

# Terms and Conditions of Certification TÜV Quality Control Ltd.

## I. General Terms and Conditions of Certification

### 1. Scope

- 1.1 These Terms and Conditions of Certification apply to the agreed certification services plus any ancillary services provided within the scope of contract performance and any other ancillary duties.
- 1.2 These Terms and Conditions of Certification prevail over our General Terms and Conditions of Business.
- 1.3 The client's General Terms and Conditions of Business, including the client's terms and conditions of purchasing, if any, shall not apply and shall hereby be expressly excluded. Terms and conditions by the client will not become part of this contract even if not expressly excluded by us.
- 1.4 For the purpose of these Terms and Conditions of Certification, the term "Accreditation Body" will also include approval and recognition bodies and the terms "Accreditation Rules", "Accreditation Requirements" and "Accreditation Procedures" will apply mutatis mutandis also to the procedures of these bodies.

### 2. Scope of services

- 2.1 We assess and certify systems and products of manufacturers and service providers as per national or international standards for which we hold accreditations, approvals or recognitions ("accredited certification") or as per national or international standards for which we do not hold accreditation ("standard certification") and also provide own third-party certification services ("in-house standards").
- 2.2 The agreed services shall be provided in line with the generally accepted rules of technology and in compliance with the regulations applicable at the time of contract conclusion. Unless otherwise agreed in writing or unless a certain approach is compulsory on the basis of mandatory regulations, we shall also be authorized, at our reasonable discretion, to make our own decision concerning the method and type of assessment.
- 2.3 We carry out accredited certification as per the standard agreed in the contract and/or the rules and regulations referred to therein, including the generally applicable accreditation standards pertaining to the specific certification standard, the certification standards plus all relevant application guidelines and the accreditation requirements defined by the competent accreditation body. Should the audit reveal that a higher number of auditor days will be necessary to comply with the accreditation requirements, the client shall bear any additional costs incurred thereby, unless we are to blame for these additional costs.  
Standard certifications are carried out in line with the respective national or international standards.  
Certification procedures to issue in-house certificates are carried out in line with the rules and regulations established by us.
- 2.4 If certification is completed with a positive result, the appropriate certificate will be issued as set forth in Article 3 of these General Terms and Conditions of Certification.
- 2.5 The client shall be entitled to object to the appointment of certain auditors or technical experts, provided the client has and submits good reasons for objection.
- 2.6 The client's approval shall be obtained before auditors who are not permanently employed with TÜV Rheinland Group (external auditors) are appointed to and used in the audit team. Approval shall be deemed granted if the client has not objected to the use of external auditors within one week of being notified of the external auditor's appointment to the audit team.
- 2.7 For accredited certification processes, the client agrees that the accreditation body's or standard owner's assessors may verify the client's documentation and may participate in monitoring of the audit.

### 3. Scope of right of use of certificates and certification marks

- 3.1 If the agreed certification procedure is completed successfully, we will issue the corresponding certificate to the client. The certificate shall be valid for the period defined in the contract or, if not defined there, in our Special Terms and Conditions of Certification.
- 3.2 Upon being issued with the certificate as outlined in Article 3.1 above, the client shall be granted the simple, non-transferable and non-exclusive right to use the certification mark throughout the defined certificate validity as outlined in Articles 3.3 to 3.15 below. This also applies to certification references in communication media, such as documents, brochures or advertising materials.
- 3.3 The permit to use the certificate and a certification mark issued by us shall apply exclusively to the areas of the client's organization quoted in the certificate's scope of application. Use of the certificate and/or the certification mark for areas not quoted in the scope of application shall be prohibited.
- 3.4 Certification marks relating to management system certification may only be used by the client in direct connection with the name or logo of the client's organization. They may not be attached or used in reference to the client's products. This also applies to product packaging, accompanying information, laboratory test reports, calibration notes or inspection reports. If the client wants to give a statement on the packaging or in accompanying information concerning the certified management system, this statement has to contain as a minimum
  - The company name of the client or the brand and the company name of the client
  - The type of the management system respectively the management systems in the case of a combined management system, e.g. quality, environment
  - Certification Body: TÜV Rheinland Cert GmbH

Hint: the definitions for product packaging and accompanying information of ISO 17021-1:2015, chapter 8.3.3 have to be considered.

- 3.5 The client undertakes to use the certificate and/or the certification mark only to make a statement about the client's organization or the certified area of the client's organization which is in line with certification. The client shall further avoid creating the impression that certification is an official inspection and/or that system certification is a form of product testing.
- 3.6 The client shall not be authorized to change the certificate or the certification mark.
- 3.7 The client undertakes to demonstrate in its advertising and similar materials that certification is voluntary and carried out on the basis of a civil law contract.
- 3.8 The right of use shall expire if the client no longer holds a valid certificate, in particular if the certificate's period of validity has expired or the required surveillance audits have not been carried out.
- 3.9 The client's right to use the certificate and/or the certification mark shall expire with immediate effect, without requiring termination, if the client uses the certificate and/or the certification mark in violation of the provisions set forth in Articles 3.1 to 3.8 above or contrary to other terms of this contract.
- 3.10 The client's right to use the certificate and/or the certification mark will end in the period agreed in the event of an effective ordinary termination, or with immediate effect in the event of a justified extraordinary termination for good cause.
- 3.11 The right of use shall also expire automatically if maintenance of the certificate is prohibited by administrative regulations or court.
- 3.12 In cases involving expiry of the right of use, the client shall be obligated to return the certificate to us without delay.
- 3.13 In cases involving violation of contractual terms and conditions we reserve the right to claim damages.
- 3.14 The certification must not have the effect of bringing us into disrepute.
- 3.15 The client shall not be entitled to make statements about certification which we may consider unauthorized and misleading.
- 3.16 If it is foreseeable that the client is temporarily unable to fulfil the certification requirements, the certification can be suspended. During certificate suspension, the client may not use the certification in its advertising. In the list of certified organizations as outlined in Article 7, the status will be updated to "suspended".
- 3.17 If the reasons for suspension are not remedied within the agreed period of time, the certificate will be withdrawn.
- 3.18 The client is obliged to keep a record of the use of the certificate in business dealings. It should be noted that we are bound by the standards to monitor proper use by ways of random sampling. Information from third parties will be checked by us.
- 3.19 The client shall inform us immediately if it discovers that a third party is improperly using its certificate.
- 3.20 The client provides certification documents to others only in their entirety or as specified in the certification scheme.

