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1. SCOPE AND FIELD OF APPLICATION

This Regulation describes the service as well as the operational methodology that governs the relationships between Kiwa Cermet Italia S.p.A. (hereinafter abbreviated to Kiwa Cermet) and the Customer Organizations in the provision of activities of process/service Certification.

The requirements stated in this regulation are an integral part of the agreement stipulated with Kiwa Cermet (quotation, *the Kiwa Regulation for Certification and General Terms and Conditions of Kiwa Cermet Italia for the performance of orders – hereinafter General Terms and Conditions*). These requirements refer solely to the aspects specifically connected with the scope of the requested certification.

The certification of conformity of process/service states that the process or the service subject to certification conforms to the requirements mentioned in the specific regulatory document (or Technical Document / Service Standard if issued by the Organization interested).

The agreement expressly excludes any form of consultancy to the Customer that could jeopardise the nature of independence of the carried-out assessments.

This regulation is also available on Kiwa Cermet website (www.kiwa.it).

2. GENERAL PRINCIPLES AND GUARANTEES FOR THE CUSTOMER

In its certification activity, as well as the General Terms and Conditions, Kiwa Cermet applies the following principles:

- a) Absence of discrimination: access to certification services is allowed to any Organization requesting them, in accordance with this Regulation, without any discrimination of commercial or financial nature or regarding membership of particular associations.
- b) Impartiality and independence: ensured through the following measures:
 - Certification activities are assigned to personnel with no interests in the Organization subject to certification, bound to observe the rules of conduct and independence set by Kiwa Cermet; regarding this aspect Kiwa Cermet undertakes to accept any justified concerns of the Customer concerning the existence of incompatibility of the duty assigned, which could compromise the impartiality or independence of judgement;
 - Precise application of formalised rules and procedures used by all the personnel of certification services and periodic consultation with suitable certification stakeholders;
 - Clear separation between the personnel carrying out the audit activity and the personnel responsible for the certification decision;
 - Total absence of any kind of assistance in defining and applying the requirements for obtaining the Certification of Management Systems.
- c) Prompt management of complaints, appeals and disputes, as defined in § 7 of this Regulation;
- d) Confidentiality: As well as set out in the General Terms and Conditions and in the Kiwa Regulation for Certification, Kiwa Cermet requires all its personnel, including Auditors, to sign a confidentiality agreement as well as a document in which personnel commit to treat any information that comes into their possession in accordance with the provisions of the Privacy Act.
- e) Accreditations: Kiwa Cermet undertakes to inform the Customer of any rejection, suspension or withdrawal of the accreditation, as well as to support the Customer during the transition to another accredited Body; in such cases Kiwa Cermet will not be in any way responsible for any damage caused to the Customer by rejection, suspension or withdrawal of the accreditation; in the aforementioned cases, the Customer has the right to opt out of the contractual relationship with Kiwa Cermet, without prior notification and without any additional cost.

3. REGULATORY REQUIREMENTS AND LIMITS OF LEGALITY CONTROL

The legal conformity of the Management System to which the certification refers shall be considered by Kiwa Cermet an essential pre-requirement for issuing the certification.

The certification issued by Kiwa Cermet does however only regard conformity with the reference standard(s), and so it does not constitute a guarantee of compliance with the statutory and regulatory requirements. Such

compliance is the specific competence of the Customer Organization, which retains responsibility towards itself and towards others for the legal obligations involved in the activities for which the certification is issued.

In this regard, the audit activities of Kiwa Cermet shall not be considered as a form of waiver of responsibility with regard to possible assessments carried out by the Competent Authorities.

