

Obligations of the certification body and the client**1. Tasks of the certification body**

The certification body "IMS INTERNATIONAL" GmbH (hereinafter - CB) undertakes to process confidentially all information related to the client's company, to which it was given the access in accordance with the agreed confidentiality rules, and to use this information solely for the agreed purposes. The provided documents and information must not be passed on to third parties. Provision to accreditation bodies within the framework of monitoring and supervision of the CB, as well as detailed reporting and provision of information to the arbitration body in case of conflict are not the subject of this obligation. CB carries out certification and supervision in accordance with the rules of CB. The requirements of international and national standards, as well as the requirements of national legislation and accreditation are a priority for implementation and the basis for certification.

- CB must carry out certification and surveillance audits based on the relevant procedure and rules/standards and issue a certificate if the result is positive.
- CB maintains and publishes a list of certified companies with an indication of the scope of certification upon request.
- Complaints from third parties related to customer management systems that have been certified by CB are sent in the form of an e-mail on the website www.ims-zert.com

2. Tasks of the client

- At least four weeks before the on-site audit (certification, surveillance or re-certification audit), the client provides CB with the necessary documents, such as management system documentation, records of internal audits and management system analysis by Senior Management.
- The client conducts a full internal audit before the certification audit, which covers all the requirements of international and national standards, as well as the processes and location of the areas belonging to the scope of the certificate. An analysis of the management system from the top management is also carried out.
- The client creates an internal audit program that covers all management system requirements, taking into account the organization's size, scope, complexity of the management system, products and processes, and production sites. The audit program must be evaluated at least once every 12 months.
- In the case of certification of a multi-object organization, all objects included in the certification must be covered by the organization's internal audit program. Each production unit must be audited at least once during the 3-year certification cycle. The head office (central office) must be inspected every year.
- The client conducts annual audits of management systems by management during the 3-year certification cycle.
- The client provides auditors with access to the relevant organizational divisions of the company and allows viewing of records relevant to the functioning of the management system.
- The client appoints a contact person from the management or an authorized person from the company who is responsible for conducting the audit.
- The client is obliged to immediately inform CB in writing about all important changes that occur after the issuance of certificates or expansion or additions to certificates (this applies, for example, to changes in the legal and organizational form of ownership, changes in the actual addresses of production, economic activity, management positions).
- The client provides information on product recalls, industrial accidents, dangerous incidents, process violations for assessment by CB.
- The client must record all objections related to the management system and its effectiveness, as well as corrective actions and their results, and provide them in documented form to the auditor during the audit.
- The client is obliged, depending on the seriousness of the nonconformity, to inform the auditors about their elimination or about the implementation of corrective actions.
- In order to avoid conflicting situations between CB and the possible consulting organization, the client must inform CB about the consulting services used in the field of management systems, before or after the conclusion of the contract. This also applies to organizations that have conducted "internal training" or internal audits of the management system.
- As part of supporting the accreditation of CB, the client declares that he agrees to the presence of auditors from accreditation organizations to participate in joint audits that may be conducted in his organization for accreditation.
- The client has the right to refuse certification, re-certification, supervisory audits at CB, then the certificate issued to the client will be cancelled.
- In the case of certification of several sites based on a sampling, the client is obliged to comply with all conditions related

General conditions of certification



Revision No. 2 dated 22.10.2024

DF-IMS00-018

p. 2 of 3

to multi-site certification and to immediately report any non-compliance with one of the requirements of international or national standards, as well as the conditions listed below:

- Development, creation and maintenance of a management system that applies equally to all facilities/production facilities/branches. This also applies to basic documented procedures.
- Monitoring of the entire system from the head office (central office). The central office has the right to issue instructions for all facilities/production sites/branches.
- Established agreements that certain areas and departments work for all areas and departments within facilities, such as product and process development, purchasing, human resource management, etc.
- Conducting internal audits before the certification audit at all facilities/production sites/branches.
- Signing of an agreement between the client and CB, which is legally binding for all facilities/production sites/branches of the organization.
- Additional short-term audits or unannounced audits may be required, for example to investigate complaints, as a result of changes or as follow-up to suspended certificates. In such cases:
 - CB determines the conditions under which these short-term audits must be conducted,
 - It is not possible to object to team members on a short-term audit.

