



## CERTIFICATION AGREEMENT

AUDISO a.s. (Certified Body) is a Czech independent certification company operating on an international basis.

AUDISO a.s. (hereinafter referred to as CB) is accredited by the Czech Accreditation Institute (Český institut pro akreditaci, o.p.s.) to provide certification as follows:

- Quality Management System (ISO 9001),
- Welding Process Quality Management System (ISO 3834-2, ISO 3834-3, ISO 3834-4),
- Road Quality Management System (MP SJ-PK Part II/1, II/2, II/4),
- Environmental Management System (ISO 14001),
- Occupational Health and Safety Management System (ISO 45001),
- Information Security Management System (ISO/IEC 27001),
- Energy Management System (ISO 50001)
- Information Technology Service Management System (ISO/IEC 20000-1)
- Scrap Metal Waste Quality Management System (Council Regulation (EU) no. 333/2011),
- Food Safety Management System (ISO 22000)

For the valid accreditation certificate please visit [www.audiso.cz](http://www.audiso.cz)

At the same time, the Company has authorized procedures for implementation of integrated management systems. It refers to integration of management systems above listed which is especially convenient for economy and organisation of smaller size businesses.

### ***Purpose of Document***

The purpose of this document is to facilitate CB client's orientation into the topic of management system certification.

The rules provided hereunder are binding for certified clients as well as CB.

This document becomes binding upon the execution of a Certification Contract.

The below are the major stages of the process:

#### **A) Granting of Certificate**

- Review and register the client's application for certification
- Execute a Certification Contract
- Set up an audit team
- Prepare an Audit Plan and Schedule
- Process of certification audit
- Write an Audit Report
- Audit Report evaluated by the head of CB
- Issue a certificate and submit the "Rules for Use of Certificate and AUDISO Certified Body Marking" document

## **B) Maintenance of Certification**

- Maintain the certification (surveillance audits)
- Extend or reduce the content of certification (special audits)
- Renew the certification (recertification audits)
- Suspend, or revoke the certificate

## **C) Other Provisions**

- Requests for information
- Complaints, appeals
- Confidentiality

## ***Article A***

### ***Granting of Certificate***

#### **Review and register applications for certification**

A potential applicant for certification will contact CB. Based on general information (location, certification field, number of employees, etc.), the CB officer will send a certification offer to the applicant for certification. If the offer is accepted by the applicant, the applicant will receive an "Application and Question Form" document in electronic form that must be completed by the applicant. Information filled in the Application and Question Form is used to draft a contract and register the client (Client Card) in the CB electronic system.

#### **Execute a Certification Contract**

When the application has been reviewed and checked for completeness, or any missing data completed, a draft Certification Contract is prepared. The Certification Contract is executed by both parties in writing.

#### **Set up an audit team and prepare an audit plan and schedule**

Upon execution of the contract, the head of CB will set up an audit team (head of the audit team, auditors, or possibly technical experts). If the audit date is approved, the head of the audit team will prepare an audit "Audit Plan and Schedule". This Audit Plan and Schedule (incl. members of the audit team) will be submitted to the client for approval no later than 7 days before the scheduled date. The Audit Plan and Schedule is submitted in electronic form (so-called Client Card) to the client's e-mail address indicated in the Application and Question Form. The audit team and audit plan will be approved / confirmed by the client on the Client Card.

The audit program (contains all audits during the valid certification) is accessible to the client on the Client Card.

The Client has the right to appeal the audit team. Any intent to appeal must be made in writing within 3 days from receipt of the information on members of the audit team from the Certified Body.

In this case, the Certified Body must appoint one or more new auditors. In such case, the Certified Body is authorised to change the audit date.

#### **Process of Certification Audit**

##### **Stage 1 Audit**

The Stage 1 audit means the initial certification of the management system.