### 4. Client's obligation to participate and general rules for the certification audit

- 4.1 The client shall submit all information required for certification as per the relevant standard. This information can be submitted by completing the "Questionnaire for offer preparation".
- 4.2 The client shall submit all required documents to the Certification Body in good time prior to the audit and free of charge. Required documents include, in particular:
  - Management system documentation
  - Cross-reference matrix (standard elements cross-referenced to the management system documentation of the organization)
  - Organizational plan/organizational chart
  - Presentation of processes and their interfaces and interactions – list of controlled management documents
  - List of official and legal requirements
  - Other documents mentioned in the quotation
- 4.3 The client shall disclose all records associated with the scope of application to our audit team and/or our auditor and shall grant them access to the organizational units concerned, whereby also shift work has to be considered.
- 4.4 The client shall appoint one or several Audit Representatives who shall support our auditor in performing the contractually agreed services and act as the client's contact persons.
- 4.5 Following certificate issue, the client shall be obliged, throughout the term of the contract, to communicate all changes which significantly affect the management system or the certified product, including in particular:
  - changes in the certified management system.
  - changes associated with the design or specification of the certified product.
  - changes in the organizational structure and the organization itself. This also applies to implementation or modification of shift work.
- 4.6 The client shall be obliged to record all complaints from outside the company regarding the management system, for example from customers, and all

complaints addressed to the client regarding the conformity of a certified product or process with the requirements of the certification standards, and to take appropriate measures, document the actions taken and demonstrate these upon request to us or to the auditor during the audit.

- 4.7 On request, the client shall be obliged to submit all correspondence and all measures associated with normative documents and the requirements set forth in the applicable certification standard to the auditor during the audit.
- 4.8 If, within the scope of product certification, we notice that the changes outlined under Article 4.5 above necessitate further assessments, the client shall not, after the changes have come into effect, release any products falling under the scope of product certification until the client has been notified by us that it is safe to do so.
- 4.9 In cases involving product certification, the client shall notify us if the product no longer satisfies product certification requirements.
- 4.10 The client commits to fulfilling the certification requirements at all times, including the implementation of corresponding changes.
- 4.11 The client and we may agree on the performance of a preliminary audit and jointly define the scope of such audit.
- 4.12 The effectiveness of the established management system shall be verified during the on-site audit carried out at the organization, during which the organization proves that it applies its documented procedures in practice. Standards or standard elements that are not complied with and for which the organization must provide corrective action shall be documented in non-conformity reports.
- 4.13 At the end of the audit, the audit result will be communicated to the client in a closing meeting and subsequently documented in an audit report. Non-conformities will be documented and may lead to a re-audit (i.e. a repeated on-site audit) or submission of revised documentation, if required by the results. The scope of the re-audit will be decided by the lead auditor. The re-audit focuses exclusively on those elements of the standard for which non-conformities were identified.
- 4.14 "Certificates" means all regulatory approvals listed below, e.g. official records, statements of validity, and certificates in the narrow sense of the word. "Certification" means all evaluation, auditing, validation and certification processes. Based on these tests the decision to grant/ denial of certification is made. After positive review of the certification documentation, we will issue the certificate(s). The certificate(s) will be sent to the client. The certificate(s) shall only be issued if all non-conformities have been corrected. The certificate(s) shall be issued for the defined period.
- 4.15 To maintain validity of the certificate, on-site surveillance audits shall be carried out depending on the standard in question. Unless the surveillance procedure, including a positive decision on certificate maintenance, is completed by the Certification Body, the certificate shall become invalid. In this case, all copies of the certificate must be returned to the Certification Body.
- 4.16 In the surveillance audit, the key elements of the standard shall be verified as a minimum requirement. Additionally, surveillance audits evaluate proper use of the certificate (and the certification mark, where appropriate), complaints related to the management system and the effectiveness of corrective action taken to address nonconformities. Each surveillance audit shall be documented in a report communicated to the client.
- 4.17 The geographical (e.g. additional branches) and technical (e.g. additional products) scope can be extended/ reduced and/or certification upgraded to include further standards within the scope of surveillance or re-certification audits and/or separate extension or upgrade audits. The number of auditor days required for extension or upgrade shall depend on the scope of extension or upgrade which shall be clearly defined by the organization prior to the audit.
- 4.18 Should changes in the details on which the procedure is based (e.g. details of the organization, accreditation requirements) arise during the term of the contract, these changes must be appropriately considered in the procedures and the other contracting party informed without delay. The same applies to any changes in the number of auditor days for certification resulting from such changes.
- 4.19 Integrated management systems covering various standards and requirements may be certified by means of a combined certification procedure. Depending on the standards and requirements involved, these combined certifications will be offered individually.
- 4.20 The costs incurred for additional efforts caused by unscheduled audits or re-audits and the verification of corrective actions to eliminate non-conformities revealed in previous audits shall be borne by, and invoiced to, the client on a time and cost basis. The same applies to costs incurred for short-notice special audits as defined in Article 1.4 of the Special Terms and Conditions of Certification.

