

		61-30-001 Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025 page: 1 of 7

1. SCOPE

This Regulation specifies both the responsibilities and obligations of Swiss Approval Technische Bewertung Certification Body, in the text to be represented as SATB, and the Company requested the certification of its products.

This Regulation specifies the general principles applicable to the certification of products for which SATB is accredited in accordance with EN ISO/IEC 17065:2012.

For each product, specific Regulations exist and apply and corresponding Working Instructions are communicated to the customer specifying all requirements and details of the certification.

Through the process of certification, the compliance of the products with the certification requirements as laid down in relevant legislative/regulatory documents, Regulations and standards can be confirmed.

The present Regulation provides general information and describes the certification system between the client and SATB.

This Regulation and the corresponding Product Specific Regulation at which certification is requested are available to the Customer

2. DEFINITIONS

The term '**product**' is used in a broad sense as the result of a process and also includes processes and services.

The term '**certification**' may include, where appropriate: tests or type examination, tests of samples taken from the market or from the supplier's stocks or a combination of both, tests of each particular product whether new or in use or tests of a group of products (batch).

Certification of conformity is the process by which SATB demonstrates that sufficient confidence is provided, that an appropriately identified product, process or service complies with a specific standard or other standard normative document.

Initial Certification Audit: Initial review and evaluation of the product-process-service including application and effectiveness of the Client's Management System where applicable, based on certification scheme requirements.

Additional Re-Audit: A review and re-evaluation of the process-service product shall be performed following corrective actions by the customer at the points of critical deviation during the first initial audit.

Surveillance Audit: Assessment of the certified process-service product at specific intervals with the use of a methodology provided by the certification scheme to ensure by the Certification Body that the product-process-service continues to satisfy the requirements of the scheme.

It is the responsibility of the Certification Body to carry out the surveillance.

Emergency Audit: Extraordinary audits carried out to investigate complaints or complaints or following significant changes in the products-services-processes. There is a consultation with the customer, who is obliged to respond immediately.

3. IMPARTIALITY & INDEPENDENCY

The independence, impartiality and integrity of SATB is guaranteed by its legal framework, its organizational structure and the functioning of the Impartiality Committee.

SATB has developed and implemented a risk assessment process for ensuring independence, impartiality and integrity.

SATB shall not supply or design products of the type it certifies or supply other products or services that could jeopardize its confidentiality, objectivity, impartiality or certification-related procedures and decisions.

SATB does not provide consultancy on the design, manufacture, installation or procurement of products of the type it assesses, nor expert services. It shall also ensure that none of its evaluators involved in the certification of a particular product has been involved in an advisory process in the company under assessment for the past two years, nor have any form of interface with the company under evaluation.

All clients which apply for certification with SATB under this Regulation shall be treated equally.

4. RELATED DOCUMENTS

SATB Quality Manual.

The relevant sub-standards, normative texts, authorizations for each product specified in the product-related Working Instructions.

EN ISO/IEC 17065:2012 "Conformity assessment – requirements for bodies certifying products, processes and services"

EN ISO/IEC 17021:2011 "Conformity assessment – requirements for bodies providing audit and certification of management systems"

EN ISO/IEC 17025 'General requirements for the competence of laboratory tests and calibration'.

ISO/IEC 17020:2012 "Conformity assessment – requirements for the operation of various types of bodies performing inspection"

ISO/IEC Guide 53: 2005, Conformity assessment – Guidance on the use of an organization's quality management system in product certification"

E.A. - 6/01, "General requirements for bodies operating product certification systems"

EA-2/17, "EA Document on Accreditation for Notification Purposes"

5. ORGANISATIONS SEEKING FOR CERTIFICATION

Organizations that can be certified in accordance with this "General Regulation on Product Certification" shall be all organizations regardless of type, size, complexity and output/product or service offered.

6. CONTENTS OF SPECIFIC PRODUCT CERTIFICATION REGULATIONS

		61-30-001
		Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025
		page: 2 of 7

For each specific product certification of this General Product Certification Regulation, a corresponding Specific Product Certification Regulation shall be issued by SATB, after approval by the General Manager of SATB.

