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***PCU - Service certification programme / Program certyfikacji usług***

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**Legal Scope:**

TÜV Rheinland Polska Sp.zo.o.

**Business Scope:**

P.02 Hardlines

**Process Scope:**

6.3 Service Delivery : 6.3.3 Certification

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**1. Objectives**

The purpose of this document is to set up uniform rules of conduct during certification processes, in accordance with the certification program offered by the Product Certification Body TÜV Rheinland Poland Sp. z o. o. - Poznan.

The TÜV Rheinland Group is one of the world's leading certification bodies. It has offices and laboratories in more than 60 countries in 6 geographic regions. The origins of our testing and certification services date back to 1872.

In Poland TÜV Rheinland Polska Sp. z o. o. (TRP) has been operating since 1994. It employs several hundred employees in several branches throughout the country and cooperates with many external experts. Specialists from various industries certify management systems, conduct inspections, test the quality and safety of: products, technologies and people's working conditions, i.e. certify products, technologies and personnel, carry out laboratory tests as well as issue opinions and expert opinions.

Many years of experience and continuous improvement of our employees' competences allows us to provide our clients with services of the highest quality. We always perform reliable and objective compliance assessments supporting scientific expertise. Thanks to this, our customers can be sure that their management systems, products and technologies do indeed meet international standards and that the certificate is not just a decoration in the cabinet, but a real certificate of quality. The value of our certificates is demonstrated by the fact that they are recognised worldwide.

TÜV Rheinland Polska Sp. z o.o. employees have knowledge, experience and skills that guarantee professionalism and quality of service. At every stage of the task, they care about the culture and comfort of mutual cooperation and compliance with the principles of impartiality. Thanks to these features our brand is associated worldwide with prestige and reputation in accordance with the TR Group slogan "Precisely Right".

Our motto: "Together we change the world by caring for the quality of life" reflects the main goal that TÜV Rheinland Polska Sp. z o.o. has set itself.

## *PCU - Service certification programme / Program certyfikacji usług*

### 2. Terms and Abbreviations

Terms/Abbreviations	Description
TRP	TÜV Rheinland Polska Sp. z o. o.
JCW / CU	Product certification body - Poznan
PCU	Service certification programme
PCA	Polish Centre for Accreditation

### 3. Scope of Application

TRP carries out certification of services to the requirements of standards or other normative documents. Criteria documents including identification of services and standards are included in the Annex.

#### 3.1 Basis for development

- PN-EN ISO/IEC 17067 Conformity assessment - Product certification basis and guidelines for product certification programs;
- PN-EN ISO/IEC 17065 Conformity assessment - Requirements for bodies certifying products, processes and services;
- PN-EN ISO/IEC 17030 Conformity assessment - General requirements for third party conformity marking;
- PN-EN ISO/IEC 17020 Conformity assessment - Requirements for performance of various types of bodies performing inspection.

#### 3.2 Programme type

This programme offers conducting the certification process based on type 3 of the certification programme in accordance with PN-EN ISO/IEC 17067.

<b>Conformity assessment functions and activities in the type 3 certification programme</b>	
<b>I</b>	<b>Selection</b> involving planning and preparation activities to gather the necessary data and information for the process
<b>II</b>	<b>Determination of characteristics</b> - documentation <b>evaluation</b> , inspection
<b>III</b>	<b>Review</b> - expert evaluation of information and evaluation results
<b>IV</b>	<b>Decisions on certification</b>
<b>V</b>	<b>Attestation, authorisation</b> - granting of a certificate, granting of the right to use the certificate, granting of the right to use the conformity mark
<b>VI</b>	<b>Supervision</b> - evaluation of service provision

Table 1: Type 3 of the certification programme (according to EN ISO/IEC 17067).

The certificate obtained in the process authorizes you to use it for marketing purposes and to mark your service locations with the **TÜVRheinland Conformity Mark** with keywords appropriate to the scope and type of assessment performed.

The certificate confirms the compliance of the services with the normative requirements specified in the offer.

***PCU - Service certification programme / Program certyfikacji usług*****3.3 Impartiality, confidentiality**

The Product Certification Body (PCU) of TÜV Rheinland Poland Sp. z o.o. (TRP) ensures that its services are performed impartially, objectively and ethically. The principles guaranteeing the impartiality and independence of the TRP have been defined in the Quality Policy.

All customer information obtained at all stages of the certification and surveillance process and testing is treated as confidential and is adequately protected by TRP.