## 5. Confidentiality

- 5.1 For the purpose of this agreement, "confidential information" is defined to include all information, documents, images, drawings, know-how, data, samples and project documentation which one party ("disclosing party") hands over, transfers or otherwise discloses to the other party ("receiving party"). Confidential information also includes hardcopies or electronic copies of such information.
- 5.2 The disclosing party shall mark all confidential information disclosed in written form as confidential before passing it on to the receiving party. The same applies to confidential information transmitted by e-mail. If confidential information is disclosed orally, the receiving party shall be appropriately informed in advance.
- 5.3 All confidential information which the disclosing party transmits or otherwise discloses to the receiving party
  - a) may only be used by the receiving party for the purposes defined above, unless expressly otherwise agreed in writing with the disclosing party;
  - b) may not be copied, distributed, published or otherwise disclosed by the receiving party. An exemption from the above rule applies to confidential information, which must be passed on to supervisory and/or accreditation bodies within the scope of an accreditation procedure;

c) must be treated by the receiving party with the same level of confidentiality as the receiving party uses to protect its own confidential information, but never with less than the objectively required due diligence.

- 5.4 The receiving party shall disclose any confidential information received from the disclosing party only to those of its employees who need this information to perform services required for the subject matter of this contract. The receiving party undertakes to place these employees under the obligation to observe the same level of secrecy as that set forth in this non-disclosure clause.
- 5.5 Information for which the receiving party can furnish proof that
  - a) it was generally known at the time of disclosure or has become general knowledge without violation of this agreement, or
  - b) it was disclosed to the receiving party by a third party entitled to disclose this information, or
  - c) the receiving party already possessed this information prior to disclosure by the disclosing party, or
  - d) the receiving party developed it itself, irrespective of disclosure by the disclosing party;
 shall not be deemed confidential information as defined in this agreement.
- 5.6 All confidential information shall remain the property of the disclosing party. The receiving party hereby agrees to immediately (i) return all confidential information, including all copies, to the disclosing party, and/or, on request by the disclosing party, to (ii) destroy all confidential information including all copies, and confirm the destruction of this confidential information to the disclosing party in writing, at any time if so requested by the disclosing party but at the latest and without special request after termination or expiry of this contract. Excluded from the above shall be all reports and certificates which we, in performance of our contractual obligations hereunder, prepared exclusively for, and which remain with, the client. We are entitled, however, to retain copies of these reports and certificates and of any underlying confidential information to furnish proof that our results are correct and to fulfil general documentation purposes.
- 5.7 From the start of this contract and for a period of five years after termination or expiry of this contract, the receiving party shall maintain strict secrecy of all confidential information and shall not disclose this information to any third parties or use it itself.

## 6. Termination

- 6.1 Both contracting parties shall be entitled to terminate this contract observing a period of 6 months to the end of the contractually agreed term.
- 6.2 We are also entitled to terminate the certification contract without notice for important reason.
- 6.3 For the purpose of this contract "important reason" for us shall be defined as follows
  - a) The client fails to notify us without delay of any changes or indications of changes in the organization which are relevant for certification,
  - b) The client misuses a certificate and/or certification mark or uses them contrary to the contract,
  - c) Insolvency proceedings are opened in respect of the client's assets or an application for such insolvency proceedings is rejected due to lack of assets,
- 6.4 In addition to the above, we shall be entitled to terminate the contract without notice, should the client be unable to comply with the time periods we scheduled for auditing/service provision as applicable to a certification procedure and should withdrawal of the certificate consequently be necessary (e.g. conducting of surveillance audits).

## 7. List of certified organizations

- 7.1 TÜV Rheinland Cert GmbH is obliged to hold a directory of certificate holders which includes the following information: name of certificate holder, applicable standards documents, scope of validity, geographical location (for multiple site certifications: geographical location of the head office and each location within the scope of validity).
- 7.2 Suspended certifications according to Article 3.16 and withdrawn certificates according to Articles 3.9 and 3.17 are included in the directory.
- 7.3 TÜV Rheinland Cert GmbH is entitled to provide the directory specified in Section 7.1 to the public on request.

## 8. Right of TÜV Quality Control Ltd. to enter the contract

TÜV Quality Control Ltd.  
 Business location:  
 # 11 B Road 206 Maadi  
 114351 Cairo, Egypt

is entitled to enter the certification contract underlying these Terms and Conditions of Certification at any time.

## 9. Certificate replacement

- 9.1 Observing a period of notice of 1 month, we are entitled to replace issued certificates with new certificates (replacement certificates) at any time in the event of a change in the accredited certification body named on the certificate, provided replacement has not caused a change in the certification scope.
- 9.2 In the event of replacement, the client will be obligated as set forth in Article 9.1 to return to us the certificate to be replaced without delay.

## 10. Complaints

- 10.1 Customers are informed of the communication channel through which they may forward the feedbacks on the scheduling, auditing and / or any other relevant aspects related to the service delivery. The details of the communication channels are given in the audit plan
- 10.2 Any appeal or complaint regarding the non-conformances issued during the audit shall be immediately clarified by the lead auditor as described in the Service delivery procedure.
- 10.3 The customer is free to communicate complaints regarding the findings of the audit with which he is in disagreement and audit process to the Business field Managers and / or Managing director. The lead auditor will make this point clear both in the opening and closing meeting.
- 10.4 The Business Field Manager / Managing Director pass on the complaints to project coordinator for recording the complaints received in the complaints log. He reviews the complaint / feedback and refer to the concerned authority for immediate corrective actions. The initial response is also sent to the customer.
- 10.5 The concerned authority is responsible for review and immediate corrective actions of the complaint and informs the customer of the same. He also keeps the Business field Manager / Managing director of the actions initiated. The closure of the complaint shall happen within 2 weeks from the receipt of the complaint.
- 10.6 The details of the corrective actions taken are recorded in the Corrective action report.
- 10.7 The details of the corrective actions are reviewed and analyzed to determine any actions required to be taken on system on periodical basis by Business field Manager. He also reviews the status of implementation on periodical basis.
- 10.8 The regional BF heads send the summary reports of the complaints received and the actions initiated on periodical basis to Business field Manager for consolidation.

