlights the significant changes to ISO/IEC 27001, and offers a few points of advice to aid in preparing. It should be noted that the release of the new standard does not negate or weaken any existing certification, and all organizations will have time to update their ISMS in line with the standard for recertification.

Structure

The structure of the standard has changed, which is a direct result of some core changes in the recommended process for developing the ISMS. While ISO 27001:2005 specified that the process used in the implementation of the ISMS was PDCA (Plan – Do – Check – Act), the 2013 update removes this point. This is not to say that the PDCA process is no longer valid; rather, it opens the process up to alternative methodologies and processes that may be more suited to the organization.

The old and the new structure in comparison:

ISO 27001:2005	ISO 27001:2013
0. Introduction	0. Introduction
1. Scope	1. Scope
2. Normative references	2. Normative references
3. Terms and definitions	3. Terms and definitions
4. Information security management system	4. Context of the organization
5. Management responsibility	5. Leadership
6. Internal ISMS audits	6. Planning
7. Management review of the ISMS	7. Support
8. ISMS improvement	8. Operation
Annex A – Control objectives and controls	9. Performance evaluation
	10. Improvement
	Annex A – Reference control objectives and controls

This structure no longer based on development through PDCA. The flow is entirely compatible with the PDCA process, however, so existing ISMS workflows need not change unless alternative methodologies are more appropriate.

Terms and definitions

The terms and definitions are no longer supplied in ISO 27001:2013. Instead, clause 3 refers the reader to ISO/IEC 27000, which has become a centralized reference for all 27000-series standards.

Clause deletions and new clauses

The majorities of clauses from 27001:2005 still exist or have been slightly modified. Several, however, have been removed entirely, and some new clauses have appeared. While compliance with the redundant clauses is no longer necessary to achieve/maintain certification of an ISMS, there may be little harm in allowing them to remain in your organization's implementation. New clauses, however, must be complied with where relevant to your organization. The new clauses cover a number of new features or increased focus within the ISMS.

Key changes

Context of the organization

The ISMS is approached – from the start – by understanding the organization and its context business model, industry, etc.). This clause forms the foundation of the whole ISMS and reflects the new focus upon making it work for the organization, rather than imposing a potentially rigid structure.

This approach feeds into other new aspects, such as the changes to the risk assessment process. By recognizing the organization's various responsibilities and ensuring that they are incorporated into the ISMS from the start, the whole system become more robust and more reflective of the organization.

Continual improvement

ISO 27001:2013 does not mandate the use of the Plan-Do-Check-Act (PDCA) process. The organization is free to implement and manage the ISMS using whichever continual improvement process they prefer. Many organizations may have existing processes (based on COBIT® or ITIL® for example), and can now manage the ISMS using the same system. The clear advantage here is bringing the ISMS into than standing apart.

Governance and management

The previous standard was clearly focused on a strong sense of oversight from the board and a high level of interaction between the board and management. The new edition, however, strips this back to clarify where governance (board actions/interests) lie as distinct from leadership (management actions/interest). There are also several more requirements for communication, which spreads the responsibility for information security across more parts of the organization, even third party suppliers. Any process in the scope of the ISMS has to be analyzed about the possible influence of information flow in connection with the risks of loss of availability or confidentiality. This can only be a good thing – a workforce that is invested in information security will be more effective in the day-to-day operation of the ISMS.

Risk assessment and treatment

This aspect of the ISMS receives some of the most significant changes, and is easier to explain as a brief process:

- Risk is now defined as “effect of uncertainty on objectives”, which may be positive or negative.
- Select controls (from anywhere) to manage the risks associated with your organization’s business, contractual and regulatory obligations. These can be considered ‘baseline’ controls.
- Conduct a risk assessment by identifying risks to your organization’s information. This does not have to be an asset-based assessment.
- Each risk is assigned to a Risk Owner.
- Select controls (from anywhere) to manage the risks.
- Compare the baseline controls and those you have selected to those in Annex A.

It is significant to note that the controls are selected before consulting Annex A. This minor change allows the organization to choose the controls that are the best fit for Annex A controls

Like the clauses in the main body of the standard, the controls in Annex A have been restructured, and some controls have either disappeared or been subsumed into other controls, and new controls have emerged. The general trend has been to make it clearer how each control contributes to the ISMS.