4. REQUIREMENTS OF THE CERTIFICATION PROCESS

4.1 Access requirements for the Certification

Before starting the Certification process with Kiwa Cermet, the Organization must meet the following requirements:

- Have a certification system that fulfils the requirements of the Reference Standard;
- Apply fully this System;
- Accept the conditions set out in this Regulation;
- Authorise access to premises, plants, areas and information necessary to carry out the Audit;
- Appoint an own Representative as main contact person of the Audit Team and guarantee that any consultant present during the audit maintains the role of observer;
- Be responsible for applying the requirements prescribed by the laws in force on matters of safety in the workplace. In absence of mandatory provisions, the Organization undertakes to provide Kiwa Cermet with a complete and detailed report of the specific risks that exist in the workplace where Kiwa Cermet personnel will be working and PPE necessary for carrying out the appointment, informing Kiwa Cermet personnel concerning their correct use. In this regard, the Organization has to provide appointed Kiwa Cermet personnel the Company documentation concerning the workplace safety (D.V.R., safety plan, procedures, etc.), limited to aspects of specific interest. If for those omissions, injuries occur or illnesses are contracted, no charge can be required for any reason to Kiwa Cermet.
- Accept, without additional costs, the possible presence of auditor from the accreditation/control body as observers during the audit. Kiwa Cermet will inform the Organization with regard to the possible presence of these auditors with a clear introduction of roles. Their presence has the aim of assessing that the evaluation methods used by Kiwa Cermet are in accordance with the requirements for accreditation.

In addition for the accredited certification, in order to ensure that the assessment procedures adopted by Kiwa Cermet comply with the applicable standards, the Accreditation Body may require to conduct a visit, called Market Surveillance Visit, directly through the use of their personnel at the certified Organization.

This possible visit, is communicated by the Accreditation Body to Kiwa Cermet with 7 working days notice. Upon receipt of such communication Kiwa Cermet will inform the Organization.

The audit plan is prepared by the Accreditation Body, which it will make available to Kiwa Cermet; then Kiwa Cermet will send it to the Client Organization.

If the Organization does not grant its approval, the validity of the certificate is suspended until it has not accepted the visit for a maximum period of 3 months. Expired 3 months, in the absence of consent to the visit, the certification is withdrawn.

The Organization shall make available to the Accreditation Body the documentation that Kiwa Cermet has taken as a reference during the previous audits. The Market Surveillance Visit does not replace the normal maintenance certification audit provided by the Audit Programme.

The Market Surveillance Visit procedures are indicated in the document IAF ID 04 (free download from the IAF website: <http://www.iaf.nu>).

Other methods of control can be adopted by the accreditation Body, in order to verify the activities of Kiwa Cermet, e.g. unannounced audit at the premises of certified subjects, request of information to Organizations or Consulting Companies, or other methods of control established by the accreditation body.

4.2 Starting of the Certification Process

Based on the information provided by the Organization, Kiwa Cermet prepares an Offer for Certification, indicating the reference Standard/s and the scope of the Certification reported by the Customer Organization.

Returning the Certification quotation to Kiwa Cermet, signed by the Organization, constitutes the official request for the activities of Certification, as well as the acceptance of the contractual and economic conditions (set out in the quotation), of the conditions contained in this Regulation, in *the Kiwa Regulation for Certification*, as well as in the *General Terms and Conditions* (also available on the website www.kiwa.it)¹

When Kiwa Cermet receives these documents, Kiwa Cermet examines them verifying that:

- ◆ the requirements of the certification service have been clearly defined and understood by both parties;
- ◆ Kiwa Cermet is able to perform the activities requested;
- ◆ data and documents requested are all complete;
- ◆ there are no differences from the information supplied at the time of requesting the quotation.

In this phase, Kiwa Cermet identifies the personnel of the Organisation and the departments involved in provision of the process/service being certified, where the assessment activities needed to issue the conformity certificate will be carried out.

The applicant Organisation must guarantee that all persons involved in supplying the service being certified are willing to accept inspection audits from the certification Body.

If the result of examination is positive, Kiwa Cermet assigns the Customer an order number. If the result is negative, Kiwa Cermet shall have the right to request the necessary additions or modifications before officially beginning the process or to give notification of the impossibility of beginning it, giving the customer the reasons.