## 11. Appeals

- 11.1 In case the customer is not satisfied with the decision or measure of the TÜV Quality Control, he / she can make an appeal for review of the decision or measure. All such appeals are to be addressed to the managing director. The lead auditor of the team shall ensure that the same is made clear in the opening and closing meeting.
- 11.2 The managing director review and decides on the appeal related to the matters other than audit findings, with the concerned personnel who has made and conveyed the decision along with all the necessary information.
- 11.3 The concerned personnel implement the decision in favour of the appeal. The managing director informs the customer of the decision. The decision not in favor of the appeal is communicated to the customer along with the reasons.
- 11.4 All appeals related to the audit findings are referred to the panel consisting of certifiers and one senior auditor who was not involved with the project. The panel reviews the appeal along with all the necessary information and the lead auditor involved with the project.
- 11.5 The panel in its opinion decides not to consider the appeal favorably; the same is communicated to the customer through managing director giving the reasons for the decision. The customer is also informed of the option to further appeal to the managing director.
- 11.6 After reviewing the appeal, the managing director communicates the decision to the customer.
- 11.7 The summary of such complaints received and the subsequent actions are reported and reviewed in the management review
- 11.8 The corrective actions determined as a result of complaints and / or appeals are deployed company wide as required.

- 1111.9 It is ensured that submission, investigation and decisions on complaints and / or appeals do not result in any discriminatory actions against the complainant / appellant.

## 12. Declaration of Impartiality

- 12.1 Employees who evaluate products or management systems for certification purposes must not engage in consultation or technical advice for them. Accreditation standards apply strict prohibitions, e.g.: in case that products are tested by bodies (clients or agents representing clients) who have been involved with design, manufacturing or sale of these products.
- 12.2 In order to safeguard our professional reputation as the TÜV Rheinland Group, we expect our employees and external personnel to act ethically and impartially in the long-term interest of our company and society. We require personnel, internal and external, to reveal any situation known to them that may expose them or our company to conflict of interest. Our Certification bodies shall use this information to identify threats to impartiality raised by the activities of such personnel or by the organizations that employ them. We shall not use personnel, internal or external, or buy products / services from direct clients, until we can demonstrate that the risks or threats to impartiality (see below) are reduced to an acceptable level.
- 12.3 [4.2 – Impartiality (Quoted from ISO / IEC 17021-1 for Management System Services; applicable to all our services)
  - Being impartial, and being perceived to be impartial, is necessary for a certification body to deliver certifications that provide confidence.
  - It is recognized that the source of revenue for a certification body is the client paying for certification, and that this is a potential threat to impartiality.
  - In order to obtain and maintain confidence, it is essential that a certification body's decisions be based on objective evidence of conformity (or nonconformity) obtained by the certification body, and that its decisions are not influenced by other interests or by other parties.
  - Threats to impartiality include the following:
    - a) Self – Interest threats: threats that arise from person or body acting in their own interest. A concern related to certification, as a threat to impartiality, is financial self-interest.
    - b) Self – review threats: threats that arise from a person or body reviewing the work done by themselves. Auditing the management systems of a client to whom the certification body provided management system consultancy would be a self – review threat.
    - c) Familiarity (or trust) threats: threats that arise from a person or body being too familiar with or trusting of another person instead of seeking audit evidence.
    - d) Intimidation threats: threats that arise from a person or body having a perception of being coerced openly or secretly, such as a threat to be replaced or reported to a supervisor.
- 12.4 The certification body's activities shall not be marketed or offered as linked with the activities of an organization that provides management system consultancy. The certification body shall take action to correct inappropriate claims by any consultancy organization stating or implying that certification would be simpler, easier, faster or less expensive if the certification body were used. A certification body shall not state or imply that certification would be simpler, easier, faster or less expensive if a particular consultancy organization were used]

## II. Special terms and conditions of certification governing accredited certification schemes of TÜV Quality Control Ltd.

The regulations set forth herein apply in addition to the General Terms and Conditions of Certification and are restricted to accredited certification schemes, i.e. schemes based on a national or international standard or code with accreditation, approval or recognition ("accredited certification schemes"). For the purpose of these Special Terms and Conditions of Certification, the term "Accreditation Body" will also include approval and recognition bodies and the terms "Accreditation Rules", "Accreditation Requirements", "Accreditation Standards" and "Accreditation Procedures" will apply mutatis mutandis also to the procedures of these bodies. Accredited certification schemes are governed by generally valid international accreditation standards plus any associated application guidelines, accreditation standards specific for the certification standard in question plus any associated application guidelines, certification standards plus any associated application guidelines, and the accreditation rules defined by the respective accreditation body including in particular:

- Generally valid international accreditation standards: e.g. ISO/IEC 17021, ISO 19011.
- Accreditation standards specific for the relevant certification standard: e.g. ISO 22003 for the food industry or ISO 27006 for IT, EN 9104-001, EN 9101 in the field of aviation.
- Certification standards such as ISO 9001, ISO 14001, IATF 16949, BS OHSAS 18001, SCC, ISO 50001.
- Accreditation rules defined by the respective accreditation body.

### 1 General Terms and Conditions for Accredited Certification Schemes

#### 1.1 Certification audit

- 1.1.1 Certification audits consist of two stages. Stage 1 aims at obtaining an overview of the management system and its maturity (status of implementation). After this information has been obtained, the stage 2 audit may be performed, which assesses the establishment of and compliance with the management system.
- 1.1.2 The stage 2 audit may be carried out directly after the stage 1 audit. Should the stage 1 audit reveal, however, that the organization is not yet ready for certification, the stage 2 audit may not be carried out directly after completion of the stage 1 audit. In this case, the client must first take appropriate action to make the organization ready for certification. Any additional costs arising therefrom for the client or for us, i.e. including travel costs, travel times and time lost, shall be borne by the client.
- 1.1.3 The interval between the stage 1 and the stage 2 audit must not exceed 6 months. Should more than 6 months elapse between the stage 1 and the stage 2 audit, the stage 1 audit shall be repeated. Any additional costs arising therefrom for the client or for us, i.e. including travel costs, travel times and time lost, shall be borne by the client.
- 1.1.4 When the interval is set between the stage 1 and the stage 2 audit, allowance shall be made for both the client's requirements and sufficient time for the correction of weaknesses. Generally, most of the auditing time is spent on the stage 2 audit.
- 1.1.5 If we are not able to verify the implementation of corrections and corrective actions of any nonconformity within 6 months after the last day of stage 2, we have to conduct another stage 2 prior to recommending certification.