**4. Principles****4.1 STAGES OF THE CERTIFICATION PROCESS****4.1.1 Preparation for conformity assessment****4.1.1.1 Preliminary information for the applicant for certification**

A customer interested in certification sends to JCW TRP a completed form "Request for preparation of a quotation for services within a Product Certification Body" (F01 to MS-0007830). The form is available at [www.tuv.com](http://www.tuv.com), or is sent by a TRP employee to the customer.

It is permissible to submit the application in another form, however it must contain at least: description of the service, scope of certification and data of the applicant.

**4.1.1.2 Overview of the proposal**

The CU employee reviews the information contained in the application. It is verified that:

- information about the customer and the service is sufficient for the process,
- the scope of certification has been correctly defined,
- the means to carry out all assessment activities are available,
- the entity has the competence and capacity to carry out the process.

If the application is for a certification where the TRP JCW does not have the competence or capacity to carry out the certification process, the Applicant shall be informed of the refusal to carry out the process.

If the review is positive, the CU employee prepares an offer for the customer.

**4.1.1.3 Offer and order**

The offer is prepared on the basis of information provided in the application and sent to the client electronically. The offer includes detailed information on the agreed scope and course of certification, sample of the conformity mark to be granted, completion dates and costs. Additional information on the certification process are enclosed to the offer. By accepting the terms of the offer, the customer sends an order to JCW. In addition, depending on the type and specificity of certification, the customer shall provide JCW with a general agreement and other documents related to the service, necessary for conducting the assessment.

It is obligatory to sign/possess a general agreement between the parties. The agreement, together with the Certification Regulations and the General Transaction Conditions, defines the requirements for the use of the certificate and JCW TRP's supervision over its use.

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**4.1.1.4 Confirmation of order**

After delivering the order its verification follows, after positive verification the customer receives confirmation of order acceptance, containing order number and information about next steps of evaluation.

**4.1.1.5 Preparation for assessment**

Submitted documents are verified for completeness, deadlines are set and experts are appointed for the evaluation.

**4.1.2 Evaluation**

Designated CU staff proceed to the assessment phase, which includes:

- inspection of service sites,
- evaluation of documentation.

**4.1.2.1 Inspection**

In the process of certification, the basic element is to conduct an on-site inspection. The date of the visit is determined by an employee of JCW TRP with the Applicant. Before the inspection is carried out, the employee of TRP informs the customer about the scope of the inspection and confirms its date.

The purpose of inspection is to confirm that the requirements specified in normative documents and legal regulations are met at the place of service provision.

**4.1.2.2 Documentation evaluation**

Inspection of documentation includes, but is not limited to:

- check of personnel records,
- Checking the work instructions,
- verification of OHS and PPOŻ documentation,
- checking of documents in accordance with the guidelines specified in normative documents,
- Checking the safety documentation of the equipment used in the execution of the service,
- checking the periodic inspection and maintenance books, if any,
- checking claims and accident records,
- check the other certificates and attestations held by the service provider.

**4.1.2.3 Evaluation results**

All results from assessment activities are documented in reports.

In case of positive results of documentation evaluation and inspection, the reports are submitted for review. In case of a negative result at any stage of the assessment, the customer shall be informed by the JCW of the irregularities identified. The customer may take corrective and/or preventive actions within the scope and within the time specified by the JCW and may undergo reassessment or discontinue the certification process, bearing the costs incurred to date.

If the customer does not make a decision regarding the above-mentioned actions, the CU shall set a deadline for making a decision. In case of lack of information from the customer, the process is terminated and the Applicant is charged with costs for previous actions.

**4.1.3 Overview**

A final review of the evaluation information and results is performed by a CU expert not involved in the evaluation process.

This review consists of verifying that the service provider has met the specified requirements, that the results and scope of the assessment are correct with all the documents that form the basis of the certification and the other requirements of the CU as established in the bid.

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**4.1.4 Certification decision**

Decision on granting or refusing to grant the certificate is made by an expert of the Certification Body who is not involved in the assessment stage.

In the case of a decision to refuse to grant a certificate, an employee of the JCW TRP shall provide the customer with a reasoned decision.

In case of a positive decision, an employee of JCW prepares a draft certificate and then sends it to the customer for approval. After approval, the original certificate is forwarded to the customer together with a set of documents (if required).

**4.1.5 Certificate issue**

Certificate is issued for a period of 3 years. The certificate is valid under the condition that the customer obtains a positive result from surveillance, fulfils the obligations laid down in the Rules of Certification of JCW TRP and pays the licence fee.