The old and the new structure of Annex A in comparison:

ISO 27001:2005	ISO 27001:2013
A5. Security policy	A5. Information security policies
A6. Organization of information security	A6. Organization of information security
A7. Asset management	A7. Human resource security
A8. Human resources security	A8. Asset management
A9. Physical and environmental security	A9. Access control
A11. Access control	A10. Cryptography
A12. Information systems acquisition, development and maintenance	A11. Physical and environmental security
A13. Information security incident management	A12. Operations security
A14. Business continuity management	A13. Communications security
A15. Compliance	A14. System acquisition, development and maintenance
	A15. Supplier relationships
	A16. Information security incident management
	A17. Information security aspects of business continuity management
	A18. Compliance

As can be seen, the controls have been distributed across a slightly broader range of categories. The controls have a more clearly delineated role within the ISMS, but a blend of controls is still necessary to provide the defense in depth. In addition to this, there are now 114 controls, down from 133 in ISO 27001:2005.

Implementation

The transition rules provide that until October 2014, organizations may still be certified according to ISO 27001:2008. Twelve months later, i.e. October 2015, all certified management systems must have been transitioned to the new version, and the old version expires.

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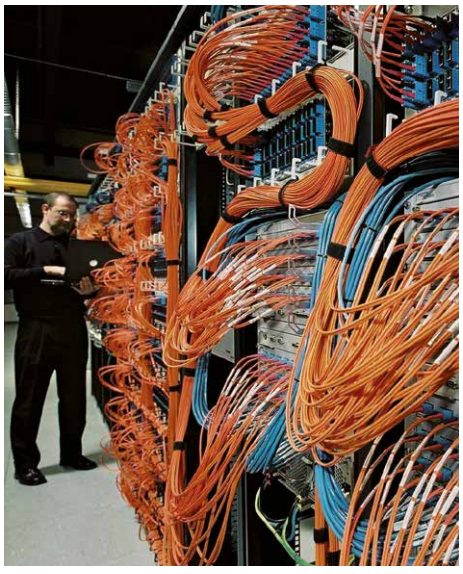

Implementing the BRC Food Standard: The 10 most frequent Non-Conformities

Are you currently preparing for the next BRC Global Standards assessment? BRC has published a highly useful report that may you help you to avoid some of the most frequently detected non-conformities.

By analyzing a sample of the BRC Directory, BRC has compiled a list of ten frequent problems. The findings are based on the audit reports of 2012, drawn from manufacturing sites across the world. According to the report, these are the ten typical pitfalls, in descending order:

Section 2 – HACCP
Most common cause: HACCP process flow diagram is not accurate or not detailed enough

Section 4.4 – Building Fabric
Most common cause: the condition of doors, which must be properly fitting so that pests cannot get into the building

Section 4.13 – Pest Control
Most common cause: on-site survey by a qualified pest control expert is either not completed, not sufficiently frequent or not detailed enough

Section 4.11 – Housekeeping and Hygiene
Common causes: documentation of cleaning procedure not sufficiently detailed, or the cleaning itself is not thorough enough

Section 1 – Senior Management Commitment
Most common problem: objectives concerning food safety are not set, monitored or reviewed

Section 4.7 – Maintenance
Most common problem: companies cannot demonstrate that there is sufficient cleaning and sign-off after maintenance

Section 4.8 – Staff Facilities
Most common problem: hand-washing facilities do not meet the requirements of the standard

Section 3.4 – Internal Audits
The most common non-conformity relates to the scope, frequency and records of the internal audit

Section 4.9.3 – Glass, Brittle Plastic, Ceramics and Similar Materials Control
Most common problem: incomplete lists of items, leading to incomplete monitoring

Section 3.9 – Traceability
The main non-conformity in this section relates to incomplete systems, or the incomplete application of a system.

Thanks to the BRC report, it should be easier to prevent non-conformities, which will lead to better ratings for the audited sites and to a higher level of food safety in the long run. Head over to the BRC Global Standards website to download the full report.
www.brc.org.uk

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BRC Food Standard: Issue 7 coming up

The BRC Global Standard for Food Safety, the internationally recognized standard of the British Retail Consortium, is currently being revised. If the BRC adheres to its timeline, Issue 7 of the standard will be published by January 2015. The audits according to the new standard will take place from July 2015 onwards.

At the moment, the initial consultation phase has been completed and the steering committees and working groups are reviewing what changes have been identified to improve the standard. The timeline for the development calls for publication in Jan 2015, followed by a time period for auditor training and adoption of changes until July 2015, when audits according to Issue 7 may commence.

We will continue to keep you up to date and will provide an overview of the main changes as soon as possible.

The Fairway Golf & Spa Resort obtains GC-Mark "Excellent Business Hotel"

In an age where customers have grown increasingly demanding, good is no longer good enough. Visitors expect hotels to be clean, safe and sustainable; and rightly so. It is with this mantra in mind that certification giant DQS South Africa worked closely with the Fairway Hotel, towards certification in Service & Business Excellence. The hotel is the Flagship hotel of the Guvon group and is the first hotel in South Africa and Africa to achieve the prestigious certification.