#### 1.2 Surveillance audit

- 1.2.1 To maintain validity of the certificate, on-site surveillance audits shall be carried out at least annually. The due date is determined by the date of the certification decision of the initial certification audit. The first surveillance audit after the certification audit has to be carried out not later than 12 months after the certification audit decision.

#### 1.3 Re-certification audit

- 1.3.1 To renew certification for another three-year period, a re-certification audit shall be held at the client's organization prior to expiry of certificate validity.
- 1.3.2 The procedure is similar to that of a certification audit, where the necessity and scope of a stage 1 audit are determined subject to changes in the client's management system, the client's organization or the context in which the client's management system is operating.
- 1.3.3 Upon successful re-certification, the term of the certificate is extended by another 3 years, starting from the date of expiry date of the previous certificate. The re-certification audit and the positive certification decision must have been done by the expiry date.

#### 1.4 Short-notice audits

A special audit may become necessary at short notice for the following reasons:

- Serious complaints and other circumstances of which the certification body becomes aware, which challenge the effectiveness of the client's certified management system and which cannot be eliminated in written form or within the next scheduled audit (e.g. alleged violation of law on the part of the client or its executives).
- Changes at the client which impair the management system's effectiveness in such a way that the organization no longer complies with the requirements of the standard.
- As a consequence of a suspension of the client's certification.

### 1.5 Multi-site certifications

- 1.5.1 Multi-site certifications may be applied to organizations maintaining multiple sites or branches functioning exclusively as field offices.
- 1.5.2 Multi-site certification is possible if the following criteria are fulfilled:
- All sites maintain a legal or contractual relationship with the organization's headquarters.
  - Products/services are basically identical at all sites and are produced using identical methods and processes.
  - A uniform management system has been defined for, and is established and maintained in, all branches/production facilities.
  - The entire management system is monitored centrally under the direction of the Management Representative at the organization's central office, who is authorized to issue management system-related instructions to all branch offices/production sites.
  - Internal audits and management reviews have been carried out at all branch offices sites.
  - Certain areas carry out centralized activities on behalf of all branch offices/production sites, e.g. product and process design and development, purchasing, human resources (HR), etc.
- 1.5.3 In cases involving multi-site certification, the on-site auditing of sites may be spread over certification and surveillance audits. Headquarters must be audited annually in addition to the sampled sites.
- 1.5.4 We select the sites to be audited.

### 2 Standard-specific terms and conditions for accredited certification schemes

Terms and conditions applicable to certain accredited certification schemes, which must be observed in addition to the General Terms and Conditions outlined under Art. 1 above, are listed below, separately for each specific standard concerned.

#### 2.1 Supplementary terms and conditions for environmental management systems as per ISO 14001 and/or EMAS

- 2.1.1 These supplementary terms and conditions apply to the certification of environmental management systems as per ISO 14001 and to verification and validation in accordance with EMAS (Eco Management Auditing Scheme).
- 2.1.2 Supplementary terms and conditions for stage 1 audits as per ISO 14001: In cases involving initial certification, the stage 1 audit shall always be conducted on site. Exceptions to the above rule shall only be possible if the following criteria are fulfilled:
- The audit team is familiar with the client's organization and its typical environmental aspects from previous audits,
  - The client's organization already operates a certified management system as per ISO 14001 or EMAS, or
  - most sites of the client's organization are classified as being of low or limited environmental relevance.
- Document review shall cover the applicable system documentation and an overview of environmental aspects and legal requirements (including permits based on environmental law) to be complied with by the client.
- 2.1.3 Certification as per EMAS is governed by the basic EU Regulation and, in Germany, particularly by the Environmental Audit Act (Umweltauditgesetz, UAG) plus its Fees Regulation (UAG-Gebührenverordnung, UAGGebV).

#### 2.2 Supplementary terms and conditions for certification schemes in the automotive industry IATF 16949, VDA 6.x

- 2.2.1 The regulations set forth in the certification standards for the automotive industry listed below shall have priority.
- **IATF 16949** – Automotive certification scheme for IATF 16949: Rules for achieving and maintaining IATF recognition, 5<sup>th</sup> edition for IATF 16949, 1 November 2016 (IATF: International Automotive Task Force).
  - **VDA 6.x** – Certification scheme for VDA 6.1, VDA 6.2 and VDA 6.4 based on ISO 9001 (VDA-QMC Verband der Automobilindustrie - Qualitäts Management Center).
- 2.2.2 The client:
- cannot refuse the presence of an IATF representative
  - cannot refuse our request to provide the final report to the IATF
  - cannot refuse an IATF witness audit
  - cannot refuse the presence of an internal witness auditor of us
  - cannot refuse the presence of an IATF representative or their delegates
- 2.2.3 Consultants to the client cannot be physically present at the client's site during the audit or participate in the audit in any way.

