

REGULATIONS REGARDING THE ISSUE AND MAINTENANCE OF CERTIFICATION OF MANAGEMENT SYSTEMS

1. DESCRIPTION OF THE INSTITUTE

CERTIQUALITY is a Certification Institute that operates according to the general criteria defined by the Standards of the UNI CEI EN 45000 and UNI CEI EN ISO/IEC 17000 series and, as an independent Body, provides requesting Organisations with services aimed at assessing and certifying the conformity of their Management Systems with the provisions of the reference standards.

CERTIQUALITY s.r.l. does not offer any consultation service, either directly or through agency relationships with sub-contractors, to support Organisations setting up a Management System or prepare the relative documentation.

The legal nature of the Institute is described in its Articles of association.

The Institute's activities are financed by the application of Certification fees.

2. PURPOSE AND SCOPE

These Regulations define the relationships between CERTIQUALITY, hereinafter referred to as the "Institute", and the Organisations requesting the Certification and Registration of their Management Systems.

The enforcement of these Regulations is supervised by the Committee for Safeguarding Impartiality, appointed by the Institute's Board of Directors, which include members from all parties interested in Certification.

The CERTIQUALITY Certificate is the document whereby the Institute certifies that the requesting Organisation employs a Management System compliant with a reference Standard.

3. DEFINITIONS

The definitions provided in UNI EN ISO and UNI CEI EN standards and the definitions for the following terms used in the text, shall apply.

3.1 Organisation

Term used to indicate the Subject filling an application for Certification.

3.2 Operative Unit

Corporate facility where the activities, for which the Management System is being certified, are carried out.

3.3 Production site

The whole area where the activities controlled by an

Organisation are carried out, along with neighbouring and connected worksites or warehouses for raw materials, by-products, intermediate goods, finished goods and waste materials, and any facility and plant, fixed or otherwise, used to carry out the abovementioned activities.

3.4 Audit Team

Personnel appointed by the Institute to audit the Organisation's Management System.

3.5 Management System Certification

This term comprises the individual or integrated management of Systems such as: Quality, Environment, Safety, Food Safety, and EMAS approval.

3.6 Assessment checks and audits are used as synonyms.

4. GENERAL CONDITIONS

4.1 Certification is available to all Organisations that request it, regardless of their legal nature.

4.2 For the Certification procedure to be initiated by the Institute, the requesting Organisation must:

- have a Management System that complies with the applicable requirements of the reference standard and with any specific prescription(s) defined for given types of products/processes and services;
- describe the abovementioned system in appropriate documents (Quality Manual, Procedures, etc.);
- accept the rules set forth by these Regulations and the conditions communicated by the Institute.

4.3 Acceptance of the application, issue of the Certification and maintenance of the Registration thereof are subject to the payment of the prescribed fees.

Failure to fulfil such obligations by the established deadline shall lead to the suspension or revocation of the Certificate, pursuant to the provisions set forth in Sections 8 and 9.

4.4 The Organisation undertakes to conform and keep its products/services to all applicable legal and compulsory requirements (such as directives, laws and regulations). It is the Institute's responsibility to verify on the basis of a sampling that is congruent with the audit time, that the Organisation is aware of, and capable of managing for all the compulsory aspects connected to the management system involved in certification.

4.5 Certification requirements may change as a result of:

- amendments to the reference standards;

- amendments to the Certification issuance conditions.

In the former case, notification is provided by the standard-setting and/or accrediting Bodies; in the latter case, the Institute shall promptly notify the Organisations entered in the Register of certified Organisations or waiting to be certified.

The Institute shall define the date on which the new changes come into force, along with a reasonable interval of time to allow Organisations to comply with the new provisions.

Organisations that do not wish to upgrade their Management System to ensure compliance with the changes to reference standards or Certification issuance conditions, may cancel their Certification by giving notice thereof to the Institute in accordance with the procedures set forth in Section 10 of these Regulations.

In the event of amendments to reference standards, the Institute reserves the right to verify the compliance of the Organisation's Management System with the new provisions of the standards.

All audit expenses are at the certified Organisation's expense.

4.6 The Institute keeps a list of certified Organisations that is published on the Website: www.certiquality.it. The Institute makes data public even in the case of suspension, revocation and waiver of certification.

Similar information is transmitted to the Bodies with which CERTIQUALITY has established acknowledgement agreements. The Organisation may also be included in the database of Accreditation Bodies.