Certificate content:

- name, address of the client and place of service, optional logo of the client,
- basis for evaluation,
- the date of issue and validity of the certificate,
- acronym for certification program,
- description of the certified service,
- name, address of the CU and signature of the person authorised to issue the certificate,
- Certificate and countertop number and project and work order number,
- TÜVRheinland mark of conformity, PCA accreditation symbol for JCW TRP (if applicable).

**4.2 LIST OF CERTIFIED PRODUCTS AND SERVICES**

The CU maintains information on certified products and services and provides information on the validity of issued certificates upon request.

Information on suspended or revoked certificates can be found at [www.tuv.com](http://www.tuv.com).

In addition, information on issued certificates is posted on the website [www.certipedia.com](http://www.certipedia.com). TRP is responsible for the published data.

**4.3 USE OF CERTIFICATES AND CONFORMITY MARK**

Certified services can be marked with the corresponding TÜVRheinland mark of conformity.

A customer who has obtained the right to use the TRP compliance mark and has chosen to share the mark should:

- place this sign only at the location that received a positive score from the assessment,
- observe the rules specified in the Visualization of the Mark.

Reference to the TRP mark of conformity is permitted in documents and promotional materials, only with respect to certified services, provided that the accompanying information is not misleading to potential recipients.

If the client wishes to provide copies of the certification documents to others, the documents must be copied in their entirety.

In case of improper reference to the certification program or misleading use of certificates or conformity marks, TRP may take appropriate legal action or suspend the certificate. The rules for the use of the mark of conformity are laid down in the appendix General and common conditions for the use of all variants of the TÜV Rheinland mark.

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**4.4 SURVEILLANCE OF THE ISSUED CERTIFICATE**

During the validity period of the certificate JCW exercises supervision over the issued certificate in order to make sure that certified services are compliant with documentation being the basis for assessment, meet the requirements of the reference documents being the basis for certification and that the certificate and conformity mark are properly used. Principles of supervision are defined in the offer accepted by the customer.

**4.4.1 Basic functions and activities for certificate oversight****4.4.1.1 Evaluation of services provided - inspection**

At least once a year, during the period of validity of the certificate, an on-site reassessment of the services provided shall be carried out by means of an inspection.

The scope of surveillance inspections should include, but not be limited to:

- checking the compliance of the services provided with respect to the normative document in full or not in full (depending on the complexity of the services provided and on previous assessment results),
- verification of compliance with the client's obligations as set out in the Certification Regulations,
- verifying the customer's maintenance of complaint records,
- control of corrective actions to non-conformities and observations identified during the previous inspection,
- verification of documentation.

**4.4.2 Finding of non-conformity or deviation from the terms of the general contract**

If non-conformities are found in any of the areas related to certification, the CU may conduct an off-schedule assessment of the provision of services at the certified site, in the form of an inspection, to control the non-conformities found, suspend or revoke the certificate, or limit the scope of certification - in accordance with the agreement.

CAB decisions to conduct an off-schedule inspection, suspend, revoke, or limit the scope of a certificate may be preceded by a request for the licensee to explain the circumstances.

An employee of the CU shall inform the customer in writing about the actions taken in relation to the identified non-compliances, together with the reasons for the decision.

**4.5 CHANGES AFFECTING CERTIFICATION****4.5.1 Changing the specified requirements**

JCW TRP certifies compliance with current requirements, therefore it conducts continuous monitoring of standardisation works and other normative documents, which are the basis of certification, and in case of their change or update, it conducts analysis of these changes. Based on the results of the analysis the conditions of maintenance of the certificate and the date of adjusting the documentation to new requirements are determined and the customer is informed.

The process of evaluating these activities may include: evaluation of documentation and/or full or partial inspection. These activities may be carried out during surveillance and may incur additional costs. In case of a positive assessment, the CU will issue a new certification document.

In case of failure to adapt the documentation and / or manner of providing services to the new requirements within the time specified by the CU, the certificate will be suspended.

**4.5.2 Certificate continuation (renewal)**

The basis for extending the validity of the certificate is submission by the customer of a new application and delivery of required documents. JCW may reassess certified products or accept assessment reports presented during the original certification. A new offer is prepared for the customer. Continuation of certification is

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conditioned by positive result of review, previous positive results of certificate surveillance and fulfillment of all financial obligations.