- 2.2.4 Failure by the client to inform us of a change is considered a breach of the legally enforceable agreement and may result in the withdrawal of the client's ISO/TS 16949 certificate by us. Changes may be related to:
- legal status
  - commercial status (e.g. joint ventures, sub-contracting with other organizations)
  - ownership status (e.g. mergers and acquisitions)
  - organization and management
  - contact address or location
  - scope of operations under the certified management system
  - IATF subscribing OEM customer special status
  - major changes to the management system and processes
- 2.2.5 Audit termination:
- if a stage 2 audit is terminated, the client shall start over with a stage 1 readiness review,
  - if a surveillance audit is terminated, the certificate shall be suspended and a full repeat surveillance audit shall be conducted within ninety (90) calendar days of the closing meeting,
  - if a recertification audit is terminated, the client shall have another recertification audit in accordance with section 5.1.1. If the timing is exceeded, the client shall start over with an initial certification audit (stage 1 and stage 2),
  - if a transfer audit is terminated, the client shall start over with an initial certification audit (stage 1 readiness review and stage 2)
- 2.2.6 Nonconformity management:  
 We shall require the client to submit, within a maximum of sixty (60) calendar days from the closing meeting of the site audit, evidence of the following:
- implemented correction,
  - root cause including methodology used, analysis, and results,
  - implemented systemic corrective actions to eliminate each nonconformity, including consideration of the impact to other similar processes and products,
  - verification of effectiveness of implemented corrective actions.
- In cases where the accepted corrective action plan for a nonconformity is found not acceptable, we shall resolve the outstanding issues with the client within a maximum of ninety (90) calendar days from the closing meeting of the audit. If resolution cannot be completed, the final audit result shall be considered failed and the IATF database shall be updated. The certification decision shall be negative and the client shall start over with an initial certification audit. The current valid certificate shall be immediately withdrawn. A major nonconformity shall require onsite verification.
- In exceptional case(s) where the implementation of corrective actions cannot be completed within a maximum of ninety (90) calendar days from the closing meeting of the site audit, we shall consider the nonconformity open but 100% resolved when the following conditions have been met:
- scheduled onsite follow-up audit based on the accepted action plan and prior to the next audit.
  - Containment of the condition to prevent risk to the customer has been taken, including a review of the systemic impact on the client's process
  - Documented evidence of an acceptable action plan, instructions, and records to demonstrate the elimination of the nonconformity condition, including a review of the systemic impact on the client's process
- For minor nonconformities we may verify the effective implementation of the identified corrective actions at the next audit instead of verification during an additional onsite verification visit. In cases where the accepted corrective action plan is found to be not effectively implemented, a new major nonconformity shall be issued against the corrective action process and the previous minor nonconformity shall be reissued as a major nonconformity. This will lead to automatic suspension of the certificate.
- When a nonconformity is identified during a recertification audit by us, then the decertification process (see section 8.0 of the rules) shall be initiated on the last audit day (see section 8.1.c of the rules).
- 2.2.7 Special Audits  
 It may become necessary for us to conduct audits of certified clients to investigate performance complaints (see section 8.1 a/b of the rules), in response to changes to the client's quality management system (see section 3.2 of the rules), significant changes at the client's site or as a result of a suspended certificate (see section 8.3 of the rules). Clients cannot deny Special Audits.
- 2.2.8 Transfer audit  
 The client has to notify the former certification body about the intend to transfer to us.  
 A legal enforceable agreement has to include provisions to ensure that it can be extended until all transfer activities to us are completed.
- 2.3 Supplementary terms and conditions for the food industry as per ISO 22000 / FSSC 22000**
- 2.3.1 These supplementary conditions apply for:
- ISO 22000 - Management systems for food safety - Requirements for any organisation in the food chain
  - ISO / TS 22002-1 - Prerequisite programmes on food safety - Part 1: Food manufacturing
  - ISO / TS 22002 - 4 - Prerequisite programmes on food safety – Part 4: Food packaging manufacturing
- 2.3.2 The basis for the implementation of the entire audit and certification process, including logo usage, are the specifications of the applicable standards and additional documents of Foundation for Food Safety Certification, e.g. FSSC 22000 Certification scheme for food safety systems, PART I ([www.fssc22000.com](http://www.fssc22000.com)).
- 2.3.3 The standards ISO/TS 22002-1 and/or ISO/TS 22002-4 may only be audited in combination with ISO 22000.
- 2.3.4 Multi-site certifications for ISO 22000 are only possible for up to 25 sites in the areas of animal breeding, plant breeding, catering, distribution and/ or transportation/ storage.
- 2.3.5 Multi-site certifications for FSSC 22000 are not performed.
- 2.3.6 If the client becomes aware that his product poses health risks or that statutory requirements are not being met, he shall inform us immediately.
- 2.3.7 The client is obliged to inform us immediately if he becomes aware of any possible legal steps regarding product safety or product compliance.
- 2.3.8 In the event of a product recall, the client has the obligation to inform us of the situation and of the details that have led to this situation.
- 2.3.9 The client will irrevocably authorize us to submit the following data via TÜV Rheinland Cert GmbH to Foundation for Food Safety Certification, Stephensonweg 14, , 4207 HB Gorinchen, The Netherlands
- The contract for auditing as per FSSC 22000.
  - The results – also in detail – concerning the FSSC 22000 contract, auditing and certification – irrespective of auditing success. These data will be saved in an online database at Foundation for Food Safety Certification.
- 2.3.10 The client agrees to grant unlimited access to the Foundation for Food Safety Certification and its respective officers and employees to all necessary information, and grant them the right
- to enter the property, the business, operational and storage areas and to the means of transport during business or operation hours,
  - to carry out inspections,
  - to view and examine all written and electronic business documents, and
  - to request necessary information.
- If serious discrepancies are found, Foundation for Food Safety Certification may establish sanctions against the Contractor, which may lead to the withdrawal of the certificate.
- 2.4 Supplementary terms and conditions for product certification as per the IFS Feature Standards IFS Food / IFS Logistics / IFS Broker / IFS Cash & Carry / Wholesale**
- 2.4.1 These supplementary terms and conditions apply to product certification as per the following internationally recognized standards:
- IFS Food – Standard for auditing quality and safety of food products
  - IFS Logistics – Standard for logistical services in relation to product quality and –safety
  - IFS Broker - standard for auditing trading agencies, importers and brokers services compliance in relation to product quality and safety
  - IFS Cash & Carry / Wholesale – standard for auditing Cash & Carry markets and wholesalers
- 2.4.2 The entire auditing and certification process, including logo use, is governed by the provisions set forth in the respective standard as amended as well as supplementing documents of IFS Management GmbH, like e.g. IFS Compendium of Doctrin.
- 2.4.3 Audit planning cannot be effected until the readiness review has been completed with a positive result and all differences of opinion between the certification body and the client eliminated.
- 2.4.4 Multi-site certifications are not performed, expect for the IFS Cash & Carry / Wholesale and IFS Logistics.
- 2.4.5 We do not accept any responsibility for the client's ability to use the IFS certificate/logo without any restrictions, for purposes of competition, in particular for advertising purposes.
- 2.4.6 The client will irrevocably authorize us to submit the following data via TÜV Rheinland Cert GmbH to IFS Management GmbH, Am Weidendamm 1A, 10117 Berlin:
- The contract for auditing as per IFS
  - The results – also in detail – concerning the IFS contract, auditing and certification – irrespective of auditing success. These data will be saved in an online database at IFS Management GmbH.
- 2.4.7 IFS Management GmbH will be irrevocably authorized to make successful procedures, excluding detailed results, accessible to food retailers and wholesalers via the online database.
- 2.4.8 Whether IFS Management GmbH shall be allowed to disclose failed certification procedures and detailed results of failed and successful certification procedures to food retailers and wholesalers in its online database is in the client's discretion.
- 2.4.9 The client undertakes to inform us via TÜV Rheinland Cert GmbH within 3 working days of any health risk or or that statutory requirements are not being met of which the client becomes aware.
- 2.4.10 The client is obliged to inform us immediately if he becomes aware of any possible legal steps regarding product safety or product compliance.