5. MANAGEMENT SYSTEM CERTIFICATION PROCEDURE

Before starting the actual certification procedure, an Organisation may request a preliminary inspection in order to evaluate its readiness for assessment, in relation to the requirements of reference standards. This visit is supported by adequate documentation but is not considered for Certification audit purposes.

5.1 Request of Certification Offer / Certification Application and Acceptance of Certification Offer

Organisations that intend to obtain certification must request a Certification Offer of the Institute by filling an application and enclosing the required documentation.

The Institute proceeds with a formal examination of the documentation presented in order to verify the completeness and accuracy of the general information and to prepare and send the certification offer.

The signature and acceptance of the offer finalizes the contract between the parties.

The Organisation undertakes to respect, accept and know

the provisions in these Regulations, and subsequent amendments, that is part of the offer.

CERTIQUALITY's regulations are available on website: www.certiquality.it.

All the conditions governing the issue of Certification to national Organisations shall apply also to foreign Organisations, unless other specific provisions are defined by the Institute in international agreements.

In the case of bids, in accordance with the specific regulations set forth in the terms and conditions of the call for bids, procedures or documentation different from those referred to in these Regulations may be followed.

5.2 Certification Issue

5.2.1 Following the acceptance of the Certification Offer, the Institute agrees with the Organisation the period for conducting the audit. Acceptance of the contract does not constitute either a direct or an indirect obligation to certify.

The Institute appoints the Audit Group and duly notifies the Organisation. The Organisation may, however, request in writing the replacement of one or more of the suggested members whenever there exist plausible reasons that are not directly related to the professionalism of the inspectors. Said reasons must be provided.

One member of the Group serves as Team Leader.

The Audit Group may also be constituted by one member only for small and medium-sized Organisations.

The initial certification audit is conducted in two stages:

- stage 1, at the Organisation's premises, is aimed at assessing the documentation and the Organisation's degree of preparation for the execution of stage 2.

At the end of stage 1, the Audit Group sets the dates for stage 2.

No more than a year may pass between stage 1 and stage 2; if it happens, stage 1 must be repeated. Different time-scales may be set for specific systems.

- stage 2, aimed at assessing the execution and effectiveness of the Organisation's management system.

For particularly small companies, stage 1 needn't be carried out on the Organisation's premises, and consists in an off-site assessment of the Organisation's documents and records.

In the case of EMS and Health and Safety Management System the time between the end of stage 1 and the beginning of stage 2 shall be no less than 5 working days. In the case of EMS for Organisations of less than 10 personnel and placed in low or limited complexity it is possible to carry out stage 1 and 2 in succession.

5.2.2 The audit can be carried out only if the Organisation has a fully operative Management System and in particular that the Organisation has performed one full cycle of internal audits and that the Management has performed at

least one review.

The Organisation shall ensure that:

- a) All documents relating to the Management System to be certified, including all the records relating to the enforcement of the Management System are made available to Auditors.
- b) Auditors receive assistance during the audit.
- c) Access is granted to the Information System, in line with the audit requirements.

5.2.3 The purpose of the audit inspection is to verify the compliance with the requirements of the reference standard and all the processes and activities forming the object of certification. The Audit Group starts the evaluation activities of both stages by conducting an Opening Meeting with the Organisation's top management aimed at illustrating the audit plan.

5.2.4 Upon completion of the audit, the Audit Group meets to discuss the findings and process collected data.

During the Audit conclusion meeting and in the presence of the Organisation's top Management, the Audit Group refers on the conformity of the Organisation's Management System with the reference standard, specifying any discrepancies reported.

During the meeting, the Organisation has the opportunity of discussing the findings with the Audit Group and of clarifying its position.

The report prepared by the Team leader and handed over to the Organisation describes the findings of the visit and the result of the audit.

5.2.5 Should non-conformities be detected, the Organisation shall submit an implementation schedule detailing the corrective actions that will be taken for the purposes of the Certification issue.

Moreover, the Organisation shall have to demonstrate it has implemented and verified all the corrective actions or that it is specifically committed to attaining full compliance within a specific interval of time. The Institute may request the submission of documentation confirming the management of the corrective actions.

The Institute may conduct a supplementary, partial or full evaluation audit when there is no objective evidence of full conformity or when the time to carry out corrective actions take a long time (for instance wait for obtaining authorizations or structural modifications).

