AUDIT AND CERTIFICATION ACTIVITIES GUIDE

VERİCERT BELGELENDIRME VE GÖZETIM HIZMETLERI LİMİTED ŞİRKETİ

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CONTENT

1. PURPOSE

Purpose of this guide is to assess management systems of organisations through audit by VERICERT within frame of EN ISO/IEC 17021 rules and define principles of activities performed for compliance certification.

2. SCOPE

This guide covers terms required for management systems and receiving application for product certification, planning and performing audits, assessing, certifying audit results, transactions to be performed in case of suspension and cancellation and principles of certificate and logo usage.

3. DEFINITIONS

Accreditation: Officially recognizing by a third party that a compliance assessment organisation complies with certain conditions and is competent for performing related compliance assessment activities.

Certification: Third party attestation regarding products, processes, systems or persons.

Audit: Systematic, independent, documented process implemented for acquiring records, declarations or other related information and assessing them objectively for assigning realization amount of defined terms.

Surveliance: Systematic repetition of compliance assessment activities those are essential for sustaining validity of compliance declaration.

Discrepancy: Deficiency or non-application or non-sustaining of one or more than one management system terms or a situation causing a considerable suspect on the management system to be provided by the organisation based on existing objective evidences.

Major (Large) Discrepancy: Not defining and / or implementing adequately any standard clauses or their sub-topics. Having deficiencies and discrepancies affecting healthy functioning of the system.

Minor (Small) Discrepancy: Discrepancies not affecting the general system among System Standard terms.

Observation: Positive or negative written opinions regarding the management system essential for certification in order to help to other audit by the audit team.

Corrective Action: Activity performed for removing reason of a determined discrepancy or other unwanted situations.

Correction: Activity performed for eliminating a determined discrepancy.

Preventive Action: Activity performed for removing reason of a potential discrepancy or other potential situations.

Complaint: Verbal or written dissatisfaction of real or legal entities given regarding any issues related with VERICERT or VERICERT's performance on certification activities, procedures, policies, temporary or permanent personnel, activities of an informed organisation within scope of certification as different from the objection.

Objection: Request of real or legal entities from VERICERT to re-discuss decisions given for issues related with them.

4. CONFIDENTIALITY

VERICERT keeps all kinds of private information confidential regarding customer organisations in order to maintain privileged access to required information regarding adequately assessing the compliance with terms for certification. Information those are directly publicised consist of organisation name, address (for each of multi branched organisations), certification status, management system standard, scope, certificate number, certificate publication date, certificate validity period, accreditation, etc.

5. ORGANISATION

VERİCERT Organisation scheme can be acquired from www.vericert.com.tr web site. Impartial performance is maintained for all personnel assigned in the organisation.

Certification Committee: The committee authorized to take all decisions regarding certification by assessing reports related with management system documents.

Objection Committee: The committee authorized to assess and take decision on objections regarding certification committee decisions taken as the result of certification activities of management systems.

Committee for Preserving Impartiality: The committee that monitors impartiality policies while VERICERT performs management systems certification activities and notify the senior management about its recommendations after assessing them.

Audit Team: The team created for performing audits by considering standard/standards essential for application, activity area, number of personnel and status of processes of the organisation. The audit team shall always contain a lead auditor and one or more auditors suitable for the scope to be certified and technical experts when required.

6. APPLICATION

Applications regarding certification activities shall performed by correctly and completely filling the Application Form for indicating actual status of the organisation. Regarding organisations having activities in more than one areas, all active areas and address should be written. All requirements regarding the application are defined in the Application Form and organisations willing to make application may get required information for application from VERICERT web site or via telephone.

Application Forms shall approved by VERICERT by getting reviewed regarding criteria such as applicant company's scope, EA Code, accreditation, management system, man day number, audit team and competence for certification decision, locations, language, security terms and threats against impartiality. Former documents and reports shall controlled for compliance in case of a transfer request and decision is given for whether the transfer shall performed.

Service Agreement prepared according to Audit and Certification Price Instruction shall mutually approved with the organisation whose application is approved regarding its competence. When Vericert has more than one branches and/or the organisation to be certified has more than one sites to be audited, Vericert's head office and branch address and Organisation's all sites within the certification scope shall given in this agreement. Audits shall performed at all site addresses of organisation given in the agreement. Signing the **Service Agreement** shall mean that all terms given in this guide are accepted by the organisation. All documents and certificates given in the application form annex must presented to VERICERT by the organisation with the Agreement. 3 Years Audit Program shall prepared after signing the Service Agreement.

