



**Supplementary Appendix – Certification Standard: ISO 20121:2024 and ISO 20121:2012**

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**PREMISE**

In April 2024, the ISO 20121:2024 standard was published.

ISO 20121:2024 replaces ISO 20121:2012, which was withdrawn at the same time, but which will continue to apply in the planned transition period of two years from the date of publication of the standard (April 2026).

During the transition period, both the management of the certification process according to ISO 20121:2012 (OLD PROCESS) and the management of the certification process according to ISO 20121:2024 (NEW PROCESS) may coexist, in compliance with the following scheme:

TYPE OF VERIFICATION	OLD PROCESS	NEW PROCESS
INITIAL CERTIFICATION	<ul style="list-style-type: none"><li>✓ until the date of transition of accreditation to ISO 20121:2024;</li><li>✓ in any case no later than 03 January 2025</li></ul>	<ul style="list-style-type: none"><li>✓ from the date of transition of accreditation to ISO 20121:2024;</li><li>✓ anyway from 04 January 2025</li></ul>
SURVEILLANCE	until 02 April 2025	<ul style="list-style-type: none"><li>✓ voluntarily from the date of transition of accreditation to ISO 20121:2024 version, if earlier than 02 April 2025;</li><li>✓ compulsorily from 03 April 2025</li></ul>
RE-CERTIFICATION	until 02 April 2025	<ul style="list-style-type: none"><li>✓ voluntarily from the date of transition of accreditation to ISO 20121:2024 version, if earlier than 02 April 2025;</li><li>✓ compulsorily from 03 April 2025</li></ul>

This regulation consists of two parts, the first describes the certification process of Sustainable Event Management Systems (ESMS) according to the ISO 20121:2024 standard (NEW PROCESS); the second describes the certification process of Sustainable Event Management Systems (ESMS) according to the ISO 20121:2012 standard (OLD PROCESS).

## **PART ONE (NEW PROCESS)**

### **CHAPTER 1 - GENERAL**

This Appendix defines the additional and/or replacement procedures applied by RINA for the certification of sustainable event management systems, with respect to what is already defined in the General Regulations for the certification of RC/C management systems 40.

RINA issues certification in accordance with the requirements of the ISO/IEC 17021-1:2015 standard to Organizations whose Sustainable Event Management System has been recognized as compliant with all the requirements of the standard: ISO 20121:2024.

### **CHAPTER 2 - REFERENCE STANDARD / REQUIREMENTS FOR CERTIFICATION**

As a partial modification of what is established in the general regulation in chapter 2.3, surveillance audits, during the life cycle of the certificate, may not have an annual frequency, in fact the frequency depends on the scope of application of the management system, for example, in the case of a sustainable management system implemented for a single event, surveillance audits will be scheduled in the phases of the event cycle that can actually be observed.

### **CHAPTER 3 - INITIAL CERTIFICATION**

Contrary to what is specified in the General Regulation for the Certification of RC/C Management Systems 40 in chapter 3.6, the certificate of compliance with the ISO 20121:2012 standard will have:

- ✓ validity of three years in the case of management systems implemented for one or more events with multiple editions, or for some or all types of events;
- ✓ three-year validity in the case of management systems for event-related activities, such as location concession, web-services platform concession, catering, hostesses, security, energy, chemical toilets;
- ✓ Certificate lifetime aligned with the phases of the event cycle contained in the scope if the management system is implemented for a single event, without further editions.

During the validity period of the certificate, surveillance audits will be planned in the phases of the event cycle that are actually observable. For example, if the research, conception and planning phases of the management system of the 2024 Olympic Games were to be certified and these were to last 2 years, the certification cycle will also have this duration and the surveillance audits will be planned in the research, conception and planning phases respectively.

#### CHAPTER 4 - MAINTENANCE OF CERTIFICATION

The provisions of the General Regulations for the certification of RC/C management systems and the provisions of the “GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES” apply, with the clarification that:

- ✓ In the case of management systems implemented for one or more events with multiple editions, or for some or all types of events, the three-year certification program will include surveillance audits taking into account the risks and relevant aspects identified by the organization. For example, in the event that the organization managing the event identifies the risk related to the safety of workers during the set-up and dismantling phases as significant, a surveillance check will be organized that will focus on this risk;
- ✓ in the case of management systems for event-related activities, such as location concessions, web-services platforms, catering, hostesses, security, energy, chemical toilets, in the three-year certification program, the actual provision in the field of areas, services and/or products included in the field of application of the certificate will be verified at least once;
- ✓ In the case of a management system implemented for a single event, without further editions, surveillance audits will be planned in the phases of the event cycle that are actually observable during the validity period of the certificate. For example, if the research, conception and planning phases of the management system of the 2024 Olympic Games were to be certified and these were to last 2 years, the certification cycle will also have this duration and the surveillance audits will be planned in the research, conception and planning phases respectively.

#### CHAPTER 5 - RECERTIFICATION

It should be noted that this chapter, as described in the General Regulation for the Certification of RC/C Management Systems 40, does not apply in the case of a management system implemented for a single event, without further editions.

#### CHAPTER 6 - AUDIT PERFORMANCE

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the “GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES” apply, with the specification that surveillance and recertification audits apply, depending on the field of application, as described in the previous chapters.

It should also be noted that the following are not always binding:

- ✓ the fact that the first surveillance audit following the initial certification is carried out within twelve months from the date of first issuance of the certificate, as it may depend on the scheduling of the events managed;
- ✓ the periodicity not exceeding 12 months for surveillance checks; in fact, it can depend on the periodicity of the events managed and on when the phases of the event cycle are actually observable.