The effectiveness of the corrective action plan implemented by the Organisation shall be assessed by the Institute during a subsequent verification inspection.

5.2.6 The documentation relating to the individual Management System audit phases shall be submitted to the Technical Commission of the Institute responsible for issuing the Certification.

If the resolution is positive, the Institute sends the certificate to the Organisation.

Surveillance inspections take place annually, at 12-month intervals, unless specifically prescribed otherwise by the reference standard.

On the basis of the audit outcome, the Technical Commission may request an additional inspection to annual audit aimed at the prompt verification of the critical points recorded.

5.2.7 Special procedures for international cooperation with other bodies may be permitted from time to time, provided they are not in contrast with the provisions of these Regulations.

5.2.8 Multi-site Organisations are periodically obliged to provide the Institute, and the Team Leader prior to each audit inspection, a list of the currently active operative units (construction sites, branches, etc.), specifying the type of activity carried out in each of them.

Issue of Certification by the Institute implies the Organisation's commitment to adopt the Management System in all operative units where the type of work being certified is carried out.

The Institute reserves the right, for Certification purposes, to extend audits to all or part of the Organisation's operative units where the type of work being certified is carried out.

5.2.9 After issuing the Certification and paying all the due amount by the Organisation, the Institute sends the Certificate, registers the Organisation in the Registry of CERTIQUALITY certified Organisations, and transmits all the information regarding the certificate status (certification, suspension, revocation or waiver) to the national and international accreditation Bodies which collaborate or are recognized by the Institute, and to all parties requesting the same information, CERTIQUALITY publishes the status of the Certification on its website.

5.3 Certified Organisation Surveillance

The resolutions of the Technical Commissions are promptly communicated to the Organisation by the Institute. The month stated in the written communication is the deadline by which the surveillance audit has to be carried out and has to be respected by the certified Organisations.

The Institute monitors the certified Management System to verify its continued compliance with the certified requirements.

The Team leader contacts the Organisation in order to agree upon an audit date and plan.

Surveillance audits are carried out in a single stage.

In exceptional circumstances it may be possible to postpone the audit date by a maximum of 4 month (with

exceptions for particular standards) in order to comply with specific and justifiable business reasons (carry out the surveillance audit on the same date of other audits related to the extension and/or renewal of the Certification or with inspections related to the same Group, provided that there are justifiable organisational or logistic reasons, etc.). The request for postponement must be submitted by the Organisation in writing to the Institute giving the reasons. The Institute reserves the right to decide whether to accept the request at its own discretion.

These months shall be recuperated during the subsequent audit in order not to reduce the regular audit intervals.

During the three-year period, the Organisation may request the audit to be postponed once only.

Failure to comply with these requirements the Institute shall start the suspension course that may lead to the revocation of the Certification.

During audits, Institute auditors must be allowed to verify that the conditions that have led to the issue of the Certification have not changed, and in particular that there has been no change in the conditions that impact on the management system's ability to fulfil the necessary aims, in conformity with the reference standard.

5.4 If necessary, the Institute may decide to perform extraordinary unscheduled surveillance audits, with a minimum of two day's notice, for example: to assess the accurate management of complaints received by the Institute; to assess the impact of organisational changes; in the event of requests made by Accreditation bodies (in this case, said bodies may take part in the audit).

In these cases, the Organisation cannot ask to replace the Institute auditors.

The cost of unscheduled audits shall have to be paid by the Organisation, both in the case of refusal to receive the auditors and in the case of "non conformity".

No expenses shall be charged if the unscheduled audits fail to reveal "non conformities".

6. MANAGEMENT SYSTEM CERTIFICATION VALIDITY

The CERTIQUALITY Certification is periodically monitored, with a frequency of at least once a year, and comprises a full review of the Management System every three years. The certificate issued indicates the three-year date of expiry.

Every three years, the Institute shall perform a renewal audit, which consists in:

- review of the documentation, and
- an in-depth inspection entailing conformity of all points of the reference standard and all the processes and activities pertaining to the object of certification in order to consent the upkeep thereof;
- an overall assessment of the management performance during the three years.

The renewal audits are generally carried out in a single stage. In the event of significant changes to the Organisation or its management system, the Institute reserves the right to plan for the execution of the renewal in two stages..

