Terms and Conditions of Certification TÜV Rheinland Maghreb Sarl

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 the execution of 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 for 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 ("standards certification”) and also provide other 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 conformance with the requirements 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 rules and regulations referred to therein, including the generally applicable accreditation standards pertaining to the specific certification standard, the accreditation 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 and used in the audit team. Approval to be deemed granted if the client has not objected to the use of external auditors within one week of being notified of the 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 progress or the content of our auditing or certification process, the Governing Board or an arbitration committee 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-exclusive right to use the certificate and a certification mark issued by us without return the certificate to us without delay.

3.3 The client’s right to use the certificate and/or the certification mark shall expire, 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.

3.4 If it is foreseeable that the client is temporarily unable to fulfil the certification requirements, the certificate can be suspended. During certification suspension, the client may not use the certificate in its advertising. In the list of certified organizations as outlined in Article 7, the status will be updated to "suspended".

3.5 Certification will be renewed. If the reasons for suspension are remedied within the agreed period of time, the certificate will be renewed. If the reasons for suspension are not remedied within the agreed period of time, the certificate will be withdrawn.

3.6 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.

3.7 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.

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

3.9 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:

(a) Management system documentation
(b) Cross-reference matrix (standard elements cross-referenced to the management system documentation of the organization)
(c) Organizational plan/organizational chart
(d) Presentation of processes and their interfaces and interactions – list of controlled managed documents
(e) List of official and legal requirements
(f) 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

The client shall be further obliged, throughout the term of the contract, to communicate:
- Any incident affecting the safety of product and services
- Any non-compliance with statutory requirements identified by the market supervision and law enforcement branches of government

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 product compliance to 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. The client also commits to operate the underlying management system continuously and effectively during the validity of the certification.

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 does not 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.

If no conformity with the standard can be demonstrated in the time between the end of the audit and the certification decision, the certification will have to be refused.

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 for granting, denying, maintaining, expanding or reducing the scope, renewing, suspending or restoring after suspension, or withdrawing of the certification is made. After a 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 Certificate Body, the certificate shall become invalid. In this case, all copies of the certificate must be returned to the Certificate 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 the extension or upgrade audit. 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 occur in 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, knowledge, 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 official review.
- 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 rescue all 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 it was generally known at the time of disclosure or has become general knowledge without violation of this agreement, or
- 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 fulfill general documentation purposes.

5.7 In the event of the bankruptcy of a creditor 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 have scheduled for audits, provision as well as 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 of the head office and each location within the scope of validity.

7.2 Suspended certifications according to Article 3.1 and withdrawn certifications 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

   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 obliged 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 Maghréb

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 national or international standard or codes 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 CHSAS 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 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 within 3 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 last day of the initial certification audit. The first surveillance audit after the certification audit has to 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 Audits announced at short notice or unannounced

Under the following conditions, an extraordinary audit announced at short notice or unannounced may be required:

- Serious complaints and other circumstances of which the certification body becomes aware, which challenge the effectiveness of the client’s certification 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. Several individual, independent companies or organizations that are not interconnected in the sense of a corporate association and that use another non-group company or external organization to develop, implement and maintain a management system do not constitute a multi-site organization within the meaning of the IAF MD1 (IAF – International Accreditation Forum, MD = Mandatory Document) and therefore cannot be certified as a group.

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 or 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 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/or EMAS. 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,

- 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).

2.1.4 The client is obliged to inform us immediately if there has been a major environmentally relevant incident or a breach of any of its obligations in his company that requires official involvement. A major, environmentally relevant incident in this sense is to be assumed in particular if the incident has led to criminal or administrative investigations. The Contractor then decides whether or not a short-term, extraordinary audit is required (see 1.4). If it emerges that environmental management system is severely in breach of the certification requirements, the Contractor will adopt measures, which may lead to the suspension or withdrawal of the certificate.

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:


TÜV Rheinland Maghréb Sarl

Business location: Rue 8350 Immeuble CIMEF 1002 Tunis-Montparnasse Phone: 0021671906771 Fax: 00216 71906728 E-Mail: certification@tuv.com
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

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 CIEM 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 request the client to submit evidence of the findings within a maximum of ninety (90) calendar days from the closing meeting of the audit. Resolution cannot be completed, the final audit result shall be considered failed and the IATF database shall be updated. The corrective plan must be a basic corrective action and 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 of the rules).
2.4 Supplementary terms and conditions for product certification as per the IFS 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 to certify service 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 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, 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 Weidemannstrasse 1A, 10117 Berlin:
- The contract for auditing as per IFS
- The results – also in detail – concerning the IFS contract, auditing and certification – irrespective of the type of audits. 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 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 EN 9100 standard.

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 enable 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 / IFS Logistics Audit instead of the announced IFS Food audit / IFS Logistics Audit: More 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 – Personal Care and Household.

2.5.2 The basis for the entire audit and certification process, including logo usage, are the specifications of the applicable standards. This also includes, if applicable, “voluntary modules” commissioned by the client (e.g. commercial products). Further information is available on the homepage of the standard owner (www.brcglobalsstandards.com).

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.

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 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 terms 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 “BRC Trading Limited”:
- The contract for auditing as per BRC.
- The results – also in detail – concerning the BRC contract, auditing and certification – irrespective of the type of audits (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 “BRC Trading Limited” 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 non-conformities are found, “BRC Trading Limited” may establish sanctions against the Client, which may lead to the withdrawal of the certificate. This provision also includes additional standard owners, who are taken in to account in the framework of the “Voluntary Modules” (e.g. ASDA).

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 allowed to access the data 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 defense industry 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.

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 non-conformities 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 standard is restored. If AQMS-certified organizations lose their certification according AQMS standard, they must inform us about 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/ ISO 45001 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/ISO 45001 and management systems in the area of safety, health and environmental protection as per SCC (contractors / production sector) and SCP (providers of personal services).

2.7.2 In cases involving initial certification as per BS OHSAS 18001/ ISO 45001, 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 those 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.

2.7.6 The client is obliged to inform us immediately if there has been a major health and safety relevant incident or a breach of legal obligations in his company that requires official involvement. A major, health and safety relevant incident in this sense is to be assumed in particular if the incident has led to criminal or administrative investigations. We then decide whether or not a short-term, extraordinary audit is required (see 1.4). If it emerges that OSH management system is severely in breach of the certification requirements, we will adopt measures, which may lead to the suspension or withdrawal of the certificate. A serious violation exists, for example, in case of an accident at work with fatal outcome.

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:
- All sites maintain the same ISMS, which is managed and monitored by a central function and subject to internal auditing and management review;
- All sites are included in the organization's audit and management-review programme;
- Initial contract review ensures that the differences between the individual sites are taken appropriately into account in sample selection
- 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.
- 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.
- 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_hl). New certifications or recertifications 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.