## **CHAPTER 7 - MANAGEMENT OF CERTIFICATES OF CONFORMITY**

Contrary to what is specified in the General Regulation for the Certification of RC/C Management Systems 40 in chapter 3.6, the certificate of compliance with the ISO 20121:2012 standard will have:

- ✓ validity of three years in the case of management systems implemented for one or more events with multiple editions, or for some or all types of events;
- ✓ three-year validity in the case of management systems for event-related activities, such as location concession, web-services platform concession, catering, hostesses, security, energy, chemical toilets;
- ✓ Certificate lifetime aligned with the phases of the event cycle contained in the scope if the management system is implemented for a single event, without further editions.

## **CHAPTER 8 - MODIFICATION OF CERTIFICATION AND COMMUNICATION OF CHANGES**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 9 - PARTICULARITIES FOR MULTI-SITE ORGANIZATIONS**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 10 - TRANSFER OF ACCREDITED CERTIFICATES**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 11 - SUSPENSION, REINSTATEMENT AND REVOCATION OF CERTIFICATION**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 12 - WAIVER OF CERTIFICATION**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## CHAPTER 13 - CONTRACTUAL CONDITIONS

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## PART TWO (OLD PROCESS)

### CHAPTER 1 - GENERAL

This Appendix defines the additional and/or replacement procedures applied by RINA for the certification of sustainable event management systems, with respect to what is already defined in the General Regulations for the certification of RC/C management systems 40.

RINA issues certification in accordance with the requirements of the ISO/IEC 17021-1:2015 standard to Organizations whose Sustainable Event Management System has been recognized as compliant with all the requirements of the ISO 20121:2012 standard.

### CHAPTER 2 - REFERENCE STANDARD / REQUIREMENTS FOR CERTIFICATION

As a partial modification of what is established in the general regulation in chapter 2.3, surveillance audits, during the life cycle of the certificate, may not have an annual frequency, but the frequency can be adapted according to the actual activities carried out by the organization (example: case of organizations that manage biennial events), while maintaining the overall duration of the verification activities.

### CHAPTER 3 - INITIAL CERTIFICATION

Contrary to what is specified in the General Regulation for the Certification of RC/C Management Systems 40 in chapter 3.6, the certificate of compliance with the ISO 20121:2012 standard will have:

- ✓ validity of three years in the case of Organizations responsible for the sustainable management system of the event, without identification on the certificate of one or more events;
- ✓ three-year validity in the case of Organizations that offer services for sustainable events (e.g. catering companies, temporary work, hostesses, security and stewardship, energy, chemical toilets, consultancy, marketing);
- ✓ validity of three years in the case of structures and platforms where events are held (e.g. exhibition centres, conference centres, hotels, stadiums, sports arenas, areas and structures owned or managed by the public);
- ✓ deadline that will coincide with the end of the work, including the feedback phase or the post-event(s) reporting phase, if applicable, in the case of Organizations responsible for the sustainable management system of the event, with the identification on the certificate of one or more events.

If the certificate is valid for three years, it is subject to the result of subsequent surveillance audits, with the frequency specified in chapter 2 and is renewed following the positive outcome of the three-year recertification verification.

#### **CHAPTER 4 - MAINTENANCE OF CERTIFICATION**

It should be noted that this chapter, as described in the General Regulation for the Certification of RC/C Management Systems 40, does not apply to the Organizations responsible for the sustainable management system of the event, with the identification on the certificate of one or more events, as the validity of the certificate issued for these organizations expires at the end of the works, including the feedback phase or the post-event(s) reporting phase, if applicable.

#### **CHAPTER 5 - RECERTIFICATION**

It should be noted that this chapter, as described in the General Regulation for the Certification of RC/C Management Systems 40, does not apply to the Organizations responsible for the sustainable management system of the event, with the identification on the certificate of one or more events, as the validity of the certificate issued for these organizations expires at the end of the works, including the feedback phase or the post-event(s) reporting phase, if applicable.

#### **CHAPTER 6 - AUDIT PERFORMANCE**

The provisions of the General Regulations for the certification of RC/C management systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply, with the clarification that surveillance and recertification audits do not apply to the Organizations responsible for the sustainable management system of the event, with the identification on the certificate of one or more events, as the validity of the certificate issued for these organizations expires at the end of the work, including the feedback phase or the post-event(s) reporting phase, if applicable.

It should also be noted that the following are not always binding:

- ✓ the fact that the first surveillance audit following the initial certification is carried out within twelve months from the date of first issuance of the certificate, as it may depend on the scheduling of the events managed;
- ✓ the periodicity not exceeding 12 months for surveillance checks, in cases where they are required; in fact, it may depend on the periodicity of the events managed.

#### **CHAPTER 7 - MANAGEMENT OF CERTIFICATES OF CONFORMITY**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

However, it should be noted that for the Organizations responsible for the sustainable management system of the event, with the identification on the certificate of one or more events, the validity of the certificate may not be three years, but the certificate expires at the end of the work, including the feedback phase or the post-event(s) reporting phase, if applicable.



## **CHAPTER 8 - MODIFICATION OF CERTIFICATION AND COMMUNICATION OF CHANGES**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 9 - PARTICULARITIES FOR MULTI-SITE ORGANIZATIONS**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 10 - TRANSFER OF ACCREDITED CERTIFICATES**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 11 - SUSPENSION, REINSTATEMENT AND REVOCATION OF CERTIFICATION**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 12 - WAIVER OF CERTIFICATION**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.

## **CHAPTER 13 - CONTRACTUAL CONDITIONS**

The provisions of the General Regulations for the Certification of RC/C Management Systems and the provisions of the "GENERAL CONTRACT CONDITIONS FOR CONFORMITY ASSESSMENT ACTIVITIES" apply.