7. GENERAL REQUIREMENTS

SATB operates five certification scheme(s) related to corresponding EU Directives and Regulations for which has been notified by the regulatory authorities.

The requirements against which the products of a client are evaluated shall be those contained at the respective EU Legislation and briefly documented at clause 7.1

If explanations are required as to the application of these documents for a specific certification scheme, they formulated by relevant and impartial persons or committees, possessing the necessary technical competence, and be made available by the certification body upon request

Certification request may be submitted by all customers whose products SATB has been authorized / notified / accredited to certify.

The procedure for granting and maintaining a Product Certificate shall include the following steps:

- Manufacturer's application
- Application review.
- Evaluation which may contain Inspection - Sampling - Testing - Assessment - Examination of conformity of the product with applicable standards or normative texts, as provided by the Specific Product Certification Regulation for each individual product.
- Technical Review and Decision of granting certification
- Surveillance inspections, where appropriate.

Detailed documentation of the above steps are described at the below clauses 8.1 to 8.6 of chapter 8

Applicable Certification Schemes

SATB is accredited and notified for the following Regulations/ Directives:

(EU) 305/2011 Construction Products Regulation

2014/68/EU Pressure Equipment Directive

2014/29/EU Simple Pressure Vessel Directive

2014/33/EU Lifts Directive

2006/42/EC Machinery Directive

(EU) 305/2011

The assessment and verification systems of constancy of performance are the systems described at the Commission's Delegated Regulation (EU) No 568/2014

The systems that SATB covers for certification of construction products are documented at the below table:

<u>CERTIFICATION SYSTEM</u>	<u>RESPONSIBILITIES</u>	<u>NOTIFIED BODY</u>	<u>DUTIES</u>
<u>1+</u>	<u>Notified Body</u>	— <u>Product Certification Body</u>	<u>Performance evaluation of the construction product based on tests, calculations, tabulated values or descriptive documentation regarding the product.</u> <u>Initial inspection of the production unit and evaluation of the FPC</u> <u>Continuous monitoring, examination and evaluation of the FPC</u> <u>Sample testing and evaluation</u>
	<u>Manufacturer</u>		<u>Factory production evaluation and further sample testing</u>
<u>2+</u>	<u>Notified Body</u>	<u>FPC Certification Body</u>	<u>Initial inspection of the production unit and the FPC</u> <u>Continuous monitoring, examination and evaluation of the FPC</u>
	<u>Manufacturer</u>		<u>Performance evaluation of the construction product based on tests, calculations, tabulated values or descriptive</u>

	 APPROVAL SWISS Objectively True	61-30-001 Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025 page: 3 of 7

		documentati on regarding the product. Sample testing and evaluation	<table border="1"> <tr> <td>C1</td> <td>Conformity to Type based on Internal Production Control plus Supervised Vessel Testing</td> </tr> <tr> <td>C2</td> <td>Conformity to Type based on Internal Production Control plus Supervised Vessel Checks at Random Intervals</td> </tr> </table>	C1	Conformity to Type based on Internal Production Control plus Supervised Vessel Testing	C2	Conformity to Type based on Internal Production Control plus Supervised Vessel Checks at Random Intervals
C1	Conformity to Type based on Internal Production Control plus Supervised Vessel Testing						
C2	Conformity to Type based on Internal Production Control plus Supervised Vessel Checks at Random Intervals						

Detailed description of the implementation of the above systems is documented at the specific regulations for each product certification 61-30-010/ 90

Detailed description of the implementation of the above modules is documented at the procedure 33-30-080

2014/68/EU

In view of the nature of the risks involved in the use of pressure equipment and assemblies and in order to enable economic operators to demonstrate and the competent authorities to ensure that pressure equipment or assemblies made available on the market comply with the essential safety requirements, it is necessary to provide for conformity assessment procedures. Those procedures should be devised in the light of the level of hazard which is inherent in the pressure equipment or assembly. Therefore, for each category of pressure equipment there should be an adequate procedure or a choice between different procedures of equivalent stringency. Decision No 768/2008/EC establishes modules for conformity assessment procedures, which include procedures from the least to the most stringent, in proportion to the level of risk involved and the level of safety required. In order to ensure inter-sectoral coherence and to avoid ad-hoc variants, conformity assessment procedures should be chosen from among those modules. The details added to those procedures are justified by the nature of the verification required for pressure equipment.

