



## Transfer Process with Sustainable Certification

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Transferring to Sustainable Certification has never been easier. We manage the entire process for you. So what is the process? In order to successfully transfer to Sustainable Certification follow the steps:

Complete your initial Application through our applications page on our website which we can then use to establish your quotation

Your previous CB will submit your current certificates, your previous audit reports, history of nonconformances and information on any customer issues or complaints raised

Formally accept the quotation via the email sent

Complete Customer Onboarding with our Customer Service Team

## Why should you switch to Sustainable Certification?

- We currently operate in 8 Countries
- Operating over 15 different programs

### 1. Our clients recommend our service

Our clients appreciate the value that our Auditors provide. Our current Net Promoter Score is currently at 76. We have a 95% customer retention rate.

### 2. Our unique Sustainable Certification Portal

Our Sustainable Certification Portal gives you 24/7 access to integral information such as your history of audit reports, audit plans, certificates, logos and marks, and plenty of resources and information.

### 3. Our collaboration and transparency

Our clients enjoy our collaborative, customer-focused approach, which ensures that they feel informed throughout the Certification process.

We outline all costs upfront. There are no hidden fees.

### 4. We make the transfer process seamless

We will strive to make the transfer process as seamless as possible for you. We will contact your previous CB to retrieve all required documentation and information.



## **Transfer Process FAQs:**

### **How long does the Transfer Process take?**

The transfer process can take up to 4 weeks after your first audit with us. This is to ensure that the audit report is completed and reviewed before we can issue the certificate and finalise the transfer.

### **What information do I need to let the previous Certification Body know?**

You do not need to contact your CB. We will manage the process for you by contacting the CB and collecting all required documentation, such as history of non-conformances, current certificates, previous audit plans, and previous audit reports. We will then create a Transfer Certificate for you whilst we plan your next audit.

### **Can I still transfer if my Certification has lapsed?**

If your certificate expires, you cannot complete a transfer. We can instead walk you through the process of obtaining a new certification.





## Testimonials

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*"The surveillance audit experience was efficient and problem free. The feedback from the auditor was relevant, constructive and appropriately delivered."*

*"The auditor that attended was very knowledgeable and had a great understanding of the standards. This helps guide our continual improvement and streamline our processes."*

*"We were extremely happy with Sustainable Certification during our audit process. They were affordable but didn't lack in support during the whole process. Information that was sent through was extremely helpful and assisted me in making sure we were ready for the audit process."*

*"It (the audit process) was a very well coordinated first audit for our ISO processes. I couldn't be happier with the Sustainable Team."*

*"Sustainable Certification were very professional and helpful with their advice and commitment to customer satisfaction. I would recommend Sustainable Certification to any business looking to gain Certification."*

### Contact Us

Email: [co@sustainablecertification.com.au](mailto:co@sustainablecertification.com.au)

Call: 1800 024 940



SUSTAINABLE  
**Certification**<sup>™</sup>

Our focus is your progress