2.4.11 In the event of a product recall, the client has the obligation to inform us at least within 3 working days of the situation and of the details that have led to this situation.

2.4.12 The client commits to granting IFS Management GmbH and its respective agents and employees unrestricted access as regards content to all required information within the framework of the "IFS Integrity Program" and to entitle it to

- enter properties, business premises, working areas and storage rooms as well as means of transport during business hours or operating time
- perform inspections
- inspect and verify all written and electronic business documents available and
- demand any required information.

If serious nonconformities are identified, IFS Management GmbH may define sanctions against the certification body which may lead to the withdrawal of the certificate, as the case may be.

2.4.13 Optionally the customer can choose an unannounced IFS Food audit instead of the announced IFS Food audit. Registration for the unannounced audit is possible in written form from the 1<sup>st</sup> October 2016. More information (e.g. audit protocol unannounced audits) are written on the homepage of the standard owner ([www.ifs-certification.com](http://www.ifs-certification.com))

## 2.5 Supplementary terms and conditions for product certification as per BRC Global Standard for Food Safety / BRC/loP Global Standard For Packaging and Packaging Materials / BRC Global Standard For Consumer Products

2.5.1 These supplementary terms and conditions apply to product certification as per the internationally recognized BRC (British Retail Consortium) standards:

BRC Global Standard For Food Safety.

BRC/loP Global Standard For Packaging and Packaging Materials.

BRC Global Standard For Consumer Products

2.5.2 The entire auditing and certification process shall be governed by the provisions set forth in the applicable standard as amended.

2.5.3 Audit planning cannot be effected until the readiness review has been completed with a positive result and all differences of opinion between us and the client eliminated.

2.5.4 This standard does not provide for multi-site certification.

2.5.5 Should the client become aware that the client's products cause health hazards or violate legal regulations, the client shall inform us without delay.

2.5.6 The client undertakes to inform us at least within 3 working days of any legal steps related to product safety or product compliance of which the client becomes aware.

2.5.7 In cases involving product recalls, the client undertakes to inform us of the situation and the details leading up to this situation.

2.5.8 In cases involving certificate suspension or withdrawal, the client undertakes to inform the client's customers immediately of the root causes leading to certificate suspension or withdrawal. Information on the corrective actions to be taken in order to reinstate certification status has also been provided to customers.

2.5.9 The term of the contract covers at least one cycle of 3 regular audits (one initial certification audit and 2 regular audits) and ends exactly on the certificate's current date of validity at that time.

2.5.10 The client shall irrevocably authorize us to submit the following data via TÜV Rheinland Cert GmbH to "British Retail Consortium":

- The contract for auditing as per BRC.
- The results – also in detail – concerning the BRC contract, auditing and certification – irrespective of auditing success (e.g. copy of the audit report, certificates and all documents in relation to the audit).

2.5.11 The client agrees to grant unlimited access to the "British Retail Consortium" and its respective officers and employees to all necessary information, and grant them the right

- to enter the property, the business, operational and storage areas and to the means of transport during business or operation hours,
- to carry out inspections,
- to view and examine all written and electronic business documents, and
- to request necessary information.

If serious discrepancies are found, "British Retail Consortium" may establish sanctions against the Contractor, which may lead to the withdrawal of the certificate

## 2.6 Supplementary terms and conditions for the aerospace industry EN/AS 9100

2.6.1 These supplementary terms and conditions apply to certification as per the internationally recognized EN 9100 standard:

2.6.2 To the extent required for verifying that criteria and methods within the scope of certification as per the EN 9100 series of standards are correctly applied, we shall be authorized, via TÜV Rheinland Cert GmbH, to grant access to the following parties: the Deutsche Akkreditierungsstelle GmbH, aviation authorities and member organizations of the German Aerospace Industries Association (Bundesverband der Deutschen Luft- und Raumfahrtindustrie e.V., BDLI).

2.6.3 The Client must allow us to register data via TÜV Rheinland Cert GmbH at level 1 (i.e. information about issued certificates for AQMS standards ("AQMS" = Aerospace Quality Management System) - the public area) and

level 2 (e.g. information and on results of audits, assessments, nonconformance, corrective actions, reviews and suspensions - in the private sector) in the OASIS database ("OASIS" = online Aerospace Supplier Information System). The Client must grant access to the data contained in the OASIS data bank of the level 2 to his customers from the aviation industry, aerospace industry and defensive industry and authorities on inquiry, unless, justified reasons stand against it (e.g., competition, confidentiality, conflicts of interests).