In case the organisation rejects and delays the certification audit within 6 months from the application date, its application shall cancelled. Application cancellation may also performed with the request of organisation.

7. AUDIT PLANNING

Product Certification activities, Product Certification Procedure and Product Certification Procedures for performing related certification shall apply. Documents belonging to the organisation shall examined regarding their compliance prior to taking the application into planning. If documents are found adequate and organisation's application documents indicate that the system has applied for at least two months at the end of audit performed, certification application shall be taken into planning. Audit target, audit criteria, audit scope shall given in the audit plan and recorded in the audit plan. Applicant organisation should have completed at least one internal audit and management review activity regarding the management system essential for certification until certification audit. Certification audits shall planned as 2 stages based on risk group and applied management system of the organisation. Stage 1 audit shall planned on the desktop or organisation site

based on the management system and risk group. However, when seem required by the Lead Auditor, he/she may request performing the Stage 1 audit on site by getting approval of the Certification Manager. The period between Stage 1 audit and Stage 2 audit shall determined according to results of Stage 1 audit. This period cannot exceed 6 months. Application shall cancelled for periods exceeding 6 months.

Surveillance audits performed after certification audits shall planned as to be performed within 12 months based on the last day of Stage 2 date of certification audit. Delay requests received from organisations for surveillance audits shall accepted until three months at most for temporary situations (e.g. fair, conference, business trip, intense work load, temporary health problems, temporary production and service stop, etc.) and until 6 months at most for force majeure (e.g. natural disasters, economic crisis, terrorist actions, serious health problems, etc.) on condition that reasons are provided. In case of any delay, the date of the performed supervision audit shall not affect next audit date. Number of surveillance audit may increased as indicated by the audit team or according to organisation's request, delivered organisation complaints, degree of discrepancy found during supervision audit.

Certificate renewal audits shall planned 2-3 months prior to certificate expiry date based on the certificate validity period. Stage 1 shall not applied in certificate renewal audits. In case of important changes in organisation's management system, product range, organisation or contents that organisation management system is operated (e.g.: regulation changes, etc.) certificate renewal audits may planned as two stages. Maximum 3 months delay may applied from certificate expiry date during force majeure situations. Applications made out of given periods shall not accepted as certificate renewal. Audits shall planned as certification audit.

Certification Audit and all other audits shall planned according to **Audit Periods Determination Instruction.** If the organisation has activities in more than one areas, **Multiple Area Audit Instruction** shall considered and organisation shall informed.

In case the Audit Team of draft program is not accepted, organisation shall explain reasons in written form. Organisation's reasons shall assessed. In case reasons are found justified, Audit Team shall changed. Agreed audit dates may be changed upon request of both sides when required.

8. PERFORMING THE AUDIT

Audits consist of opening meeting, performing the audit, audit team assessment meeting and closing meeting stages and performed according to audit program.

Issues complying with ISO 19011 standard (audit purpose, scope, method to be used and procedures, draft audit program, etc.) shall discussed in the Opening Meeting.

Performance of Audit shall performed by observing works and terms in related areas, examining documents and records with sampling method, mutual discussions for confirming whether the organisation management system is applied according to applied standard, audit's target, scope, criteria and created documentation. Audit Team shall assess the audit progress on its own at least once during the audit and meeting with the customer representative and exchange information. Lead auditor may perform new assignments according to these information. If scope change is required according to findings acquired during audit while the audit continues, it shall perform assessment with organisation's Management Representative, reflect the scope change to audit scope and perform required assignment by performing a meeting with the team.

Audit Team shall record findings acquired as the result of audit, review and assess according to audit criteria and reference documents. If discrepancies are determined arising from standard terms and organisation documentation, separate discrepancies reports defining every discrepancy shall prepared by adding acquired objective findings. Class of discrepancies found in discrepancy reports shall be indicated. Audit Team may assess discrepancies in two classes as Major (Large) and Minor (Small). Reference shall made to related audit criteria while reporting the discrepancy. It also reports audit team observations (as long as not restricted) and improvement opportunities. Findings with discrepancies shall not reported as improvement opportunity according to 9.1.15 b and c clauses of ISO 17021.