Christopher Trimble, Hotel Manager (left) with the Managing Director of DQS South Africa, Francois Labuschagne

The Fairway Hotel, Spa and Golf Resort recently completed the GC-Mark assessment process and can already see the positive changes internally and throughout all areas of operations. On receiving the certificate, Hotel Manager Christopher Trimble said: "We have always prided ourselves in constant delivery of quality service to all guests, but going through this process, we have gained further focus and an additional set of tools to ensure the smooth and satisfactory running of the hotel."

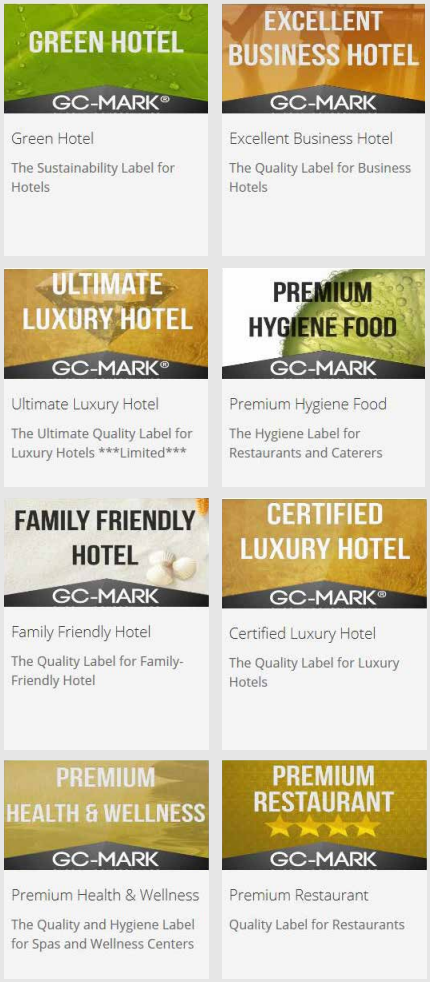
The Fairway hotel, situated on the Randpark Golf Course, is close to the city centre of Johannesburg and is ideally located for conferences, weddings and leisure. The luxury development overlooks and also uses the famous Randpark Golf Course. During the 2010 FIFA World Cup, the Fairway Hotel was the proud host of the Brazilian Soccer Team.

DQS South Africa CEO Francois Labuschagne points out that the GC Mark for Excellent Business Hotels is based on the foundation of ISO 9001:2008 and principles of ISO 9001:2015 for Quality Management, with built-in Risk Management and Prevention focus. The assessment also covers parts of DIN ISO 10002: Customer Satisfaction & complaint handling.

"It is important for guests to book a hotel with confidence, in the knowledge that any hotel with the GC-Mark can deliver the required service in an orderly, process driven and systemic manner," says Labuschagne.

Amanda Ross, the lead assessor during the certification process, added; 'Within the hotel industry your people are an inherent part of the business, they can turn a pleasant stay into a fabulous stay, they make the memories that safeguard returning guests. When an Excellence Hotel has the ability to maintain a good level of management and staff retention due to working conditions, when employees have a say in how systems can be improved, then they are motivated and empowered, which eventually makes a big difference for the guests."

A selection of GC Marks for hospitality



For more information on GC Mark, please visit: www.gc-mark.com/gc-marks/hotels-restaurants

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China office of DQS UL Group moves to new location

Founded in 2001, DQS UL AP is one of the leading certification bodies in China, providing a good range of certifications services with a strong focus on automotive industry standards (ISO/TS 169469, VDA), as well as offering ISO 9001, 14001, 18001 (in cooperation) and TL 9000. Working closely with CNCA, CCAA and our IQNet partner in China, our Chinese office DQS-UL AP has also obtained approval to provide certification services for IRIS (International Rail Industry Standard), AS 9100, ESD, ISO 13485 and ISO 14064. Based on 3rd party management system certification service, DQS UL AP is also available for providing 2nd party audit or other specific evaluation activities like TfS (Together for Sustainability), process audit, KPI performance evaluation and similar.

In addition to its many years of experience in management system certification, DQS UL AP also has local auditors available in more than 20 cities. Highly professional staff with specific industry background is available to guide and help customers achieve continual improvements of their management systems.

Since July 28, 2014, DQS-UL AP is now operating from their new office in 533 Lou-shan-guan Road in Shanghai. All other contact details remain the same.

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