2014/33/EU

The modules that SATB cover for certification of Lifts are the following:

MODULE	DESCRIPTION
B	EU-Type Examination
G	Conformity based on Unit Verification

Detailed description of the implementation of the above modules is documented at the procedure 33-30-010

The modules that SATB covers for certification under EN ISO/IEC 17065:2012 standard are the following:

MODULE	DESCRIPTION
B	EU-Type Examination - Production Type
C2	Conformity to Type based on Internal Production Control plus Supervised Pressure Equipment Checks at Random Intervals
F	Conformity to type based on Pressure Equipment Verification
G	Conformity based on Unit Verification

2006/42/EC

The examination process contains the EU-Type Examination (Annex IX) of the Directive. Detailed description of the implementation of this process is documented at the procedure 33-30-050

Regulation 2016/425/EU

The modules that SATB cover for certification of Personal Protective Equipment are the following:

MODULE	DESCRIPTION
B	EU-Type Examination
C2	Conformity to Type based on Internal Production Control plus Supervised Pressure Equipment Checks at Random Intervals
D	Conformity to Type based on Quality Assurance of the Production Process

Detailed description of the implementation of the above modules is documented at the procedure 33-30-030

2014/29/EU

The modules that SATB cover for certification of Simple Pressure Vessels are the following:

MODULE	DESCRIPTION
B	EU-Type Examination

		61-30-001
		Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025
		page: 4 of 7

8. Process Requirements

8.1 Submittance of the application

Customers who wish to certify a Product shall submit to SATB an application that is granted to them. A separate application shall be made for each product or group of products and for each place of production for which certification is applied.

The application must include:

1. Full organization details (name, address, important processes and functions, legal commitments).
2. Identification of the product for which certification is sought, or the scope of certification requested, as appropriate, as well as the standard, the Regulation, etc., on the basis of which it will be carried out.
3. General customer information, such as customer activities, human and technical resources, including workshops, means of control, and structures, and association with larger structures.
4. Customer external process information that may affect compliance with requirements.
5. Technical file with the particulars provided for each product in the respective Working Instructions.
6. Any existing certificates and reports from relevant tests for the same product.
7. Statement by the applicant that he has not made such a request for the same product to another certification body and agrees to comply with SATB's requirements and that he will provide all information necessary to complete the certification of the product.
8. Signed by authorized person.

The client must have and submit relevant documentation to SATB in a timely manner.
It must be declared to SATB if it is a subsidiary of another company or has any kind of relationship with other companies.

The organization shall also be required to appoint his representative, for the certification of the Product concerned, as well as an alternate, who shall be responsible for making contact with SATB.

In order to be deemed to be valid, the Application must be completed in all parts of the Application (points which do not apply are deleted) and must be accompanied by the abovementioned documents.

In order to accept the Application and initiate the Assessment and Certification Process on behalf of SATB, the customer should accept this Regulation. To that end, the Application should explicitly state that the customer has been aware of and fully accepts the present Regulation.

8.2 Application Review

SATB shall review the Application upon receipt in order to check whether:

- a. The request is fully completed and there is no doubt or question from the customer.
- c. The standard for which certification is sought is appropriate for the product.

- d. SATB has the ability to perform the requested certification.
- e. All necessary means are available to carry out the evaluation activities.

If the documentation submitted is declared incomplete or insufficient, the Certification process shall be discontinued until the applicant undertaking has satisfied the written requirements — comments from SATB.

If the review of the Application has a positive result, SATB shall inform the Customer of its acceptance and continue the Certification Process as described below.

In the event of a rejection of the Application, Customer shall be informed in writing and shall have the right to appeal as specified in this Regulation.

SATB after acceptance of the Application shall assign the case to an evaluator(s) .
It is ensured that the evaluator(s) involved have the necessary competence to assess the Product to be certified.