Once the certification process has begun, while the service is being supplied in case of any variations to the conditions declared by the Customer (on which basis the quotation was issued and the contract agreed), Kiwa Cermet reserves the right to modify the contractual conditions as a consequence. The Customer shall nevertheless be entitled to refuse the new conditions, paying Kiwa Cermet the required remuneration for the activities carried out up to that point.

Kiwa Cermet notifies the Organisation in advance concerning the members of the Audit Team; if there are any conflicts of interest, the Organisation can request substitutions, within 3 working days, by submitting a formal and substantiated request.

4.3 Preliminary Audit

If the Organization asks for a Preliminary Audit to be carried out, which is an option available at the time of requesting the quotation (optional audit), this can be carried out in order to assess the level of adequacy of the system of the service certification.

The results of the Preliminary Audit are documented but are not considered for the aim of the certification process and of issuing the certificate. They are therefore expressed only in terms of non-conformities, do not require the Organization to notify Kiwa Cermet concerning the corrective actions it intends to take and they are not subject to analysis for issuing the certification.

4.4 Approval of Technical Document or Service Standard

For process/service certification in conformity to a Company Technical Document (TD) or Service Standard (SS), examination and approval of the TD or SS are necessary. Approval by Kiwa Cermet is an obligatory step for continuing the certification procedure.

The Technical Document (or Service Standard) must guarantee at least the following:

- Not contain elements in contrast with the current applicable legal obligations;
- Clarify the elements that enhance the process/service, whether they are requirements characteristic of the process/service, or requirements that represent a restrictive application of the obligations deriving from the laws in force;

¹ Kiwa Cermet will inform the Customer concerning the possible subsequent amendments to the contractual documents; it is responsibility of the Customer always having the update version of these documents, downloading them from website www.kiwa.it.

- Allow the application of a possible voluntary certification scheme that promotes the recognition of the value by direct and indirect Customers (stakeholders in general).

These aspects will be subject to specific assessment by Kiwa Cermet, for the aim of approving the TD and/or SS put in place by the Organisation.

4.5 Documental analysis

Depending on the type of process/service certification, Kiwa Cermet may request an analysis of the documentation before proceeding with the subsequent assessment activities.

The documental analysis may be carried out on the premises of Kiwa Cermet or at the premises of the applicant Organisation, according to the object of certification and the agreements between the parties.

Among the documents to be examined, there is the documentation (Manual and/or equivalent documents) that describes how the Organisation intends to meet the requirements relevant to process/service for which certification is requested.

The documentation must contain or make reference to the following elements:

- Identification and definition of the process/service being certified;
- Identification of the personnel of the Organisation and all the departments involved in managing the process/service;
- Identification of who the service is intended for and of the needs and expectations of Customers and interested parties;
- Identification and clarification of the methods of assessing and managing risks associated to managing the process/service;
- Clarification of the characteristics and results of the process/service;
- Definition of the indicators for assessing the results of the process/service;
- Description of the measuring system used for verifying the results of the process/service;
- Clarification of the human resources (in terms of professional competences), technological resources (in terms of adequacy and availability for use) and structures necessary for managing the process/service;
- Clarification of the rules (regulations, procedures, protocols) that guarantee the characteristics and results of the process/service;

Kiwa Cermet may request additional documents to carry out the documental analysis in relation to the object of certification.

The results are written up according to the classifications mentioned in § 4.6 and presented in the form of audit report to the applicant Organisation.

Depending on the result, before continuing with the subsequent activities, the Customer is obliged to make any necessary modification or integration. Kiwa Cermet may request evidence of the modified documents to be submitted for a new evaluation before proceeding with the subsequent activities.

The Customer must make the documentation available on request, for the entire period of the assessment contract with Kiwa Cermet and during all the assessment activities.