The renewal audit must be carried out at least one month and a half before the date of expiry indicated on the certificate. In the occasion of the renewal audit, the audit team must be changed in order to assure more independence and effectiveness to the audit activity.

Certification maintenance is subordinate to the application of the provisions set forth in art. 12 of these Regulations.

In exceptional cases and for proven corporate reasons, the Organisation may request a delay of certification validity for a maximum of six months by providing a copy of the most recent Management review and the outcome of internal audits.

7. RIGHTS AND DUTIES OF THE CERTIFIED ORGANISATION

7.1 After receiving the Certification, the Organisation can advertise the attainment of the same in the ways it deems most appropriate, provided that proper reference is always made to the scope and limitations of the Certification obtained according to the provisions set forth in REG 02 "Regulations for the use of certificates and identification marks".

Having ascertained the improper use of the Certification, the Institute shall take all measures to prevent its continuation and safeguard its interests.

7.2 Certification is issued to the Organisation on the basis of the standard, and only for the activities certified and the operative units mentioned in the Certificate. It cannot be transferred or extended to other units.

Organisations wishing to extend the scope shall have to file a new application for the extension procedure.

The Institute must be notified of any changes related to identification and Organisational data or ownership, changes in corporate structure or slight changes in the description and editorial aspects of the subject of Certification, and this may allow the maintenance of Certification, with issue of a new certificate. According to the extent of such changes, the Institute reserves the faculty to request further documentation or perform further audits on site, in order to verify that the changes do not affect the conformity of the certified Management System.

7.3 Certified Organisations shall agree:

- to keep their structure in conformity with reference standard requirements;
- to accept, at their own expenses, the evaluation audits necessary to maintain the validity of the Certification;
- not to use their certification in such a way as to damage

- the reputation of the Institute and/or of the certification system, thus compromising the public's trust in same;
- to allow the Institute's auditors and its authorized representatives to access its facilities and information system, assisting them during the monitoring audits; should the Organisation refuse to admit Institute Observers or control and accreditation Bodies accompanying the Certiquality Auditors, the Institute may refuse certification issue, or alternatively suspend or revoke Certification;
 - to implement the actions required to correct the reported deviations;
 - to record all the customers' claims and the related corrective and preventive actions undertaken and make them available to the Institute and its auditors during monitoring audits;
 - to cease exhibiting or making any other use of the Certification documents (and, if applicable, of the CERTIQUALITY symbols and logos) immediately after the expiry, suspension, revocation, waiver and consequent withdrawal of the Certification; in the event of the object of the certification being curtailed, all the relevant documents must be amended accordingly.

7.4 Obligation to provide information regarding any legal and/or administrative proceedings in progress.

Certified Organisations undertake to:

- promptly inform the Institute by fax/e-mail, and subsequently by registered letter of any non-conform situation recorded by monitoring Authorities, any suspension or revocation of authorisation, concessions, etc. relating to the production /distribution of products and/or services connected to the certification.
- notify the Institute immediately of any legal and/or administrative proceedings in progress, regarding the subject of certification, within the limits posed by law;
- give immediate notification of any serious events or accidents or environmental damage;
- keep the Institute informed of the developments of the aforesaid proceedings.

As regards the above, the Institute reserves the faculty to conduct and appropriate and timely extraordinary audits and suspends or revokes certification when necessary, in the event of actual non-conformity of the Organisation's Management System.

7.5 In the event of certifications issued under accreditation, the Organisations undertake to familiarise themselves with and apply all the provisions of the Sincert Technical Regulations, which may be consulted on the website www.sincert.it.

7.6 Organisations that obtained from CERTIQUALITY the Validation of its Environmental Statement or yearly valida-

ted updates undertake to:

- apply the "Procedure for the registration of Organisations according to Reg. CE 761/2001 of the European Parliament and Council of 03-19-2001" available on website www.apat.gov.it;
- send to "Comitato Ecolabel ed Ecoaudit Sezione EMAS Italia" copy of the Environmental Statement;
- modify the Environmental Statement following any request of change from "Comitato EMAS".

8. CERTIFICATION SUSPENSION

Failure to correct issues and deviations within the agreed term shall entitle the Institute to suspend the Certification.