If difficulty for performing the audit is determined, lead auditor shall inform the organisation Management Representative regarding reasons and issue a minute after ceasing the audit.

Discrepancy reports shall mutually signed in order to indicate acceptance of discrepancies by organisation management representative. Auditors shall abstain from negotiating reasons of agreed discrepancies or their solution methods with the customer. Audit Team, prior to performing Closing meeting with organisation's representatives;

- All findings and related information collected during audit are reviewed according to audit targets,

- Audit result and deficiencies available in the nature of audit process,
- Required monitoring activities,
- Compliance of audit program and required modifications

review and record in the audit report.

In case the organisation abstains from signing the report regarding discrepancies, lead auditor shall prepare a minute with his/her signature and present the report containing audit result opinion to the Certification Committee. Decision of Certification Committee on the related issue shall delivered to the address written in **Service Agreement** to fax number given in the **Application Form or** via registered mail or via notary. If organisation's decision objection is made within following 30 days, objection shall presented to related Objection Committee in order to be assessed.

The audited company is responsible for any root-cause analysis, corrective measures and rectifications relating to any unsuitabilities identified during the audit. On this matter, the client organization is obligated to inform of any corrective measures via unsuitability report that includes any plan for corrective measures and cause-effect analysis within 15 days.
The audit team will create an audit report for every audit. The Lead Auditor is responsible for creating the audit report and for providing Vericert with the final report.

Corrective activity period given for discrepancies in audit reports shall not be longer than 3 months. In case the organisation fails to complete preparations within three months period given to the organisation for monitoring audit (within 3 months at most), maximum 3 additional months shall given upon decision of certification committee. In case it is observed that discrepancies are not eliminated within 6 months in total or confirmation is not given for performing monitoring audit, organisation's application shall cancelled.
Lead Auditor shall indicate by signing "required" or "not required" locations for Monitoring Audit on the discrepancy report regarding whether an additional audit or documented evidence shall required in order to verify effectiveness of corrections and corrective activities. In case the follow up audit is required, corrective activities shall verified with an additional complete audit or additional limited audit to be performed at the end of given period; if monitoring audit is not required, they shall verified by reviewing documented evidences as declared regarding activities.

If the organization's corrective actions are deemed ineffective/insufficient or effective/sufficent then the Lead Auditor will inform the company. If there are nonconformances the Lead Auditor will inform the customer and request that the plan for rectifications and corrective actions to be renewed, at which point the plans will be sent back. It is Certification Managers responsibility to record the objective evidence of nonconformities has been closed and send to Vericert. Lead Auditor tranfer the audit report showing that alla nonconformities are closed and correction and corrective activities are aproved by him and sends them to Certificaiton Manager The Certification Manager will examine the unsuitabilities and present them to the Certification Committee. The committee's decisions regarding unacceptable unsuitabilities, whether an additional audit must be carried out or not, and whether new documentation is required or not will be identified and the outcome will be informed to the client in writing.

Closing meeting shall performed at the end of audit, with audit team and organisation's senior management, management representative and/or supervisors of related units. Positive and/or negative results of audit shall presented by the lead auditor during meeting as describing any discrepancies recorded in the discrepancy report and required issues shall discussed according to ISO 19011 standard. The report prepared by the audit team is not the final decision, instead an opinion to Certification Committee. Operations shall performed according to the decision taken by Certification Committee. The organisation shall receive the audit report approved by the Certification Committee.

9. CERTIFICATION AUDIT

Initial certification audit of management system is performed in two stages.

9.1. STAGE 1 AUDIT

Below written issues should performed in stage 1 audit:

a) Organisation's management system document should audited.
b) Organisation's settlement, special conditions of the site and readiness of personnel for the second audit should assessed with organisation's employees.
c) Organisation's status and understanding of standard terms, management system operations targets, processes, key performance and determining important aspects should audited.
d) Important information should collected regarding management system scope,

processes, organisation settlement, legal terms and compliance (quality, environment, legal aspects regarding operations of organisation, related risks, etc.).

e) Required source allocation for the second stage should reviewed and an agreement should be maintained with the related organisation for details given in stage 2.
f) A route should defined for planning the Stage 2 audit by understanding important issues regarding organisation's management system and site operations.
g) It should be audited that whether internal audits and management reviews are planned and performed and management system's installation level is ready for Stage 2 audit.