Furthermore, SATB guarantee that these evaluator(s) have no involvement in any way in the design, manufacture, installation or maintenance of the product being certified, nor have any form of interface with the company concerned.
The necessary preparation for certification is being made.

8.3 Evaluation

SATB has a plan for the evaluation activities to allow for the necessary arrangements to be managed. Depending on the characteristics of the certification scheme and the product requirements, the plan can be either a generic plan applicable to all activities, including evaluation of the quality management system, when applicable, or a specific one for a particular activity, or a combination of both.
SATB assigns competent personnel to perform each evaluation task that it undertakes. Outsourced tasks are completed by personnel usually assigned by the organization to which the task is outsourced. Such personnel are not normally assigned by SATB.

SATB ensures all necessary information and/or documentation is made available for performing the evaluation tasks which can include activities such as design and documentation review, sampling, testing, inspection and audit.

The products are evaluated against the requirements covered by the scope of certification and other requirements specified in the certification scheme.

SATB informs the client of all nonconformities. If one or more nonconformities have arisen, and if the client expresses interest in continuing the certification process, SATB provides information regarding the additional evaluation tasks needed to verify that nonconformities have been corrected.

If the client agrees to completion of the additional evaluation tasks, the process is repeated to complete the additional evaluation tasks

The results of all evaluation activities are documented prior to review This documentation can provide an opinion as to whether

		61-30-001 Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025 page: 5 of 7

product requirements (including requirements such as those for the quality management system under which the product is produced, if required by the certification scheme) have been fulfilled.

The certification process depends on the Product and/or scope of the Certification Application to be certified and is always done in relation to the standard, regulatory provisions, etc. referred to in the customer's application. A detailed description of the procedures followed, by Product and type of certification, shall be given for the product concerned in the individual Working Instructions.

Where tests for the Product are required, they shall be performed either at the premises of the Manufacturer or Owner, if SATB determines that they are sufficient, or in a laboratory approved by SATB.

In order to be approved by SATB a laboratory should be accredited according to the criteria of EN ISO/IEC 17025 standard.

The designated evaluator shall report the findings of the inspection/audit to the Product Certification Manager together with any detected non-compliance, required corrective action and any re-evaluation or checks required.

The certificate must contain:

- I.Name and address of the Certification Body
- II.The name and address of the client
- III.Identification of the certified product.
- IV.The standards, regulations, etc., on the basis of which certification was made.
- V.Type/scope of certification.
- VI.The date of certification and its period of validity (if applicable).
- VII.Any other information required by the certification scheme.

8.4 Surveillance

The purpose of the Surveillance inspections/audits (where appropriate) is to ensure the continued implementation of the clients Product Certification System, to assess the impact of changes in the System as a result of changes and to satisfy the requirements of SATB, as described at the Certification Scheme and in the contract signed between SATB and the client.

They shall also be carried out to ensure the suitability and continued compliance of the product, service or process to be certified

Surveillance Inspections/Audits shall be carried out at least once a year, unless there is a legislative requirement for a shorter period.

The frequency of their conduct shall be determined by SATB, taking into account in particular the findings of previous Inspections — Audits, the complexity of the organization's activities and the nature of the item to be checked together with the requirements of the applicable legislation on controls.

Surveillance Inspections/Audits shall evaluate at least the following:

- compliance with the product certification system, such as internal audits, management reviews, corrective and preventive actions
- the actions taken by the client to continuously improve the Product Certification System and the degree to which the quality objectives set out and achieved
- corrective actions taken by the client regarding non-conformities and observations of the previous inspection
- customer complaints
- the evaluation of the results of the tests carried out
- changes in the documentation of the System
- changes in premises, facilities, structures, processes and legislation
- use of CE Marks and Certificates of Conformity
- management of complaints, complaints made to or from the organization and for which SATB was informed

After the completion of the Surveillance Inspection/Audit, the evaluators shall prepare a report.

The evaluator Team shall recommend to the Certification Manager if the certificate of conformity or mark shall be maintained or not, as appropriate, if the requirements described in this Regulation and the corresponding Specific Product Certification Regulation are met.