Examples of such severe deficiencies include the following cases:

- When monitoring reports a non conformity with relevant requisites, which does not imply an immediate revocation.
- If the Organisation does not submit the evidence relating to the management of major non-conformities issued during audit within the prescribed timeframes.
- When the Organisation refuses to undergo periodical audit in accordance with the provisions set forth in Section 5.3.
- When the Organisation refuses to undergo additional or supplementary audits duly justified by the Institute.
- If the Organisation fails to notify the Institute of significant amendments to its Management System and/or organisation.
- When the improper use of the Certification, symbols and identification marks is not corrected in a manner deemed satisfactory by the Institute.
- In the event of any other failure to comply with the provisions of the certifying system, these Regulations and the procedures of the Institute.
- When Public Authority orders prejudice the implementation of the Management System.
- If Problems exist regarding the compulsory requirements of the product/service distributed or the Management System in question.
- When the Organisation fails to notify the Institute pursuant to para. 7.4
- If payments related to activities already completed have not been settled, when the Organisation is in default more than once in the same three-year programme, certification shall be revoked.

The Organisation shall be notified of the Technical Commission's resolution by registered letter with return receipt, indicating the start date of validity, the duration, the prohibition to promote any activity related to the use of certification, including its utilization for taking part to calls for tenders, and the conditions for revoking the suspension.

The certified Organisation shall be responsible for undertaking prompt and adequate actions to correct any failure to comply with the Institute's provisions and for providing the Institute with formal notification of the proposed or implemented corrective actions.

Suspension shall only be repealed when the Institute has ascertained that satisfactory actions have been taken to ensure compliance with the certified requisites. The Institute reserves the faculty to perform an audit on site.

Failure to remove the causes that have led to the suspension within the agreed deadline shall result in the revocation of the Certification pursuant to Technical Commission resolution.

In the event of EMAS approval, suspension may derive from decisions outside the Institute as resolved by the EMAS Italia Committee and the Registration procedure under Regulation EC 761/2001.

In exceptional cases, and only once during the same three-year certification period, the Organisation may request for certification to be suspended for a maximum period of six months; such applications shall be assigned to Technical Commission resolution.

9. CERTIFICATION REVOCATION

9.1 The Organisation's Management System Certification may be revoked and, consequently, cancelled and withdrawn by the Institute's Technical Commission as a result of:

- Failure to remove the causes that have led to the suspension of the Certification within the deadline defined by the Institute.
- When the cases indicated in para. 8 are of such a severe nature as to warrant immediate revocation.
- Persistence of default beyond 1 month from receipt of the Administrative suspension sent by the Institute by registered mail.
- Breach of laws or legally binding regulations regarding the products or processes object of certification.

In the event of EMAS approval, revocation may derive from decisions outside the Institute as resolved by the EMAS Italia Committee and the Registration procedure under Regulation EC 761/2001.

The decision to revoke the Management System's Certification shall be notified by the Institute by certified letter.

9.2 Following revocation, the Organisation undertakes to:

- Return or destroy the original CERTIQUALITY certificate.
- Not to use any copies or reproductions thereof.
- Remove from the letterhead, technical documents and advertising materials any and all references to or symbols of the CERTIQUALITY Certification.
- Notify customers, particularly with reference to call for tenders, by the same means used to inform them of the attainment of the Certification.

9.3 Moreover, the Institute shall delete the Organisation from the Registry of certified Organisations.

In the case of revocation due to administrative problems, the Organisation, which pays for her arrears, may request reinstatement of the Certification.

The withdrawal of the Certification shall not entitle the Organisation to reimbursement of the amounts already paid of any kind and entails payment of a penalty, as set forth in Section 12.1.

10. WAIVER TO THE CERTIFICATION

The Organisation may waive its Management System Certification:

- a) At the end of the three-year period, by providing formal notice of its intention at least 3 months in advance.
- b) In the event of amendment of the reference standards, as set forth in Section 4.5 of these Regulations.
- c) In the event it disagrees with the reviews of these Regulations.
- d) In the event it disagrees with the amendments of the financial terms defined by the Institute.
- e) In the event of: cessation of activity or transfer of the Company branch, to which the Certification of the Management System refers, to a different juridical subject, legal provisions, bankruptcy or winding up of the Organisation).

If the waiver originates from the transfer to a different juridical subject, the Contract shall continue to be valid until the end of the three-year period, subject to verification by the Institute of the maintenance of all the conditions that led to certification.

In cases b), c) and d), notification shall be sent by the Organisation no later than 1 month from the date in which the Institute has notified the amendments.