4.6 General requirements for Audits

Every Audit involves an initial meeting in which the following are shared: objectives, the methods of carrying out the activities, the classification criteria for non-conformities with the consequent corrections and corrective actions and the obligation of confidentiality to which Kiwa Cermet personnel are bound; and a closing meeting at which the result of the Audit is announced and clarifications are given on the results formalised in the report.

In case, during the audit, significant deviations are found between the company situation and what has been communicated by the Organization, the Audit Team immediately notifies Kiwa Cermet concerning this deviation in order to decide possible contractual modifications with consequent updates of the duration of the Audit².

Each finding issued during the Audits is classified as follows:

² The term "significant deviation" means a difference that requires a change in the duration of the audit.

Major non-conformity: non-fulfilment that compromises the effectiveness of the product / service. It may concern:

- A deviation or total absence of conformity in relation to a specified requirement, found on the basis of objective evidences;
- A failure to comply with legal requirements applicable to the scope of certification.

Minor non-conformity: non-fulfilment of a standard requirements or the partial failure to comply with one or more requirements of the Standard and/or of the agreement stipulated with Kiwa Cermet, not falling within the category of the major non-conformities previously described.

Several minor conformities pertaining to the same requirement of the Standard, depending on the contents and the general result of the Audit, can lead to a major NC.

Minor non-conformities not resolved and/or not taken in hand by the Organization can lead to the issuing of a major NC.

Opportunity for improvement: a situation highlighted during the Audit that can provide an opportunity for improving the process/service object to certification.

At the end of each Audit, the Audit Team meets to evaluate the evidence recorded, to classify it and to write the report.

In the final meeting, the Audit Team introduces to the Management the results of the Audit and the conclusions regarding the Management System complying with the Reference Standard, highlighting any Non-conformities found. At the end of the meeting, Lead Auditor issues a Report that outlines the results of the Audit. Any difference of opinions between the Audit Team and the Organization, concerning the results of the Audit or its conclusions, must be discussed and resolved, wherever possible. In the event of any non-resolved differences of opinion, the Organization can express its reservations on the results of the Audit.

4.7 Certification Audit

The Certification audit is always carried out on the premises where the activities being certified are carried out. This audit is extended to all requirements of the TD and/or SS object of this contract.

At the start of the audit, the resolution of any findings highlighted in the previous phase is assessed; failure to resolve any major non-conformity will not allow the certification to be issued.

Any unresolved minor non-conformity is recorded as such in the audit report.

At the end of the audit, the Audit Team issues a copy of the audit report to the Customer, who signs it.

The report is submitted for internal examination and approval by Kiwa Cermet, in order for the certification decision to be made.

For any Non-conformity found, the Organisation must send Kiwa Cermet, on the relevant forms, its proposal of corrections and of corrective actions established (after analysis and formalisation of the causes that generated them), with the timing for implementation.

The case cannot be examined in order to make a decision until the proposals for resolution and the corrective actions to be taken on the non-conformities have been received. Furthermore, before the certification is issued, it must also be verified that major Non-conformities have been resolved, according to the assessment methods set by Kiwa Cermet (audit at the Customer premises and/or through documented evidences). This assessment must take place no later than 6 months following the certification audit; beyond this deadline a new complete certification audit will be necessary.

Verification of the implementation and effectiveness of the corrections and corrective actions concerning minor non-conformities is carried out by Kiwa Cermet in the subsequent periodic surveillance audit.

If the certificate is issued, Kiwa Cermet sends notification with the certificate attached and including any requests arising in the Certification Decision phase.

If the certificate is denied, Kiwa Cermet will notify the Organisation, which will report what was found in the Certification Decision phase and the relative consequent actions.

Any requests for changes to the contents of the certificate must be sent to Kiwa Cermet in writing and prior to the first useful audit.

The list of certificates covered by accreditation is also supplied by the Accreditation Body at the intervals and in the ways set by the Accreditation Body itself.