8.5 Re-evaluation

Before the end of the period of validity of the certificate or mark and if the client has not requested an interruption or there is no legislative obligation to do so, a new cooperation contract shall be signed and a re-evaluation review shall be carried out where necessary.

The Re-evaluation audit shall be carried out in accordance with the principles set out in paragraph 9.4 of this Regulation

Where, under the responsibility of the client, the re-evaluation inspection/audit is carried out after the expiry date of the certificate, without sufficient and documented justification, the above inspection/audit shall be considered as an initial evaluation inspection/audit and a re-recommendation for the granting of the certificate or mark shall be made.

8.6 Special inspection/audit

Special Inspections/Audits shall be carried out where necessary for the following reasons:

- where a verification of corrective actions on site is required
- If there is evidence that the requirements of the relevant standards and of this Regulation or of the corresponding Special Regulation are not fulfilled (e.g. following complaints from customers of the certified body, violation of existing legislation etc established by a competent authority).
- At the request of any other natural or legal person with the agreement of the client
- The re - evaluation inspection/audit forms shall be used during the special inspection/audit.

		61-30-001 Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025 page: 6 of 7

9. REGISTER OF CERTIFIED PRODUCTS

After the successful completion of the assessment and the granting of the certification requested, the certified Product shall be entered in the Register of Certified Products.

The Register shall contain at least the following information:

- ✓ the main technical characteristics of the Product,
- ✓ the Manufacturer and Production Unit details,
- ✓ the nature and duration of the certification granted,
- ✓ the basic standards followed,

SATB shall make its content available to any interested party upon request.

SATB shall retain all rights deriving from that Registry.

10. EXTENSION OF THE CERTIFICATE

The extension of the CERTIFICATE may be granted:

- a) new product types produced in the same production plant
- β) same product types produced in different units of the client

The extension shall be made on the basis of a new Application and the relevant documentation, in accordance with the relevant Specific Product Certification Regulations, of the organization to SATB, the performance of the required Audits and a decision by the Certification Manager.

The required Checks are in principle and, where appropriate, the following:

a) If the organization wishes to extend the certificate or mark to additional product types manufactured in the same production unit, it is generally not necessary to carry out an additional inspection of the production unit and the tests to be carried out are specified in the relevant Specific Product Certification Regulations.

b) if the organization wants to extend to the same product types produced in other production units, all checks for each additional unit are repeated.

In any event, deviations from the points referred to in (a) and (b) above may occur if the actual needs require so and by a reasoned decision. If the decision is positive for the extension of the certificate or mark and to the award of the corresponding Certificates of Conformity, supervision shall be exercised in principle and as appropriate as follows:

if the certificate or mark has been extended to additional product types manufactured in the same production unit, the tests may be carried out simultaneously for all types in accordance with the requirements of the respective Specific Regulations

If the certificate or mark has been extended to the same product types produced in other production units, supervision shall be performed for each production unit separately.

In order to extend the Certification scope, the organization must submit a new Application and, where appropriate, the relevant documentation to SATB.

Changes affecting certification

If new requirements are changed/ modified or introduced into the certification scheme that affect the customer, then the certification body should ensure that these changes are communicated to customers and verify their implementation.

Actions taken in the event of changes affecting certification are as follows: assessment, review, decision, revised documentation.

11. TEMPORARY / PERMANENT WITHDRAW OF THE CERTIFICATES OR THE MARKS / SATB

SATB may withdraw the certificate or mark in cases of violation infringement of the requirements of the certification standard, of this Regulation, of the corresponding Special Regulation, of the contract signed and for the following indicative reasons:

- if significant changes are found during the period of validity of the certificate or mark for which SATB has not been notified and which have resulted in Major Non - compliances at the assessed System,
- if the body is misleading in using the certificate or mark awarded to it,
- if misleading or false information is given to the Inspection/Audit Team during the Inspections/ Audits
- if the client fails to fulfill its financial obligations relating to the Certification or Audit Procedure within the time limit,

In the cases referred to above, if the products supplied or the activities carried out by the organization are not directly affected, the withdrawal shall be temporary.

However, if the client does not implement the corrective action in question, the withdrawal shall become final.

