Terms and Conditions of Certification (TÜV Rheinland Japan Ltd.)

1. 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 the provision 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 costs 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 made, we reserve the right to adjust 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 standard certification plus all relevant application guidelines and the accreditation requirements defined by the competent accreditation body.

2.4 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.

2.5 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.

2.6 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.

2.8 In cases of complaints and appeals against the content or the manner of our auditing or certification process, the Governing Board or an Advisory Board may be called in with the client’s approval.

2.9 The client has the right to appeal against the certification decision.

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 client is prohibited from using the certificate and/or the certification mark for any purpose not quoted in the scope of application shall be prohibited.

3.4 Certification marks relating to management system certification shall only be used by the client in direct connection with the name or logo of the client’s organization. They shall 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 general reference in the packaging or on the client’s referencing 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 and/or TÜV Rheinland Japan Ltd.

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 certificated system or 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 concerning, whether 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 violation of contractual terms and conditions we reserve the right to claim damages.

3.13 The certification must not have the effect of bringing us into disrepute.

3.14 The client shall not be entitled to make statements about certification which we may consider unauthorized and misleading.

3.15 If it is foreseeable that the client is temporarily unable to fulfill the certification requirements, the certificate can be suspended. During certificate suspension, the client shall not use the certification mark in the list of certified organizations as outlined in Article 7, the status will be updated to “suspended”.

3.16 If the client suspends the certification for a period of time, the certificate will be withdrawn.

3.17 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 means of random sampling. Information from third parties will be checked by us.

3.18 The client shall inform us immediately if it discovers that a third party is improperly using its certificate.

3.19 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 Preliminary Assessment”.

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 authorized persons, laboratory test results, calibration notes or inspection reports. The client wants to give a general reference in the packaging or on the certificated systems in the case of a combined management system, e.g. quality, environment.

4.4 The client shall appoint one or several Audit Representatives who shall support our audit team and/or our auditor and shall grant them access to 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.

4.5 Following certification issue, the client shall be obliged, throughout the term of the contract, to comply with the changes, that also 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.
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 concerning 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 documents associated with the certification which establish the extent of the audit work conducted and the results obtained. The client shall retain these documents for 5 years from the end of the audit.

4.8 If, within the scope of product certification, we notice that the changes outlined under Article 3.2 have not been sufficiently documented in the context of proof of compliance and in the applicable audit report, the auditor shall not certify the product until the client has notified us by e-mail that it is ready 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.

5. Confidentiality

5.1 All confidential information which the client shares with us or which we disclose to the client shall be treated as strictly confidential and shall remain confidential throughout the audit and for a period of 5 years after the end of the audit. Confidential information includes all documents, data and facts 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) shall only be used by the receiving party for the purposes defined above, unless expressly otherwise agreed in writing with the disclosing party;

b) shall not be copied, distributed, published or otherwise disclosed to any person or body other than 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 context of proving evidence in general. In this context, the client must be treated as 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.

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.

d) shall not be disclosed by the receiving party to the public or to any third party, unless expressly otherwise agreed in writing with the disclosing party.

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 generally known in the absence of 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 disclosure was a development of the receiving party's own prior work, and which remains the property of the receiving party.

5.6 The client and the auditor may jointly define the scope of such audit.

5.7 The client commits to fulfilling the certification requirements at all times, including the implementation of corresponding changes.

5.8 All confidential information which the client shares with us or which we disclose to the client shall be treated as strictly confidential and shall remain confidential throughout the audit and for a period of 5 years after the end of the audit. Confidential information includes all documents, data and facts 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.

5.9 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.

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 reasons.

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, or

b) the client misuses a certificate and/or certification mark or uses them contrary to the contract,

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 have scheduled for, or which are necessary to a certification procedure and which shall be clearly defined by the organization prior to the audit.

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 Rheinland Cert GmbH to enter the contract

TÜV Rheinland Cert GmbH, located at Am Grauen Stein 51105 Cologne Germany with Certification Office TÜV Rheinland Japan Ltd., located at Shin Yokohama Daini Center Bldg. 3-19-5 Shin Yokohama, Kohoku-ku Yokohama 222-0033, Japan is entitled to enter the certification contract under 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 Complaints must be presented in writing to us.