The Certificate is valid for three years from the date of issue or the last re-issue.

4.8 Surveillance Audits

Surveillance audits take place annually

They are always carried out on the premises where the certified activities take place.

During the course of the surveillance audits, an assessment is made concerning the resolution of the non-conformities emerged in previous audits, as well as a review of the implementation and effectiveness of the corrective actions taken.

At the end of the surveillance audit, the Audit Team issues a copy of the audit report to the customer, who signs it.

The report can be considered confirmed if within 60 calendar days no further notification is given to the Organisation.

In case of Non-conformities, the Organisation must send Kiwa Cermet, within 20 working days and on the relevant forms, its proposal of corrections and of corrective actions established (after analysis and formalisation of the causes that generated them), with the timing for implementation. Kiwa Cermet will review the corrections and corrective actions proposed and will send written notification to the Organisation.

For major non-conformities, if the Organisation is unable to demonstrate the immediate resolution of the major non-conformities, according to the assessment methods set by Kiwa Cermet (audit at the Customer premises or, where possible, through documented evidences), the certification will be suspended or in more serious cases withdrawn (ref. § 5).

4.9 Renewal Audits

Within three years of the Certification audit, Kiwa Cermet carries out an audit for reviewing in general the process or service certified, also concerning the documental aspects and an analysis of its effectiveness. To this end, the audit is extended to all requirements and to all services contemplated in this contract. It is always carried out on the premises where the processes covered by the certification take place. The methods of conducting the audit and managing the results, including any non-conformities, are the same as those of the surveillance audits.

If any major non-conformities are found, where no resolution is possible before the certificate expires, Kiwa Cermet will decide the suspension of the certification (cfr. § 6) or, in more serious cases, withdrawal of the certification (cfr. § 5).

If the result is positive, the certification decision can be made and the certificate subsequently renewed; while in the event of a negative outcome, or if the certificate expiry date is exceeded, the certificate will not be renewed and the Organisation will be charged accordingly, including expenses. If the Organisation intends to reactivate the certification, a new certification process must be embarked upon, as described in the preceding paragraphs of these Regulations.

The date of the renewal audit may not be postponed beyond the certificate expiry date. Once the certificate is renewed its validity is confirmed for a further three years.

5. SUSPENSION, WITHDRAWAL OR REDUCTION OF THE CERTIFICATION

5.1 Suspension of Certification

The certification can be suspended for the reasons mentioned in *the Kiwa Regulation for Certification* or on request of the Customer Organization.

In case of suspension of the certification, the period of suspension may not last beyond a year, otherwise the certification will be withdrawn, or where possible reduced³.

During the period of suspension, the Customer Organization loses the right to use the Kiwa Cermet Certification mark, the certificate and is deleted from the lists of the Organizations with process/service certified. The

³ The reduction of the certification determines the issuing of a new certificate, indicating the scope for which the certification remains valid, and the withdrawal of the old certificate. In addition, the Customer has to align immediately all the modalities of communication and advertisement of the certification to the new scope.

conditions for restoring the suspended certification (including the necessary Audit processes), will be set by Kiwa Cermet based on the reasons that led to the suspension and depending on the duration of the suspension.

Kiwa Cermet reserves the right to communicate the suspension to the accreditation bodies and/or to other third parties that may request it.

5.2 Withdrawal or reduction of the certification

The Certification can be withdrawn or reduced for the reasons mentioned in *the Kiwa Regulation for Certification* or on request of the Customer Organization.

The reduction of the certification determines the issuing of a new certificate, indicating the scope to which the certification remains valid, and the withdrawal of the old certificate. The Customer have to align immediately all the modalities of communication and advertisement of the certification to the new scope.

In case of reduction or withdrawal, the Organization has to communicate immediately to Kiwa Cermet the stock of product with Kiwa Cermet mark and to wait for regarding instructions.