2.6.4 The Client must designate an employee who will register himself as OASIS database administrator for the organization in the OASIS database.

2.6.5 The Stage 1 audit of the initial certification audit must be conducted on site. Stage 1 and Stage 2 may not directly follow each other in time.

2.6.6 For organizations with multiple sites belonging to the scope of certification, the organization of a structure is assigned on the basis of the criteria of the appendix B of EN in 9104-001. This allocation is the basis for audit days that are to be audited at each site.

2.6.7 The Client is obliged to provide to its customers and potential customers copies of the audit report and related documents and records available upon request, unless entitled refusal reasons exist (e.g., competition, confidentiality, conflicts of interests).

2.6.8 A certificate will only be issued when all nonconformities have been corrected by means of a root cause analysis and corrective actions have been accepted and verified by the certification body.

2.6.9 In accordance with EN 9101 correction actions to non-conformities - according to classification - must be submitted to the lead auditor by the organization within max. 30 days after the finding of the non-conformities. We must via TÜV Rheinland Cert GmbH initiate the process for the suspension of the certification if an organization is unable to prove within 60 days after the creation of a non-conformance report (NCR) that the conformance with the referring norm is restored. If AQMS-certified organizations lose their certification according AQMS standard, they must inform about this their customers of the aviation, aerospace and defense immediately.

2.6.10 Classified material/ export control requirements: Prior to contracting for and conducting audits, the client has to inform the Certification Body about classified material or export control requirements, so that these aspects can be included in the contract and audit planning. In case that access restrictions related to auditors and, if necessary, Witness / OP assessors occur in specific areas during the audit it has to be clarified between client and certification body how access to these areas can be made during the audit, since only areas / processes can be listed within the scope of the certificate which have been audited adequately. Exclusions from processes are only permitted as given in requirements of the standard.

## 2.7 Supplementary terms and conditions as per BS OHSAS 18001 and SCC

2.7.1 These supplementary terms and conditions apply to the certification of occupational health and safety management systems as per the following internationally recognized standards:

BS OHSAS 18001

and management systems in the area of safety, health and environmental protection as per

SCC (contractors/ production sector)

and

SCP (providers of personnel services).

2.7.2 In cases involving initial certification as per BS OHSAS 18001, the stage 1 audit shall always be carried out on site.

2.7.3 In cases involving SCC certification, the client undertakes to give auditors access to representative construction/work sites. An appropriate list of construction/work sites shall be submitted to the auditor three weeks prior to the audit.

2.7.4 In cases involving SCP certification, the client undertakes to grant access to representative construction/work sites or projects. Should the lessee refuse access to its company, construction/work sites or projects, the personnel leasing agency shall send a representative sample of temporary agency workers to the client's headquarters or its respective branch office, to ensure the auditor(s) can interview these workers within the scope of the audit.

2.7.5 Clients certified according to SCC or SCP may file an application for use of the SCC mark during their certificates' period of validity.

## 2.8 Supplementary terms and conditions of other TÜV Rheinland Organizations

For management system certifications with accreditations hold by other TÜV Rheinland Organizations (e.g. SA 8000, IRIS) additional standard specific certification requirements apply.

## 2.9 Supplementary terms and conditions for ISMS as per ISO/IEC 27001

Complementing the requirements for multi-site certifications set forth under Art. 1.5, the following supplementary terms and conditions apply to the certification of Information Security Management Systems (ISMS) as per ISO/IEC 27001:

2.9.1 Multi-site certifications may be performed in organizations which maintain several similar sites and have established an ISMS which covers the requirements of all sites.

A certificate applying to an organization and its sites may be issued if the following criteria are fulfilled:

- a) All sites maintain the same ISMS, which is managed and monitored by a central function and subject to internal auditing and management review;
- b) All sites are included in the organization's audit and management-review programme;
- c) Initial contract review ensures that the differences between the individual sites are taken appropriately into account in sample selection
- d) The certification body has sampled a representative number of sites taking the following aspects into account:
  - The results of the internal audits carried out at the central office and at the sites
  - The management review result
  - The different sizes of sites
  - The different business purposes of sites
  - the level of ISMS complexity
  - The complexity of the information systems at the different sites
  - The different types of work operations
  - The differences in ongoing activities
  - The possible interaction with critical information systems or information systems processing sensitive data
  - The different legal requirements
- e) The representative sample refers to all sites included in the scope of the client's ISMS; the sites included in the sample are selected on the basis of the criteria listed under d) above and by means of random sampling.
- f) Prior to certification all sites involving significant risks must be audited.
- g) The surveillance programme ensures that all sites will be audited within a reasonable timeframe
- h) Corrective actions taken at one site will be applied to the entire multi-site organization covered by the scope of the certification.

#### 2.10 Supplementary terms and conditions for certification of Energy Management Systems as per ISO 50001

- 2.10.1 The rules of Deutsche Akkreditierungsstelle (DAkkS) „Akkreditierung von Zertifizierungsstellen für den Bereich Energiemanagementsysteme – EnMS“ (71 SD 6 022) apply ([www.dakks.de/doc\\_zm](http://www.dakks.de/doc_zm)).
- 2.10.2 For multi-site certifications, the conditions set out in Section II.1.5. apply. Sites without employees are not considered in the calculation, but should be appropriately considered/ audited in terms of sampling over the entire audit cycle (3 years). If there are several companies with at least one employee at a given site (except for the central office of the multi-site unit), which are integrated into the central EnMS, these are not to be considered as separate "additional sites" as regards the determination of the audit time, and are to be summarised as a single additional site in calculations.
- 2.10.3 Only in reasonable exceptional cases (very small enterprises, sufficient knowledge of certification body, because customer is already certified for ISO 14001, EMAS, §41-EEG, GHG at the respective locations) an on site visit during stage 1 audit can be resigned and stage 2 audit can be conducted immediately after stage 1 audit. The customer has to be informed about the risks of audit termination. The decision about above procedure falls to the responsible certification office.