The temporary withdrawal shall be notified in writing by SATB to the holder of the certificate or mark and the conditions for the withdrawal shall be laid down.

Throughout the period of temporary withdrawal, the holder shall not be permitted to dispose of goods or perform services and activities bearing the Conformity Mark.

In the case of a final withdrawal, SATB shall decide on the actions to be taken in respect of the products or services — activities bearing the Conformity Mark, i.e. whether the Conformity Mark should be removed from the stored products or from the products already placed on the market, or whether a stock placing at the market should be allowed within a specific short period or whatever is deemed necessary.

In any event, the organization shall be obliged to return to SATB all original certificates issued to it and any Conformity Marks, and SATB

		61-30-001 Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025 page: 7 of 7

shall make the withdrawn known to the public by any appropriate means.

In the event of a permanent withdrawal, the corresponding products or services shall be deleted from the Register of Certified Products

CUSTOMER'S RIGHTS AND OBLIGATIONS

Client may use the certificate granted without any restrictions for business purposes, particularly in the case of offers, order confirmation and customers deals

It may also use it for projection purposes or to demonstrate compliance of the product with the exact Standard with which it is certified.

Client may also request a copy of SATB's Certified Product Registry.

The Client shall be required to:

a) Provide SATB with all the elements and information necessary to complete the certification.

b) Always meet certification requirements, including the implementation of appropriate changes, when certified by SATB and inform the Certification Body when changes are made that may affect compliance with certification requirements (e.g. legal form, commercial reasons, organizational structure, ownership, administrative reasons, product or production method modification, contact details and production units, main changes to the documentation

c) Allow free access to the premises of his company and to the records necessary for certification and ensure that the competent staff of his company are fully involved during the evaluation phase. It shall also be obliged to grant free access to the above and to the inspectors of the Accreditation Body whenever requested to do so.

d) Inform SATB of any change in the elements of the technical file it has submitted to SATB, as well as its production process and/or the quality system it applies, which have an impact on the certification granted. This information should be submitted in writing within twenty (20) days of the implementation of the change. Otherwise, SATB may take appropriate measures (such as withdrawal of the certificate)

e) If SATB decides that the changes made require further testing, the client shall be informed in writing

f) respect the decisions of SATB concerning the certification of its product, in particular those concerning the withdrawal, suspension or termination of the certificate. In such cases it must stop advertising or making any reference to certification and return the certificate granted to SATB as soon as possible.

g) Make proper use of the certificate – CE mark awarded to it and avoid any use of those which may discredit SATB or any statement which may be considered misleading or unauthorized.

h) Use and display only the certification and/or copies of this particular product and/or the certification field and the standards with which it was certified.

i) Keep a record of complaints of his clients and when requested to make it available to SATB inspectors/auditors.

j) Indicate the necessary action in the event of complaints from its clients where defects in its certified products are found affecting their

compliance with the certification requirements and keep records of the above actions. Keep a record of all complaints regarding compliance with the certification requirements and make available to the certification body upon request. It should also take appropriate action with regard to complaints and deviations of products affecting compliance with certification requirements.

k) To fulfill its financial obligations to SATB for the certification of its product and the costs of inspectors/auditors, in accordance with SATB's pricing policy.

l) Customer shall take all necessary actions to:

- the performance of the evaluation and surveillance (if necessary), including the provision for the examination of documentation and records, as well as access to relevant client equipment, location(s), area(s), staff and subcontractors.
- The Investigation of complaints.
- Participation of observers, if necessary.

m) The Client may object to the certification only in respect of the scope of the certification. Where it provides copies of the certification documents to others, those documents should be reproduced entirely or as determined by the certification scheme.

n) When reporting by the Client on the certification of products on media, such as documents or brochures, it shall comply with the certification body's requirements or as specified in the certification scheme and comply with the requirements imposed by the certification scheme on the use of the compliance marks and product information.

o) If the certification applies to a series of production, the certified product shall continue to meet the product requirements.

SATB is not liable for the disposal of defective products by a certified customer to third parties, nor is it liable for damage as a result of the above.