Stage 1 audit may performed on organisation's site or on desktop. This situation shall determined according to risk factor table defined based on NACE codes given in relative guides. Above written issues shall considered for both cases.

Discrepancies determined during desktop audit shall notified to the organisation. Organisation is liable for performing corrective activities to be performed by the organisation regarding these discrepancies within 15 days.

Site audits shall performed as given in Clause 8. A copy of discrepancy reports shall given to the organisation at the end of audit.

Stage 2 audit shall not start unless corrective activities related with discrepancies are performed.

9.2. STAGE 2 AUDIT

Below written issues should performed in stage 2 audit: Stage 2 audit shall performed in all areas of organisation. However, if the organisation has multiple area feature, audit shall performed according to Multiple Area Audit Instruction.

a) Information and evidences regarding compliance with applicable management system standard or terms of other documents having force,
b) Monitoring, measuring, recording and reviewing performance for key performed targets and aims (stable with expectations given in applicable management system standard or other documents having force),
c) Organisation's management system and performance regarding legal compliance,
d) Operational control of organisation processes,
e) Internal audit and management review,
f) Management responsibility for organisation policies,
g) Connections between terms having force, policy, performance targets and aims (stable with expectations given in applicable management system standard or other documents having force), all kinds of applicable terms, responsibilities, personnel competence, operations, procedures, performance data and internal audit findings and results.

Stage 2 audits shall performed as given in Clause 8. Certification decision shall not given unless corrective activities are performed regarding major discrepancies and verified through monitoring audit. If the audit team did not suggest performing monitoring audit for minor discrepancies, it can be controlled whether these discrepancies are eliminated through reviewing documents and records. Certification decision shall not given unless corrective activities are performed regarding minor discrepancies. Observations shall not prevent making any certification recommendation.

Chief auditor shall deliver the audit file to certification committee following elimination of discrepancies.

10. TRANSFER AUDIT

Transfer audits are performed for maintaining transfer of management system given by another certification organisation accredited by an accreditation organisation being member of IAF, MLA to VERICERT. Assessment of certificate transition at transfer audit status depends on below given conditions.

- Document must be still active in order to perform transfer audit. Transfer audits cannot performed for suspended certificates.
- Prior to performing transfer audits, discrepancies given by the previous certification company must be closed by the organisation.
- Last audit date of the organisation applying for transfer should performed at least 12 months prior to transfer audit date.

Transfer audit applications are performed similar to certification audit. In addition to documents requested prior to certification audit (quality handbook, procedure, etc.) reports and documents of all audits performed in other certification organisation are requested.

Below given issues shall examined prior to certification.

- Organisation's transfer reason
- Last performed audit period and dates
- Compliance of organisation's scope to VERICERT scope,
- Certificate's correctness, validity, whether addresses on the certificate and requested addresses are within certification scope and their validity, status of still open discrepancies and verification of closed

discrepancies by previous certification organisation
- Previous audit reports and observations
- Received complaints and realized activities,
- Availability of any discrepancy with official authorities.

Stage 1 audit shall not apply in transfer audit. Audits shall planned as defined in Clause 7, and performed as defined in Clause 8.
Document period starts with document publication date given by the previous certification organisation and ends on the expiry date.

11. MONITORING AUDITS

Additional full audit or additional limited audits performed for determining that major discrepancies revealed during audits and/or minor discrepancies required to be reviewed on site are eliminated, related corrective activities are implemented effectively.
Monitoring audit shall performed as defined in Clause 8.

12. SURVEILLANCE AUDITS

surveillance audits shall performed at customer premises and below given issues shall considered;

a) Organisation is liable for performing applications related with Management Review and Internal Clause articles of the reference standard at least once a year, and is obliged to present records of these applications to Audit Team during Supervision Audits.
b) On-site verification of discrepancies determined in the previous audit and closed without performing on-site verification
c) Handling and eliminating complaints
d) System efficiency regarding aims of organisation
e) Improvements in planned activities aimed in continuous improvement
f) Sustained operational control
g) Reviewing every change in the system
h) References to brand usage/certification

At least 2 surveillance audits shall performed in a certificate usage period (3 years) But entire system audit is not required. All clauses of reference standard shall reviewed at least once within this period. Review may cover all or parts of management system. The trust for fulfilling terms of certified management system standard should sustained in every surveillance audit.
Audit performance, reporting and closing discrepancies and monitoring shall performed as given in clause 8. In case discrepancies failed to be closed within given periods, organisation's certificate shall suspended with decision of Certification Committee. The organisation shall informed regarding the situation with a letter.
Certification committee shall decide on continuation of certificates of organisations closing all discrepancies within given periods.