The Stage 1 audit SM is mainly aimed to:

- Assess the readiness of the organisation for Stage 2 audit;
- Assess the level of compliance of SM documentation with the relevant international standard;
- Assess the client's sphere of activity (locations, etc.), and specific workplace conditions;
- Collect the necessary information with respect to the range of processes and compliance in relation to the evaluated certification system (compliance with the application and question form, etc.);
- Evaluate the internal audit system and review the system by the management

Stage 1 audit is conducted by the head of the audit team based on documentation submitted by the client (other members of the audit team may participate in Stage 1 audit if requested by the head of the audit team). In case of any uncertainties arising of documentation, legislation, or specific location conditions, etc., the head of the audit team is responsible to clarify them directly with the client. In the circumstances should require to visit the client's location, the head of the audit team is responsible to schedule and conduct the visit.

The outcome of Stage 1 audit is a written "Stage 1 Audit Report", stating the relevant weaknesses that might result in nonconformities identified within Stage 2 audit, and stating the conditions for the process of Stage 2 audit. If any nonconformities are identified between the Application and Question Form and the actual pursued activities during evaluation by the head of the audit team, the head of the audit team must document such nonconformity in the Stage 1 Audit Report. The head of the audit team will advise the head of CB thereof and they will jointly ensure that, for example, the audit team is extended, or the scope of certification is reviewed, or any other steps necessary for correct completion of Stage 2 Audit.

The head of the audit team hands in the Stage 1 Audit Report (in electronic form) to the representative of the assessed organization. Referring to Stage 1 Audit results, the head of the audit team will propose the schedule of Stage 2 Audit and make sure that the audit schedule is reviewed and approved by a representative of the assessed organisation (in electronic form).

The interval between Stage 1 Audit and Stage 2 Audit shall not exceed six months. If this interval is exceeded, Stage 1 Audit must be repeated by CB.

## **Stage 2 Audit**

Stage 2 Audit is aimed to review the system of the applicant for certification at its workplace / workplaces and focused on information and proof of compliance with all requirements of the certified standard and the fulfilment of such requirements in the client's business.

On-site assessment begins with an opening session of the entire team of auditors and possible technical experts with the client's representatives.

The next steps:

- a) The head of the audit team will present the audit time schedule to the audience
- b) Contact persons (counterparts of the audit team) and places to review the specific elements, and duties and powers of the audit team are discussed
- c) The audit is conducted by auditors together with technical experts (if necessary)
- d) Findings are recorded on files of the auditors
- e) The head of the audit team will classify the findings based on team discussions at the end of every day and publish "Deficiency Classification" describing the type of findings.

Types of findings:

- Significant nonconformity (non-compliance with any requirements of the standard, or legal non-compliance)
  - Less significant nonconformity (partial non-compliance with any requirements of the standard)
- f) If three or more “Minor nonconformities” are specified to meet a single requirement of the standard, “major nonconformity” has to be issued.
- g) The audit team will further identify areas for improvement of the system and positive findings (strengths) – consequently, those are included in the “Final Audit Report”
- h) On the last day of the audit, during the final meeting of the audit team and the client’s representatives, the head of the audit team will present the overall audit findings to the client and the applicant may comment on the presented conclusions
- i) If the client’s representative does not approve the findings, the head of the audit team must document such nonconformity in the Final Audit Report. The decision to grant a certificate is for the certification body.
- j) If findings are valid after the end of audit review within certification, the head of the audit team will determine next steps considering their classification:
- In case of less significant nonconformity, the head of the audit team has to point out the client’s duty to solve the nonconformity. The client is responsible to determine the appropriate corrective action and a deadline to fulfil the action (with agreement of the head of the audit team). A fulfilment of the corrective action is checked at the beginning of the next (surveillance or re-certification) audit.
  - If determined less significant nonconformities are not resolved until a date of the next audit, CB suspends the validity of the issued certificate until the nonconformities are eliminated within the specified additional period (if the nonconformities are not eliminated within this period, the certification is withdrawn.
  - Areas for improvement defined in the “Final Audit Report” may be used by the certified organisation and their application will be reviewed during the follow-up surveillance audit.

Stage 2 audit is completed by executing an Audit Report that includes summary findings (i.e. possible occurrence of nonconformities, defined areas for improvement and strengths), specified locations for certification, draft text of the field of the certification scope, and recommendations of the audit team to grant / not grant a certificate, or any other conditions of certification.