The withdrawal of the certification determines the automatic resolution ex art. 1456 c.c. of the agreement to which this regulation applies, except, in any case, the refund of any damage suffered by Kiwa Cermet.

Following withdrawal of the certification, the Organization loses the right to use the Kiwa Cermet Certification mark and is deleted from the register of Organizations with certified process/service.

Kiwa Cermet will communicate the withdrawal or the reduction to the Accreditation Body and/or to other third parties that may request it.

6. USE OF THE MARK AND OF THE CERTIFICATE OF CONFORMITY

The Customer with a certified process/service by Kiwa Cermet can use Kiwa Cermet Certification Mark (registered mark).

Using the certification mark the Customer has to fulfil all the applicable rules mentioned in *the Kiwa Regulation for Certification* and the following rules.

The certification mark is shown in one of two versions in figure 1 and 2. The mark in figure 2 can only be used for certifications subject to control by the Accreditation Body ACCREDIA. The two marks, the Accreditation Body mark (AB) and the Kiwa Cermet mark, must be used solely in a combined format. Figure 2 gives an example of application. The minimum height shown will be in proportion to measurement “M” to maintain the proportions of the marks.



Fig. 1

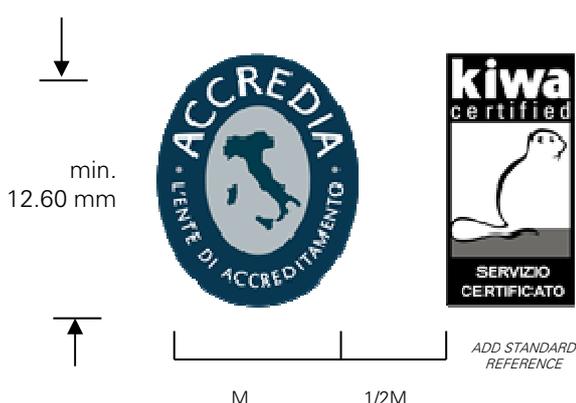


Fig. 2

The use of the mark of the Accreditation Body ACCREDIA is governed by the rules of the regulation ACCREDIA RG 09 (which can be read or downloaded from website www.accredia.it); for anything not specified in this document or *in the Kiwa Regulation for Certification*, or in the event of any discrepancies with them, RG 09 takes priority.

The rules to be followed for using the Kiwa Cermet mark, for the purpose of guaranteeing transparency and correctness of the information to the end client as regards the certified characteristics, are:

Kiwa Cermet certification mark:

- ◆ Must be accompanied by the references of the TD or SS according to which the service has been certified; or in case of certification with reference to official standard, the standard has to be mentioned with the edition year;
- ◆ Must only be used in association with the certified service, in order not to create confusion with other services supplied by the Organisation, but not covered by certification;
- ◆ Can be used on documents pertaining to the certified service, as long as it is associated with the name of the service itself;
- ◆ Must be used in such a way that ensures the service certification is not attributable to essential requirements different from those for which the assessment was carried out; for example it must not be used in such a way that it can be mistaken for a management system certification;
- ◆ Must be used over a white or clear background;
- ◆ Must be used with the colours of fig.1; as an alternative to black, the colour “Kiwa blue” can be used (Pantone 300);
- ◆ Can be enlarged or made smaller as long as the proportions in fig. 1 are guaranteed and must always ensure the words and numbers written on the mark itself can be read so that the pictogram can be seen in its entirety; if the combined mark is used the dimensions shown in figure 2 must be observed; Possible or further additions to the pictograms shown in the figure are not permitted;
- ◆ If used on transport or handling systems, the above rules must be observed.

The above directions also apply in the event of transferrable marks being used (e.g. labels). The Customer must inform its personnel who may use the mark of the above rules.

As well as the above instructions, Kiwa Cermet may set further rules for using the mark; in this case, they will be specified in a special licence for using the mark, issued to the Organisation together with the certificate.