13. CERTIFICATE RENEWAL

The system certificate's period of validity is 3 years. The certificate renewal audit is an audit carried out to renew the certification of an organization prior to its certificate's expiry. No more that 3 years may pass between a first-time certification and a certification renewal or between two certification renewals. The certification renewal must be completed prior to the expiry date of the current certificate. If the process is not completed within this time period then the certification process is carried out anew as if undergoing first-time certification.

Application transactions and planning activities shall performed as defined in Clauses 6 and 7.
In case the organisation not responds or request certification continuation within periods given here, certificate shall become invalid at the end of validity period.
Performing certificate renewal audit, audit reporting, closing discrepancies and giving certification decisions shall performed as given in Clause 8. Discrepancies and corrective activities determined in the previous audit, audit scope, new documents, brand and document usage shall controlled during the re-certification. Audit result assessment and certification decision shall performed as in the certification audit.

14. SPECIAL AUDITS

14.1. AUDITS REQUIRING CERTIFICATE CHANGE

Audits performed due to organisation's scope extension or narrowing, adding branch or facility, address change or other changes.
Change request is reviewed according to evidences. If legal and commercial changes are in question not affecting scope narrowing or management system structure, audit is not required and assessed in the Certification Committee. In cases requiring audit, activities shall performed according to Clause 8 and covering the content of change. Audit reports shall assessed by the Certification Committee.
Organisation's existing certificate validity period shall not change in document changes.

14.2. SHORT TERM NOTICE AUDIT

Short term informed audit can performed for examining complaints, in case of any changes in management system standard or rules of

certification organisation or for monitoring suspended customers.
In such audits, organisation shall informed prior a period not allowing the organisation to change existing situation (at most 1 day before) and audit shall performed according to Clause 8.
In case the organisation does not accept audit, its certificate shall suspended upon decision of certification committee and this situation shall notified to the organisation in written form.

15. INTEGRATED AUDITS

Simultaneous audits performed when one or more than one conditions given below are available in organisations performing parallel Quality Management System (QMS), Food Safety Management System (FSMS) and Environment Management System (EMS).

- Organisation and responsibilities,
- Management Representative,
- Document Control,
- Quality and Environment records,
- Internal audits (should performed by internal audits, audits qualified in both standards),
- Management Review,
- Corrective activities and training,
- A parallel and common documentation for both areas

Integrated audits shall performed as given in Clause 8.

16. CERTIFICATE SUSPENSION AND SCOPE NARROWING

VERICERT may suspend organisation's management system certificate usage for a certain period based on decision of Certification Committee. Certificate suspension period is maximum 6 months. In case the certified organisation fails to solve problems within given period, organisation's certificate shall cancelled or its scope shall narrowed by the certification committee.
Reasons for suspension:

1. Organisation's failing to fulfil agreement provisions,
2. Organisation's making delay request exceeding 6 months under force majeure, and 3 months for other justified reasons for the organisation's supervision audit date based on certification audit date.
3. Organisation's failing to close discrepancies within periods envisaged as the result of determining major (large) discrepancies or minor (small) discrepancies as the result of audits.
4. Temporary stoppage of activities upon request of organisation,
5. Organisation's self request,
6. Determining that the requirement or legal sanctions out of the standard regarding product/service within scope of audit (e.g. worker health and work safety regulation or national or international standards, norms required by related product or service) are not fulfilled.

Organisation shall cease certificate and logo usage from the notification date of certificate suspension decision. Organisation cannot benefit from rights of certificate during suspension period. VERICERT has the right to publish certificate suspension decisions in its web site. For this reason, it provides access to suspended certification situation via web site for the public.
When it is evidenced that document suspension reason is eliminated (during audits, via document review, etc.), certificate shall removed from suspension with decision of Certification Committee.
When the organisation presents continuous and considerable dissatisfaction in meeting certification terms for a part certification scope, VERICERT shall narrow certification scope of organisation except the part not fulfilling conditions. When certification scope is narrowed, all advertisement materials should replaced by the organisation accordingly.

