

NEUTRALITY AND AUTONOMY: AN INTEGRAL PART OF OUR DNA FOR 150 YEARS

- No stake in development or sale
- A registered Association not listed on any stock exchange
- Sovereign auditing body



TÜV stands for Technischer Überwachungs-Verein (Technical Inspection Association). **For about 150 years**, the Technical Inspection Associations in Germany have been conducting inspections with **maximum professional competence** to minimise risks and prevent damage: initially only for steam engines but soon after for all types of systems, devices and products.

Established **purely as auditing bodies** that do not have any stake in the development, design and sale of the objects to be inspected, **neutrality and integrity** are their core values.

The Technical Inspection Associations undertake **sovereign inspection tasks for the German state** until today.

Absolute autonomy is a defining attribute here: As a registered Association not listed on any stock exchange, TÜV Nord also acts in an objective way **independent of vested interests of investors or associations**, in particular in the fields of safety, environmental protection, climate protection, quality, consumer protection and IT security.

GLOBAL PRESENCE: THE TÜV NORD GROUP

- Present in over 70 countries
- 150 subsidiaries
- 12,500 employees
- Turnover of more than EUR 1 billion
- 30,000 customers in the field of system certifications
- 40,000 certified systems



We are located very close to you – on all continents. 12,500 employees work as safety and security experts and technology consultants in the 150 subsidiaries of TÜV Nord spread across more than 70 countries on all continents. With a turnover of more than EUR 1 billion, we are **one of the largest service providers in the field of technology, safety and security.**

Our goal: protecting human beings, the environment and

material assets from risks and hazards caused by procedures and processes, products, technical devices and systems.

To achieve this, we bring in all our know-how in the fields of consulting, engineering, qualification and testing and – last but not least – certification services.

PARTNER AT EYE LEVEL: FOR MULTINATIONAL COMPANIES

- 3.000 auditors worldwide
- Uniform methodology
- Centrally controlled project management
- Consistently high audit quality
- Group-wide certification programmes



As one of the leading certification bodies, we offer accredited conformity assessments for products, services, systems and human resources. We have a strong local presence across the globe. We **speak the language of each country and have precise awareness of the local requirements and cultural circumstances.**

Our salaried local auditors have the same high level of training and operate with a uniform methodology in a manner that is **free from conflicts of interest.**

They are the key to a consistently high level of audit quality and ultimately for providing an extremely **economical solution.**

Coupled with professional, centrally controlled project management, this makes us the ideal **partner for group-wide certification programmes in international companies** having multiple locations. This is especially true for integrated multi-standard certification projects.

COMPREHENSIVELY ACCREDITED: TÜV NORD CERTIFICATES ARE ACCEPTED EVERYWHERE

- Fully accepted by all relevant accreditation bodies
- Credible compliance documentation
- Total legal security



We are accredited by all relevant national and international accreditation bodies: our audits are accepted everywhere. **Global acceptance** of the certificates issued by us is guaranteed.

With the objective assessment and certification of their systems by TÜV Nord, our customers provide a credible documentation of their **compliance to authorities and stakeholders**.

Successful certification by TÜV Nord certifies the **conformity of the audited processes with the applicable legal regulations**, thus creating legal security.

EXTENSIVE PORTFOLIO: CUSTOMISED SYSTEM CERTIFICATION

- General standards
- Industry-specific standards
- Multi-standard certifications
- Group-wide certification programmes



We certify management systems in accordance with general standards in the fields of **quality, safety, environmental protection, consumer protection, IT security and climate protection.**

We certify industry-specific standards in the fields of **energy, industry, infrastructure as well as people and environment** ("Resources 4 Life").

We also offer combined certification services simultaneously at many different locations in different continents.

We have **special competency in the aviation and aerospace industry, and in the railway and automotive industry.** Our clients include SMEs as well as global players.

LISTENER AND DRIVING FORCE:

OUR AUDITORS ARE DEDICATED SERVICE PROVIDERS

- Understanding as the basis of optimisation
- Salaried, local auditors
- High competency level
- Clearly-structured audit plan and professional project management



We consider ourselves to be service providers, and not 'standards police'. We want to help our customers **maximise the efficiency of their management systems** and their processes in conformity with standards and in a cost-effective and time-saving manner. However, this can happen only if we understand the goals of our customers, the associated processes and, last but not least, the people who actually implement these processes.

Hence, every certification process of TÜV Nord always starts with **a personal acquaintance of all relevant project team members** on the part of the customer and the auditors. This is why we invariably constitute teams of auditors, **who speak the national language of our customers**.

We know that an audit report, which is meant to be the real

foundation for improvements, can never be the result of a purely technical and analytical consideration. Naturally, **high professional competence and technical and analytical skills** are the basic prerequisites for auditors. For a certification body like TÜV Nord, which is rooted in the tradition of German engineering, these qualities are as mandatory as a structured audit plan and professional project management.

First and foremost however, our auditors are people who **listen and understand**. You can concentrate on optimisations only if the human dimension of mutual cooperation is on the same wavelength. This is because an audit, which is supposed to bring light to the darkest nooks and corners of a company, requires **trust, and not presumptuousness**.

IMPROVED PROCESSES: RESULT OF OUR AUDIT REPORTS

- Maximum transparency as principle
- Best possible usability of audit reports
- Demonstration of all options and possibilities to exert influence



We consider every certification process to be a joint project with our customers. Hence we ensure **maximum transparency** in everything we do – **in the results and obviously also in project organisation** right from the kick-off until the certificate is issued.

Interfaces are always clearly defined, communication paths are unambiguous, contact persons are known and reachable whenever needed. Via a secured access, we provide the authorised project members on the customer side with all information about the audit process and its results. This includes full information and detailed analyses of all conformity deviations (“non conformities”), a comprehensive **analysis of strengths and weaknesses**

within the audited system, the region and the location as well as **internal benchmarking**.

We identify best practices and point out **possibilities for improvement**. We would like the findings from our audits to facilitate our customers in designing their **processes not only conforming to standards but also faster and more efficient**.

For us, transparency also means that we show our customers **room to manoeuvre**, which provides **options and possibilities** to exert influence in the certification process, for example for using sampling procedures or for carrying out computer-aided audit interviews through video conferencing.