### **Prepare an Audit Report**

Based on Audit report, findings and areas for improvement, the head of the audit team will prepare the final “Audit Report” and submit it for approval by the head of the CB (in case of identified significant nonconformities, the report will only be prepared after consequent review (the extraordinary audit) of their resolution).

### **Decision to grant / not grant a certificate**

Based on the Audit Report, nonconformities and time schedule of the client (with respect to the specified date of implementation of corrective actions), the Certification Body will decide whether to grant, delay or reject certification. The decision is part of the Audit Report that is delivered to the client in writing or electronic form.

### **Issue a certificate, certification mark**

In case of positive decision on certification, the certificate will be issued and sent to the client in the required language and scope of fields as provided in the Audit Report.

Consequently, the certificate is registered in the list of issued certificates

Certification mark is submitted to the client together with the certificate in electronic form.

The rules for use of the certificate and marking are provided in the “Rules for Use of Certificate and AUDISO Certified Body Marking” document, which is handed over to the client together with the certificates.

## ***Article B***

### ***Maintenance of Certification***

#### **Surveillance Audits**

The Certified Body conducts surveillance audits to ensure that the level of SM certified company is maintained in accordance with requirements of the standard(s).

Surveillance audits are conducted according to the plan of surveillance audits. The surveillance audit plan is submitted to the certified company together with the Audit Report and certificates. The course of audit is equal to Stage 2 certification audit.

If any changes to the scope of certification are identified during surveillance audit (e.g. on the client request), the changes must be documented by the head of the audit team in the Closing Audit Meeting Report of the audit team. He will advise the head of CB of such situation to jointly ensure possible revaluation of the scope of certification, etc.

The output from surveillance audit is the decision to extend the validity period, or suspend or, as a last resort, revoke a certificate.

#### **Extraordinary Audits**

An extraordinary audit of the certified organisation by the Certified Body may be conducted:

- To investigate a challenge of compliance with the certification criteria and obligations contingent upon the validity of the certificate,
- If the certified organisation whose certificate was suspended applies for its consequent renewal,
- If a breach of certification principles and obligations was identified during regular surveillance,
- If any changes affecting the performance of certification principles and obligations contingent upon the validity of certificate occurred during regular surveillance,
- In case of change in the scope and term of validity of the certificate (extension/reduction of the scope of certificate), and change in legal personality, or organisational structure, etc.

Extraordinary audits are either based on amendment to the contract or a separate contract. Costs associated with conducting an extraordinary audit shall be charged to the certified company.

#### **Renewal of Certification (Recertification Audit)**

The certification must be renewed before the expiry of the validity period. The renewal requires a full re-certification audit. To conduct the audit, a new certification contract at least 1 month before the expiry of the validity period of certification is required.

#### **Suspension of Certification**

The suspension of certification means temporary revocation and the validity of certification may be suspended by CB provided that:

- Significant nonconformities are identified in SM (during surveillance and extraordinary audits)
- Less significant nonconformities in SM are not eliminated with the set deadline
- The certified company repeatedly fails to respond to invitation to approve dates of surveillance audits

The suspension of certification is a temporary measure not to exceed 3 months. If no corrective actions are taken before the expiry of the said 3-month term, the certification will be revoked.

The certified company will be notified of the suspension of certification in writing and it becomes effective 30 days of notice.

If the certification is suspended, the certified company may not refer to certification in external communications during the period of suspension (e.g. contract negotiations, publications, or advertising).

The fact that a certification was suspended will be published on the CB website.

### **Revocation of Certification**

The certification will be revoked by the Certified Body if:

- Activities subject to certification cease to exist in the certified company. For example, takeover or merger, liquidation or bankruptcy proceedings. In case of liquidation or bankruptcy proceedings, the certificate becomes invalid as of the date of liquidation or bankruptcy proceedings according to valid legal provisions;
- Certification Contract between the Certified Body and the certified company is terminated due to withdrawal of the contractor for failure to honour the obligations of the certified company to the Certified Body as provided under the contract, or failure to meet the terms of payment under the contract by the client;
- The Certified Body has been informed about dissolution of the certified company;
- The certified company fails to apply for renewal of the certification within 3 months of suspension;
- The certified company fails to prove its ability to meet the specified certification criteria and obligations;
- The certified company whose certificate is suspended has failed, in due time, to correct the nonconformities that resulted in suspension; and
- If requested by the certified company in writing.