17. CERTIFICATE CANCELLATION and WITHDRAWAL

Organisation's agreement for usage of system management certificate may be cancelled according to decision of VERICERT Certification Committee.
Reasons for agreement cancellation and certificate withdrawal;

1. Organisation's not allowing to perform audit at the end of given suspension period,
2. Not fulfilling suspension requirements (payment, brand usage, certificate usage, etc.)
3. Organisation's failing to close its discrepancies within envisaged periods for activities realized for removing the suspension status (audit, certificate review, etc.)
4. Organisation's bankruptcy or ceasing the activity within scope of certificate,
5. Organisation's using the management system certificate in different areas than product or service given in the scope,
6. Organisation's providing missing, misleading and/or false information during audits,
7. Certificate's misleading and unjust usage,
8. Failing to pay fees accrued by VERICERT within 15 days following the invoicing date,
9. Determining that the organisation's management system has completely lost is compliance during audits performed within validity period of the certificate,

10. Organisation's not being located at the facility address given in the certificate,
11. Change of legal entity belonging to the organisation,
12. Organisation's making alterations on the certificate and its annexes,
13. Organisation's requesting delay for supervision/monitoring audit date given by VERICERT without indicating any period or requesting to cancel the supervision/monitoring audit due to any reasons,
14. Organisation request

Organisation is liable for ceasing usage of all kinds of documents and promotion materials and logos referenced to the certificate from certificate's cancellation decision notification date. VERICERT has the right to publish certificate withdrawal and agreement termination decisions in its web site. For this reason, it provides access to cancelled certification situation via web site for the public. Organisation is responsible for returning the original certificate to VERICERT within 15 days at latest from the notification date and fulfil all financial and legal liabilities arising from the Service Agreement signed between parties.
New applications of organisations whose agreement and certificate are cancelled may be taken into consideration at least 30 days later. When new application is made, certification transactions in the first application shall apply.

18. OBJECTION and COMPLAINTS

Any complaints or appeals raised by an individual or organization are recorded using the **Appeals/Complaints Declaration Form**. The complaint must be raised within a period of 30 days from the date the issue in question arose. The forms and procedures regarding appeals and complaints can be reached via www.vericert.com.tr The characteristics of all received complaints and appeals are evaluated and the involved party will be given necessary notification. Those involved in carrying out the evaluation and subsequent measures will be those not involved in the subject matter of the complaint or appeal.
Complaints received regarding certified organisations will be recorded in accordance with VERICERT procedures. This situation will be informed to the certified organization and it will be requested of them that they inform VERICERT of the relevant corrective measures to be taken within 15 days.
Information received will be passed on to the affected party.

19. USAGE OF CERTIFICATE and LOGOS

After the applicant organisation's audit result is found suitable for conditions given in management system standard and Certification Committee gives the certification decision, organisation shall entitled for receiving the management system certificate. Certificate shall delivered to the organisation with audit reports. Certified organisations are published on VERICERT web site with certified scopes.
Certificate's Validity Period is (3) three years provided that surveillance audits are successful. Certificate validity period shall determined by considering last day of Stage 2 audit. First certification date shall be basis for certificate amendments and no change shall performed during validity period of the certificate.
Organisation should fulfil below given liabilities in general regarding certificate and logo usage.

1. It should follow Vericert logo usage terms while making reference to certification status in internet, documents, brochures or advertisement, etc. communication media,
2. It should not make or allow any misleading declarations regarding certification.
3. It should not use or allow to use certification document and any part of it in a misleading way.
4. It should cease all kinds of document and promotion material and logo usage making reference to certificate, certificate and all advertisement works covering a reference towards certification upon VERICERT withdraws or cancels its certification.
5. When certification scope is narrowed, all advertisement materials should replaced accordingly.
6. It should not use the certification document and any part of it for giving the impression that a product (including service) or process of the organisation is certified.
7. It should not give the impression that the certification is implemented to activities out of the certification scope.
8. It should not use the received certificate in a way that hinder VERICERT's or certification system's reputation, commercial reputation and lose the public trust.