10.2 Should the complaint be justified, we shall initiate appropriate measures.

10.3 Should the complaint prove to be unsustainable in our view, the complainant will be informed of this and asked to comment within a period of 30 calendar days. If no amicable solution can be reached with the complainant, the parties may mutually agree on the performance of arbitration proceedings, failing which legal action will be taken.
II. Special terms and conditions of certification governing accredited certification schemes of (TÜV Rheinland Japan 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 specifically 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:

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<tr>
<th>Certification Standards</th>
<th>Accreditation Standards at of</th>
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<tr>
<td>ISO 9001</td>
<td>ISO/IEC 17021-1, 2, 3, JISQ 17021-1, 2, 3, IAF MDs, ISO 50001, EN 9100</td>
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<tr>
<td>ISO 14001</td>
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<td>ISO 50001</td>
<td>ISO/IEC 17021-1, 2, 3, JISQ 17021-1, IAF MDs</td>
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<td>EN 9100</td>
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<td>ISO 13485</td>
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<td>ISO 27001</td>
<td>ISO/IEC 17021-1, 2, 3, JAB MDI 105, IAF MDs</td>
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<td>BS OHSAS 18001</td>
<td>ISO/IEC 17021-1, 2, 3</td>
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<tr>
<td>ATMF 16949</td>
<td>Rules for achieving and maintaining IATF recognition</td>
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<tr>
<td>ISO 22000, FSSC 22000</td>
<td>ISO/IEC 17021-1, ISO 22003</td>
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<td>BRC, IFS</td>
<td>ISO/IEC 17065</td>
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and

- Accreditation rules defined by the respective accreditation body.

1 General Terms and Conditions for Accredited Certification Schemes

1.1 Initial 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 shall 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, 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, shall be borne by the client.

1.1.4 If the interval is set between the stage 1 and the stage 2 audit, the time allowed 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 recommencing 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 last day of the initial certification audit. The first surveillance audit after the certificate has been issued shall be scheduled for the due date and 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 the 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-Gebührverordnung, UAGGebV).

2.2 Supplementary terms and conditions for certification schemes in the automotive industry IATF 16949, VDA 6.1.
2.2.1 The regulations set forth in the certification standards for the automotive industry listed below shall have priority:
- VDA 6.1 – Certification scheme for VDA 6.1, VDA 6.2 and VDA 6.4 based on ISO 9001 (VDA-GMC, 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 IATF 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.

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 re-certification audit is terminated, the client shall have another re-certification audit in accordance with section 1.3.1. 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% major changes to the management system and processes.

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 resubmitted as a major nonconformity. This will lead to automatic suspension of the certificate.

When a nonconformity is identified during a re-certification audit by us, then the de-certification process (see section 2.6.1 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.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 intent 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 organization in the food chain; part 1: Food manufacturing;
- ISO / TS 22000:1 - Prerequisite programmes on food safety – Part 1: Food manufacturing;
- ISO / TS 22000:4 - 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 1 (www.fssc22000.com).

2.3.3 The standards ISO/TS 22000-1 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 IFS Management GmbH, Am Weidendamm 1A, 22000 Hamburg:
- 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 of 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 Food Feature Standards IFS Food, IFS Logistics and IFS Broker

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.

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 Doctrine.

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, except for 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 Wendelried 1A, 10117 Berlin:
- The contract for auditing as per IFS.
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
- view and examine all written and electronic business documents
- request necessary information and
- perform unannounced audits.

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. More detailed information (e.g. audit protocol unannounced audits) are written on the homepage of the standard owner (www.ifs-certification.com)

2.5 Supplementary terms and conditions for product certification as per BRC Global Standard for Food Safety / BRC Global Standard For Packaging and Packaging Materials / BRC Global Standard Consumer Products - General Merchandise / BRC Global Standard Consumer Products - Personal Care and Household

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 Global Standard Packaging and Packaging Materials.
- BRC Global Standard Consumer Products - General Merchandise.
- BRC Global Standard Consumer Products – Personal Care and Household.

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 be 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 — 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,
- to request necessary information and
- to perform unannounced audits.

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 15000

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 verification of 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 (DAkkS), aviation authorities and member organizations of the German Aerospace Industries Association (Bundesverband der Deutschen Luft- und Raumfahrtindustrie e.V., BDUL).

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 OSIIS database (*OISIS* = online Aerospace Supplier Information System). The Client must grant access to the data contained in the OSIIS data bank of the level 2 to his customers from the aviation industry, aerospace industry and defense 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 OSIIS database administrator for the organization in the OSIIS 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 beaudited 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 auditing the organization in the OSIIS database. NCRs and OASIS data banks 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 auditors can interview these workers within the scope of the audit.

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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 held 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 for 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

- 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.

- 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 the Deutsche Akkreditierungsstelle (DAkkS) apply regarding the "accreditation of certification bodies for energy management systems - EnMS" (71 SD 6 022) in their current version (see www.dakks.de/doc_zm).

New certifications or re-certifications must comply with the requirements of ISO 50003 from the date of the accreditation according to ISO 50003:2014.

2.10.2 For multi-site certifications, the conditions set out in Section II.1.5 apply. Locations without employees are not calculated as additional locations for the determination of the audit time, but must be considered / audited adequately in the overall audit cycle (3 years).

2.10.3 For initial certifications the stage 1 audit has to take place on-site. In justified exceptional cases (micro-enterprises, sufficient current certification body knowledge as a result of ISO 14001 audit, EMAS validations, GHG verifications) stage 1 and stage 2 of the audit can be performed immediately one after the other, but only if the dangers of aborting an audit have been clearly explained to the client. The decision rests with the Contractor.