Conformity certificates issued by Kiwa Cermet may also be reproduced (including in colour), as long as they faithfully reproduce the original.

7. COMPLAINTS, APPEALS AND DISPUTES

7.1 Complaints

The Organization may present documented complaint regarding its dealings with the certification activities provided by Kiwa Cermet.

The complaint may arise from problems encountered during the certification process, such as for example, delays in completing the various phases and/or incorrect conduct by Auditors of the Body.

Kiwa Cermet records all complaints, examines them and informs the claimant of the actions taken, within thirty days of receiving the complaint.

Kiwa Cermet will establish with the claimant whether and to what extent the content of the complaint and its resolution should be made public.

7.2 Appeals

If the claimant is not satisfied with the response received, or intends to appeal against the decision of Kiwa Cermet, he can present an appeal in writing.

The petitioner must state the grounds for his appeal and, where the appeal refers to a decision made by Kiwa Cermet (e.g. the expression of a Major non-conformity), it must be presented to Kiwa Cermet within 10 calendar days of the decision being communicated.

Kiwa Cermet will give the petitioner a written reply and will give notification of any actions to be taken within 30 days of the date of receiving the appeal.

A detailed description of how to present complaints and appeals is given on the website www.kiwacermet.it.

7.3 Disputes

If the result of the appeal is not accepted by the petitioner, any dispute between the Client and the Contracted Party will be managed as art. 18 comma 1 *General Terms and Conditions of Kiwa Cermet Italia for the performance of orders*.

8. CHANGES TO THE ORGANISATION

The certified Organization must inform Kiwa Cermet promptly in writing in case of significant changes as that indicated in point 5.2 of *the Kiwa Regulation of Certification*, including the site(s), the scope, the documentation, significant changes to the products/services and/or the number of involved personnel.

In response to such changes, Kiwa Cermet will assess the consequent actions to be taken (such as: the need to conduct a supplementary audit, if necessary accompanied by a revision of the certificate, or to undergo a new certification process).

The Organisation is furthermore obligated to inform Kiwa Cermet promptly of exceptional circumstances, court and or administration proceedings, accidents, emergencies that have occurred, or legal non-conformities.

Failure to comply with these conditions can lead to suspension, or in more serious cases withdrawal of the certification.

9. RIGHT OF UNILATERAL WITHDRAWAL FROM THE CONTRACT

Kiwa Cermet may freely withdraw the agreement with the Customer Organization by giving written communication to the Customer Organization with a notice of six months from the effective date of withdrawal. The withdrawal by Kiwa Cermet determines the withdrawal of the issued certification. The Organization is in any case obliged to pay Kiwa Cermet the amounts due for the services received during the notice period, as established in the last valid quotation.

In the case the Organization wishes to terminate the agreement, the unilateral withdrawal, during the period of Certification validity, requires the respect of notice times established in *General Terms and Conditions* and in *the Kiwa Regulation for Certification*.

In particular, for notice of less than three months from the scheduled Audit and greater than two weeks, the Customer must pay 50% of the cost for the instalment scheduled for the subsequent activity as agreed in the agreement. For periods of notice of less than two weeks, the conditions specified in the *General Terms and Conditions* shall apply.

In case of termination of the Agreement, Kiwa Cermet will issue an invoice for the expenses of closing the certification file, in accordance with the last valid quotation.

10. UNILATERAL CHANGE OF THE CONTRACT

Kiwa Cermet reserves the right to modify this Regulation at any time. Any new clauses / changes made will be effective from the time they are communicated to the customer, in writing.

The Organization that does not intend to accept the changes, can withdraw from the contract, by giving written notice by registered letter with return receipt or certified mail within 30 calendar days, under penalty of forfeiture, from the day following the communication to Kiwa Cermet.

The withdrawal will take effect from the last working day of the month in which the customer's communication is received.