Certificate publication right belongs to VERICERT and it cannot reproduced and copies in a different way unless approved by VERICERT. In order to give the certification to organisation as an evidence, single coloured photocopy is allowed.
The organisation awarded with certificate, may use VERICERT Management System certification logo/logos as defined in the Logo Usage Instruction provided that stating the certificate is given to the management system, not to the product. **Logo Usage Instruction** is available in www.vericert.com.tr web site.

20. CHANGES IN REFERENCE STANDARDS OR CERTIFICATION TERMS THOSE ARE ESSENTIAL FOR AGREEMENT

VERICERT shall have the right to make changes in certification terms. However, implementations shall commenced based on the change date and rights acquired prior to change shall remain valid. Every change occurred in certification conditions shall notified to certified organisations or organisations at application stage through the web site.

Changes in standard conditions essential for certification shall notified to certified organisations. VERICERT is entitled to give a suitable transition period provided that not being contrary to regulation provisions and not creating an unjust competition environment for organisations to implement new conditions and certificate validity shall continue until end of transition period.

21. VERICERT LIABILITIES

21.1 It is liable for keeping all information and certificates related with the organisation confidential according to its procedures, having signed an agreement containing confidentiality provisions by certification personnel, audit supervisors, committees and experts. However, these information may disclosed to that organisation when requested by the accrediting organisation. In case of being obliged to inform third parties due to legal reasons, related organisation shall informed.

21.2. VERICERT is liable for informing certified organisations or organisations at application stage regarding considerable changes those may occur standards and rules related with certification systems in implementation documents related with the system certification presented to the organisation. Web site, e-mail, etc. may used for this purpose.

21.3. VERICERT is responsible for keeping a list of organisations whose certificates are given, suspended or cancelled and publishing in the web site and updating.

21.4. VERICERT is liable for keeping all records belonging to organisations regarding activities performed within scope of management system certification.

21.5. VERICERT has "Occupational Liability Insurance" against risks those may cause damage within scope of audit and certification activities and scopes and limits for its responsibility are given here. These limits are updated annually. In case given certificates are not recognized by 3rd parties, VERICERT shall have no responsibilities.

21.6. In case VERICERT waives from its accreditation with its own will or accreditation is cancelled by the accreditation organisation; organisations certified by VERICERT shall left to supervision of a certification organisation affiliated with an IAF member accreditation organisation.

21.7. VERICERT has performed risk analysis that assesses all risks those may occur due to certification activities and determine measures to be taken against these risks (Management 05) and maintains its up-to-datedness.

22. LIABILITIES OF CERTIFIED ORGANISATION

22.1. Certified Organisations are obliged to follow management system standard terms essential for certification with this guide and other contained documents and fulfil their liabilities.

22.2 It is liable for monitoring changes in documents related with certification applications updated by VERICERT from www.vericert.com.tr and following them.

22.3. It is obliged to inform VERICERT immediately regarding Organisation Management system application (main policies, procedures, etc.) changes, organisational changes, title changes, address changes, legal entity changes and all kinds of changes of information given in the Application Form.

22.4 Representatives of accreditation organisation may be present during audit of organisation when seem required by the accreditation organisation. Organisation is liable for providing all kinds of written and verbal information required regarding the audit for representatives of Accreditation organisation.

22.5. Organisation is liable for assign a management representative in order to implement and sustain the established system, ensuring entrance of audit team to all required areas during work hours, guaranteeing fulfilment of existing legal requirements except the management system standard regarding the product within the scope of certificate.

22.6. Organisation is liable for delivering one each copy of management system documents to VERICERT prior to audits.

22.7. It shall not use certificates and logos in a way that VERICERT's commercial reputation is damaged, hindered, invalidated or causing any dispute. It is liable for using certificate and logos accordingly as mentioned in Clause 19.

22.8. Organisation shall keep records of customer complaints regarding performance of products, services, processes and any available services arising from discrepancies in the Management System and deliver to VERICERT when required.

22.9. Organisation is liable for paying prices related with Management System Certification within 15 days following invoicing date as defined in Audit and Certification Price

Instruction and Service Agreement. Certificates shall not published until initial certification price or re-certification price is paid. Certificate shall suspended or withdrawn when supervision prices are not paid.

22.10. Additional costs for certification activities not written in the service agreement, prices for unplanned visits, additional audits performed for verifying that quality management system sustains its competence in implementation shall invoiced.