In cases b), c), d) and e), the waiver shall become effective from the date on which the Institute gives notification of its acknowledgement of the waiver, with contextual termination of Certification validity.

In the event of waiver, the Organisation shall comply with the obligations set forth in Section 9.2.

In the event of waiver for reasons other than those listed above, the Organisation shall pay a penalty, as set forth in Section 12.1.

11. CONFIDENTIALITY

All records (documentation, letters and communications) relating to the activities connected with the Certification of the applicant Organisation's Management System shall be regarded confidential and made available only in accordance with the provisions of the agreed internal procedure.

All collaborators of the Institute who come into possession, while performing their work, with the aforementioned documents shall be obliged not to divulge them.

Access to and consultation of certification-related documents is reserved to those Institute functions, involved in the Certification course, the certified Organisation and the accreditation and control Bodies. In the case of information relating to the Organisation must be disclosed under legal obligations, the Institute shall give notification thereof to the Organisation.

Except in these cases, CERTIQUALITY will not disclose information on certified Organisations without the authorisation of same.

The Institute in any case operates in full respect of the provisions set forth in Legislative Decree 30 June 2003, no. 196 (processing of personal data).

12. FINANCIAL CONDITIONS

12.1 Fees

The Certification offers prepared by the Institute are based on the financial principles and criteria defined by the Board of Directors.

Contracts have three-year validity and renewal rules are defined in the specific contract signed by the parties.

As provided by Sections 9 and 10 of these Regulations, the Organisation is obliged to pay the Institute a penalty of 1.000,00 Euro in the event of waiver and revocation, of the Certification.

All requests relating to the amendment of the audit schedule, made by the Organisation, may entail the payment of a supplementary fee, which shall be defined in accordance with the higher expenses incurred.

If the request is made in the 5 working days prior to the agreed date, the Institute reserves the right to charge a sum equal to 50% that envisaged for the audit.

12.2 Payment Terms

Fees for the activities carried out in connection with the Certification Registration shall be paid to the Institute according to the instructions provided on the invoices issued from time to time.

Failure to comply with the aforementioned obligations shall entitle the Institute to apply the provisions set forth in Sections 8 and 9 of these Regulations.

13. LIABILITY

The Organisation undertakes to guarantee the completeness and truthfulness of the documents and information made available to the Institute's appointed Auditors.

CERTIQUALITY is expressly exonerated from all liability in the event of lacking or incomplete transmission of data or data that does not correspond to the Company's actual situation.

CERTIQUALITY has the responsibility to verify that the Organisation's Management system is able to effectively manage its compliance with laws and compulsory regula-

tions in relation to the products provided, despite the fact that it does not assume any direct responsibility regarding the adequacy of the technical choices adopted for such reasons by the Organisation which remains the only liable party or the ascertainment of compliance with legal requisites.

The CERTIQUALITY Certification of a Management System does not relieve the Organization from the legal obligations originating from the supply of products, processes and services nor from the Organization's contractual obligations with its customers, with the exception of any Institute responsibility or guarantee obligation.

More specifically, the parties agree that the Institute shall not be responsible for defects of products, processes and services supplied by the Organization to third parties; in the cases referred to Decree no. 206 dated 6.09.2005 (Consumer Code) and in Directive EEC 85/374, disciplining the liability for damages caused by defective products; nor for systemic or occasional behaviour of the Organization in violation of laws and/or Regulations.

The Institute shall not be liable for inadequacies or damages of any kind originating from the Organization's activity or by its products, processes or services.

14. APPEALS

The Organisation may appeal against the Institute's decision of revoking the Certification, explaining the reasons for its disagreement to the Institute's Council, within thirty days from the receipt of the related notification; the Institute Council shall serve as appeal Body.

The Council shall be convened to examine the appeal and express its opinion within 3 months from the date of receipt.

Expenses shall be paid by the losing party.

15. DISPUTES

The only competent Court for disputes relating to the application or interpretation of these Regulations shall be the Court of Milan.

16. COMPLAINTS

Anyone may submit communications/complaints regarding any behaviour of the Institute or the certified Organisations that may be regarded as not being in line with the reference standards.

Said communications/complaints must be made by letter or fax; telephone communications must subsequently be made in writing by the notifying party.

The Institute undertakes to keep the notifying party informed of the outcome of the notification.

Anonymous communications/complaints will not be considered by the Institute.