12. CONFIDENTIALITY

The contents of the report, together with any other notes made during the Inspection/Audit, shall be strictly confidential and shall not be communicated to a third party without the written consent of the organization, unless required by the supervising authorities eg Accreditation Body

SATB staff are bound by professional secrecy and therefore all documents, records, information, etc. a client acquired or managed during the operation of the certification activity shall be considered as strictly confidential and shall be used solely for the purposes of conducting the assessments. Information about the client obtained from sources other than the client, will be treated as confidential.

The customer concerned should recognize that all documents delivered to him by SATB and which form part of the certification process (e.g. Regulations, Inspection Report and any other relevant document) are owned by SATB.

The customer commits not to reproduce and dispose of them to third parties without the written approval of SATB.

13. APPEALS-OBJECTIONS- COMPLAINTS

		61-30-001 Rev.: 08 Issued by: QAM_CC
	GENERAL REGULATION OF PRODUCTS CERTIFICATION ACCORDING TO STANDARD EN ISO/IEC 17065:2012	Date of issue: 14.02.2025 page: 8 of 7

In the case of appeals, objections and complaints, SATB has a documented procedure for handling them.

The organization shall in any of the above cases to contact SATB in any way (by telephone, in writing or electronically) in order to effectively manage any incident.

The organization may appeal against the decisions of the Product Certification Manager within one month of notification of the decision.

SATB has applied a procedure for the management of objections, appeals and complaints of organizations, which shall be available if necessary.

14. REGULATIOIN REVIEWS

Any decision to review this Regulation shall be notified in writing to organizations to which a product certificate has been issued.

In cases of disagreement between the organization and the changes, the organization may discontinue the use of the certificate.

15. ECONOMIC CONDITIONS

For the grant and for the duration of validity of the certificate, a fee shall be paid to SATB, including the cost of initial inspection, the cost of surveillance inspections and the cost of any other inspections that may occur (preliminary inspection, special inspection, etc.).

All costs will refer to the SATB contract in question with the organization.

16. AMENDMENTS TO THE STANDARDS - CONDITIONS FOR THE ISSUE OF A CERTIFICATE

In cases where:

- (a) modification of the reference standards occurs
- (b) substantial amendments to this Regulation,

SATB shall immediately inform the Certified Customers giving them the necessary time to adapt to the new requirements.

In the event that the modifications result in significant changes, SATB should verify the customer's compliance with the new requirements.

Actions for the implementation of changes in matters affecting certification shall include, if necessary, the following:

- a. Evaluation
- b. Review
- c. Decision
- d. Issue of official revised certification documentation to extend or reduce the scope of certification
- e. Issue of certification documents for revised surveillance activities (if the surveillance is part of the certification scheme).

17. OBLIGATIONS OF SATB

SATB undertakes responsibility to the customer for adhering to the articles of these Rules and the decisions taken within it.

SATB shall carry out inspections and evaluations with qualified staff in the best way, in accordance with their knowledge and experience.

If a client makes reasoned complaints about the quality and objectivity of a particular inspection/audit, SATB shall carry out a new inspection/audit at its own expense, and if necessary, with different inspectors.

Beyond the above procedure, SATB does not assume any further responsibilities.

For certification fields within the scope of certification of EU Legislation SATB informs the Notifying Authority of the following:

1. any refusal, restriction, suspension or withdrawal of certificates
2. any circumstances affecting the scope of and conditions for notification
3. any request for information on conformity assessment activities performed which they have received from market surveillance authorities
4. on request, conformity assessment activities performed within the scope of their notification and, any other activity performed, including, cross-border activities and subcontracting.

SATB provides the other bodies notified under the same community harmonization legislation carrying out similar conformity assessment activities and covering the same products with relevant information on issues relating to negative and, on request, positive conformity assessment results.

SATB is not liable in the event that claims for liability arise for damage caused by defective products or services of the certified customer.

In cases where such requirements arise, the customer is obliged to inform SATB immediately and in writing.

SATB has an obligation to inform the customer, as well as the relevant National Bodies, when complaints are received about the quality of its products.

SATB is required to treat as confidential all information obtained during the certification process and reported to the client, except that published in the Register of Certified Products and not to disclose it to third parties without its approval.