The certified company will be notified of revocation of the certification in writing and it becomes effective 30 days of notice. For recertification, the SM certification process must be repeated in full scope.

In case of revocation of the certification, the certified company must immediately any further use of the certificate or certification marking must be stopped, and no reference can be made thereto.

All legal consequences will arise from any misuse or misleading, incl. the application of claim procedure against the certified company. The fact that the certification was revoked will be published on the CB website.

**Article C**  
**Other Information**

**Required Information**

**a) Client data access by CB**

The client undertakes to allow the representatives of the Certified Body to access its buildings and facilities during regular working hours. It also ensures the right to conduct interviews of representatives of the Certified Body with all the client's personnel and get their full assistance for the scope of activities under the Certification Contract. The client also ensures the right to review all documentation considered important by the Certified Body.

**b) Client data access by the Czech Accreditation Institute**

The client undertakes to allow the Czech Accreditation Institute to access the information related to its certification in order to review compliance of CB AUDISO a.s. processes with the Czech technical standard CSN EN ISO/IEC 17021-1 – Conformity assessment – Requirements for bodies providing audit and certification of management systems.

The client undertakes to allow access to the Czech Accreditation Institute to the witness assessment of the activities, procedures and staff of the Certification body.

**c) Certification data access by the certified company**

All records that are prepared in the scope of the client's management system audit are listed on the client card that is available to the client in electronic form.

**d) Access to client data for other interested parties**

In the case of providing information to other interested parties, the client is requested in advance by the head of the CB for written consent to provide information. Note: in case if CB is requested by the Police of the Czech Republic to provide any information, the head of CB is responsible for communication and cooperation with the Police of the Czech Republic, the client is not informed.

**Reporting Duty**

During the period of validity of the certification, and especially on the occasion of surveillance audits, extraordinary audits, or renewal of the certification, the applicant undertakes to, without any unnecessary delay, notify the Certified Body of any changes and modifications related to SM and information on the current scope of fields as provided in the certificate.

The certified company shall report any extraordinary events to the Certified Body such as:

- a) legal, commercial, organizational status or ownership;
- b) organization and its management (ie. key or technical staff, or the people who make decisions in the organization);
- c) contact addresses and registered offices;
- d) subject of activities within the certified management system;
- e) significant changes in the management system and processes;
- f) environmental accidents;
- g) serious incidents related to safety and health at work;
- h) serious incident or violation of OHS regulation requiring the involvement of the relevant regulatory body;
- i) Changes in the company's technological procedures and activities and others.

Failure to notify the relevant changes may result in revocation of the certification.

### **The process of appealing against decision of the Certified Body**

The rejection of an application for certification as well as suspension or revocation of the certification can be appealed by the applicant.

The Certified Body undertakes to examine any appeal with due diligence and independently and award its decision in writing.

If the Certified Body accepts an appeal, it will adopt a new decision on granting/non-granting or suspension/revocation of the certification.

If the Certified Body does not accept an appeal, the original decision is valid.

The parties shall each bear its own cost and expenses associated with said internal appeal procedure.

The client must appeal against decision in writing within 30 days of receipt of decision.

The appeal must be examined, and decision notified within 30 days from the date of appeal.

### **Complaint filing process**

A client is entitled to file a complaint about activities made by the certification body (the CB). The complaint has to be lodged in a written way or via the e-mail at [info@audiso.cz](mailto:info@audiso.cz).

The CB head evaluates the complaint whether it relates to certification activities which is the CB responsible for.

The CB head advises the complaint author of the evaluation in a written way or via the e-mail. Afterwards, he informs him/her of the investigation and final result (by 10 days from the complaint filing).

### **Confidentiality**

Both parties undertake to maintain confidentiality towards third parties regarding the acquired knowledge to perform the Certification Contract, in particular take appropriate actions, set up internal orders, make arrangements, or use any other resources. The duty of confidentiality shall survive the termination of Certification Contract if not agreed otherwise between the parties (e.g. for legal reason).

### **Publicity**

Both parties, each at its own cost, shall have the right to disclose the fact that certification is in progress or completed.