**4.5.3 Extension of the scope of the certificate**

The holder of the certificate, wishing to extend it to additional locations, with the same specified requirements, submits an application for certification and is subjected to on-site assessment in the form of full or partial inspection, depending on the degree of repeatability of the elements of services provided and the level of complexity.

These circumstances are analysed and assessed by an employee of JCW TRP. The result of this assessment is the basis for the decision on certification.

**4.6 LIMITATION, SUSPENSION, REVOCATION AND TERMINATION OF THE CERTIFICATE**

In what cases a certificate may be restricted, suspended, revoked or terminated is described in detail in the Rules of Certification of CUs.

**4.6.1 Limitation**

In case of limitation of the scope of the certificate, the Principal shall return the original certificate to JCW TRP. He is also obliged to cease referring to the certificate or mark of conformity in relation to services that are no longer in the scope of certification. Then, after paying a fee for issuing a new certificate, a certificate with a changed scope is sent to the Ordering Party.

The decision to limit the certificate is taken by the JCW informing the customer in writing.

**4.6.2 Suspension**

The decision to suspend a certificate shall be taken by the JCW, specifying the date on which the decision takes effect. Additionally, its duration and conditions for reinstatement of the certificate shall be given.

If it is determined that the services provided may cause a risk to life or health, the CU shall suspend the certificate immediately.

The period of suspension of the certificate shall be included in the period of its validity.

Conditions for certificate reinstatement:

- presentation of corrective and preventive actions in relation to the identified non-conformities.
- provide evidence to the CU that the modified services comply with the requirements of the standards on which the certification is based.

**4.6.3 Withdrawal**

In case of certificate revocation, the Principal shall send back the original certificate to JCW TRP. Decision on certificate revocation is taken by JCW. The decision shall contain, among others, information on the necessity to remove the mark of conformity from the place of rendering services and marketing materials, for which the certificate was revoked, as well as all the information referring to the revoked certificates and ceasing to use copies of the certificates.

The certificate holder has the right to lodge an appeal with the CU within 30 days of receiving the decision to revoke the certificate.

**4.6.4 Termination**

The Principal requesting termination of certification should return the original certificate to JCW TRP, immediately cease using copies of the certificate and conduct all advertising, sales and marketing activities related to the terminated certification, as well as all information recalling the revoked certificates and cease using copies of the certificates.

In case of termination (on customer's request), suspension, limitation or withdrawal of certification, the certification body informs the customer in writing and makes necessary changes to the certification status in certification documents and public information.

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**4.7 RIGHTS AND OBLIGATIONS OF THE CUSTOMER, RIGHTS AND OBLIGATIONS OF JCW TRP**

Detailed information is contained in the Terms and Conditions of Certification of JCW and in the General Terms and Conditions of Transaction, which are attached to the General Agreement, which the customer receives together with the offer for certification. The Certification Regulations and General Terms and Conditions are also available on the website [www.tuv.pl](http://www.tuv.pl).

**4.8 COMPLAINTS AND APPEALS**

The customer has the right to lodge a complaint against the actions of the Body and the right to appeal against the certification decision. Information on the manner of processing complaints and appeals is available at [www.tuv.com](http://www.tuv.com) in the "About Us" tab.

**4.9 PRICE LIST**

Fees are set on the basis of the current price list, available on request at the JCW TRP. After reviewing the Request for Proposal received, JCW sends the customer a proposal with a cost calculation.

The fee for the certification process depends on, among other things, the number of locations where services are provided and their complexity, and is calculated according to the estimated working time of JCW employees carrying out the various stages of certification, the costs of travel and accommodation. The costs of the certification process, regardless of its outcome, shall be borne by the customer.

In case of interruption of the certification process, the settlement covers activities performed in this process up to the moment of its interruption.

A client who has been granted a certificate, in the following year and in subsequent years, shall bear supervisory and licence fees, which is one of the conditions for maintaining the validity of the certificate.

**4.10 SAVINGS**

The certification body shall retain all documentation supplied and prepared in accordance with the programme for a period of 10 years from the date of issue of the certificate.

**5. Roles & Responsibilities**

Roles are defined in Procedure MS-0007880 Appointment and supervision of personnel qualifications. Responsibilities are defined in Annex Z04 of Procedure MS-0007830 Certification of Utility Products.

**6. Specifications**

N/A

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**7. Attachments**

- Criteria documents
- Book of logo visualization
- General and common conditions of use for all variants of the TÜV Rheinland mark

**8. Related Documents**

N/A

**9. External Reference Documents**

N/A