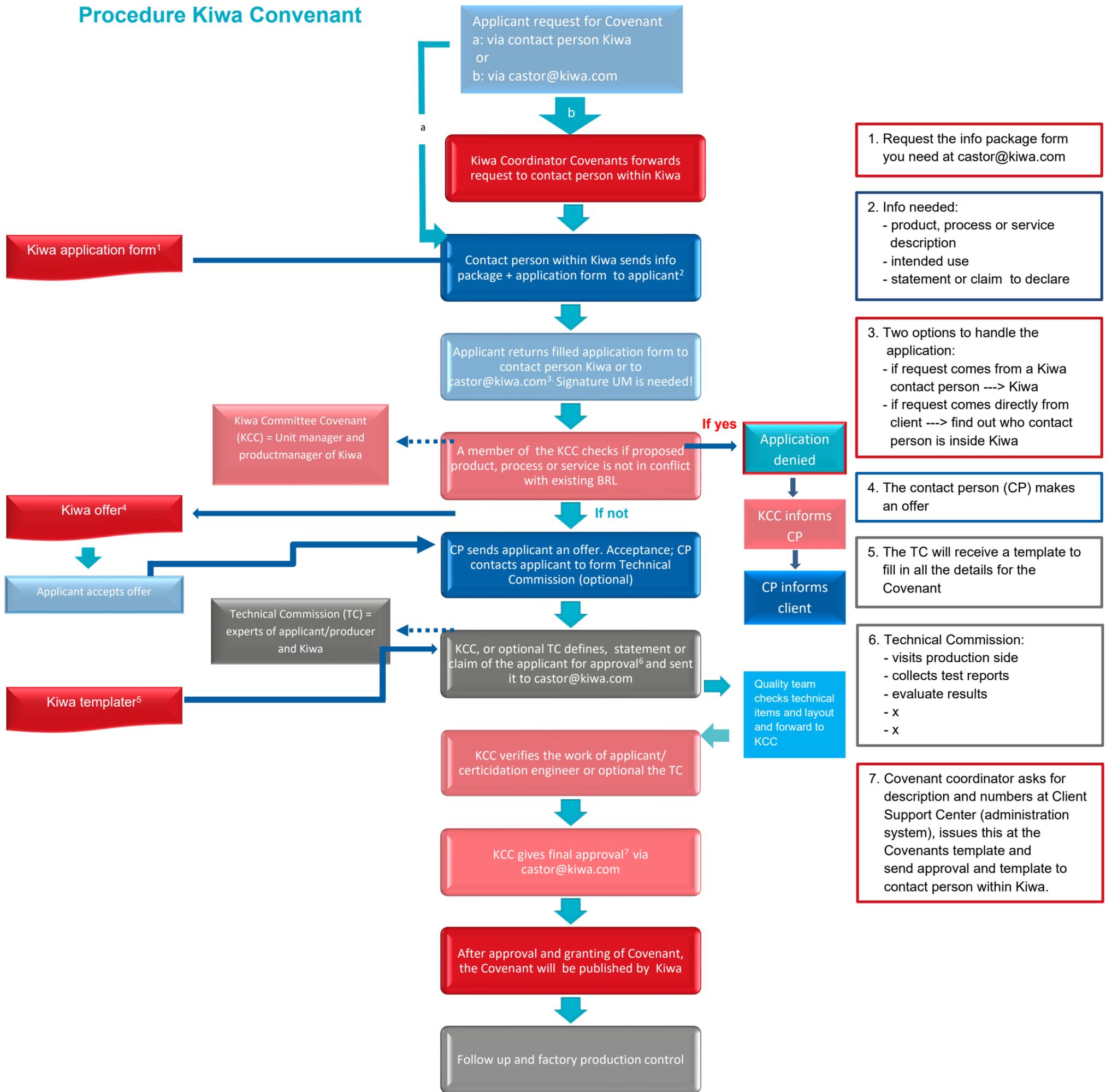


Procedure Kiwa Covenant



1. Request the info package form you need at castor@kiwa.com

2. Info needed:
- product, process or service description
- intended use
- statement or claim to declare

3. Two options to handle the application:
- if request comes from a Kiwa contact person ---> Kiwa
- if request comes directly from client ---> find out who contact person is inside Kiwa

4. The contact person (CP) makes an offer

5. The TC will receive a template to fill in all the details for the Covenant

6. Technical Commission:
- visits production side
- collects test reports
- evaluate results
- x
- x

7. Covenant coordinator asks for description and numbers at Client Support Center (administration system), issues this at the Covenants template and send approval and template to contact person within Kiwa.

- Coordinator Covenants
- Applicant
- CP Contact person Kiwa
- Optional: Technical Commission
- Quality team
- KCC