3. Validity period and rights to use the Mark and Certificate

- The validity period of the certificate starts from the date of its issuance and ends as indicated on the certificate. The validity period of the certificate depends on the specific standard on which the audit is based, but cannot exceed a maximum of 3 years. This assumes that, based on the date of the certification audit, regular surveillance audits are conducted in the company in accordance with specific accreditation rules or certification standards (for example, once a year, once every six months) with a positive result. A short-term supervisory audit may also become necessary in certain justified cases. CB has the right to decide on the need for such an audit. The same conditions apply to the use of the Mark.
- The scope of certification is indicated in English. Translation into other languages is also possible. In case of doubts or objections, only the English version of the certificate is mandatory.
- Approval for the use of the Mark applies only to the scope of the client's company, which has been certified. The use of the Mark for activities that go beyond the scope of certification is not allowed.
- The sign can be used only in the form provided by CB. The sign must be easy to read and clearly visible. The client has no right to make changes to the certificate and/or Mark. The Certificate and Mark may not be used in a way that is misleading for advertising purposes (certified product).
- The sign may be used only by the client and only in direct connection with the client's company name or logo. It may not be used on products or product packaging, or on customer products and/or procedures, which may be construed as conforming of product compliance.
- It is not permitted to use the Mark on laboratory test reports, calibration certificates or inspection reports or certificates for persons, as these documents are classified as products in this case.
- The client must ensure that the Mark and the certificate are used in advertising only in such a way that a claim is made regarding the client's certified area in accordance with the performed certification.
- If CB is sued in accordance with the principles of liability for product quality, based on the client's use of the Control Mark and/or certificate, which violates the terms of the contract, the client must indemnify CB against claims and release CB from all third-party claims. The same applies to all cases when a claim is presented to the Certification Authority by a third party based on advertising claims or other behavior on the part of the client.
- The client receives a non-transferable, non-exclusive right, limited by the contractual term, to use the Mark and the certificate in accordance with the conditions stated above.
- The use of the Mark and the certificate is granted only to the client and cannot be transferred to third parties or legal successors without the express permission of CB. If the client wishes to transfer the right to use the Mark and the certificate, a corresponding application must be submitted. If necessary, a new audit should be conducted.
- The sign that will be used in each specific case depends on the issued certificate.

4. Expiration of rights of use

1. The right of the client to use the Mark and to claim the right to own the certificate is automatically terminated without the need for a direct statement of termination if, among other things:
 - The client does not immediately notify CB of changes in its operations that are relevant to certification, or an indication that such changes may occur

General conditions of certification



Revision No. 2 dated 22.10.2024

DF-IMS00-018

p. 3 of 3

- The mark and/or certificate is used in a way that violates the provisions of clause 2
- The results of surveillance audits no longer provide confirmation for the continuation of the certificate
- Supervisory audits cannot be carried out within the specified time for reasons that fall under the responsibility of the client,
- Actions to correct the non-conformity have not been completed within the specified time or the results of such actions are not satisfactory
- Disputes arise in relation to the Mark in connection with competition law or intellectual property rights.

CB has the right to suspend or terminate the validity of the certificate and, accordingly, the right to use the Mark, if CB becomes aware of new information related to the evaluation of the certification procedure or its result.

CB reserves the right to make final decisions regarding certification, issuance, denial or extension of certification, expansion or limitation of the scope of certification, renewal, suspension or restoration after termination or revocation of a certificate. In addition, CB and the client have the right to terminate contractual relations with immediate effect, ban the use of the Mark or certificate, if there are obstacles to the implementation of the legislation of the country in which the Mark and Certificate are used.

CB has the right to suspend, revoke or declare the certificate invalid or revoked. If within 6 months after the scheduled date of the supervisory audit, the client will not be able to prove that the management system meets the requirements of international and national standards.

The customer must immediately return all original certificates to the Certification Authority when the use rights are terminated or revoked. When the certificate expires, CB issues new certificates upon positive re-certification audit/surveillance audit. The client fulfills his obligations by correctly using the certificate issued by CB. Existing copies upon termination or cancellation must be removed and destroyed by the customer, and promotional activities associated with the certificates must cease.

The general conditions for certification of management systems are applied in accordance with certification, re-certification, and supervisory audits.

Head of Certification body
"IMS INTERNATIONAL" GmbH

A handwritten signature in blue ink, appearing to read 'Anton SYNIATO', with a long horizontal line extending to the left.

Anton SYNIATO

22.10.2024