Certification Scheme
EN 1090 / ISO 3834

TÜV NORD Scandinavia AB
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1 Scope

TÜV NORD Scandinavia AB is a subsidiary of TÜV NORD Group. TÜV NORD Scandinavia AB is an established independent inspection and certification body with accreditation number 5749 and notified body number 2529, accredited by SWEDAC according to ISO 17020, 17024 and 17065.

We also perform inspection and certification assignments at material suppliers based on our own and German accreditation.

This Certification Scheme describes the activities of TÜV NORD Scandinavia AB, hereinafter referred to as TÜV NORD, conducts within business unit Manufacturing Technology for certification against the following standards:

- SS-EN ISO 3834-2:2021
- SS-EN ISO 3834-3:2021
- SS-EN ISO 3834-4:2021
- SS-EN 1090-1:2009+A1:2011

The standards, together with this certification scheme, form the basis of assessment against which audits are conducted, and certificates are issued.

Certification is carried out within the framework of TÜV NORD's accreditation as a certification body according to SS-EN ISO/IEC 17065:2012. Certification of the manufacturer's Factory Production Control (FPC) system is carried out within the framework of TÜV NORD's role as a Notified Body (No. 2529) for tasks according to the Construction Products Regulation (EU) No. 305/2011 och 2024/3110 (CPR).

2 Definitions

The definitions from ISO 9000:2015 "Quality management systems - Principles and terminology" are applied in this document with the following clarifications and additions:

Nonconformity	An observation of such nature that it is considered to have a direct negative impact on the functioning, effectiveness or quality of the management system on the customer's products, processes, services or activities.
Central management function	A part of the head office where operational control and authority from the organization's top management is exercised over each site in a multi-site organization.

Certification Scheme	A summary of the certification process with requirements for the organization seeking certification by TÜV NORD.
Certification scheme	A standard/document against which audits are conducted and certificates issued.
Certificate	A declaration of conformity with a given standard and this technical instruction.
Certificate holder	A customer who has a valid agreement with TÜV NORD and is the holder of a valid certificate.
Certificate owner	The body that issued the certificate.
FPC	"Factory Production Control", the manufacturer's management system for the control and management of factory production.
Industrial sector	Grouping of activities by EA codes.
Customer	The organization/party applying for certification of its management system.
Multi-site customer	An organization with a central management function that plans, controls and monitors overall aspects of the business. Associated sites are part of a network that fully or partially perform services or production. The central management functions do not need to be located at the organization's headquarters.
Registration	The granting of certification and the registration by the client regarding the assessed activities, scope and organization; and the publication of the scope of the certificate.
Audit plan	Document specifying the date, time, location, objectives and processes to be audited.
Advisor	External person who does not have a formal role of responsibility in the organization, whose involvement is limited to the development and/or implementation of the management system.

Site	The location or place where the customer's business is conducted, which may be permanent or temporary. A site is equivalent to a local manufacturing location, local sales office or a department in a larger organization where several departments have similar activities.

3 General information

3.1 Agreement and scope

When a request for certification has been received, accepted and offered by TÜV NORD, a contract is concluded between TÜV NORD and the customer with reference to this certification scheme. The customer thereby undertakes to comply with the requirements set out in the certification scheme and thereby entrusts TÜV NORD to carry out certification in accordance with this certification scheme.

By entering into this agreement, the customer ensures that the same application for certification has not been submitted to another certification body/notified body. TÜV NORD shall be informed in writing if the intended system has been subject to a comparable certification by another certification body/notified body, and shall be informed of the result of this audit.

Through its accreditation, TÜV NORD is obliged to comply with the requirements issued by the accreditation body Swedac and the notifying authority, according to which TÜV NORD is accredited/notified. These requirements are not directly applicable to TÜV NORD's customers but can be transformed into requirements for the customer via this certification scheme and/or regulations issued by the authority.

If a norm/standard and/or other rules/guidelines established by a regulatory authority contain additional requirements/information which contradict the provisions of this document, the provisions of the relevant norm/standard or rules/guidelines established by the regulatory authority apply.

3.2 Confidentiality and conflicts of interest

TÜV NORD is responsible for ensuring the confidentiality, impartiality and independence of all personnel working on behalf of TÜV NORD. Information collected and communicated during the execution of the assignment is treated as confidential information according to the TÜV NORD Quality Manual. If the customer requires the signing of an individual confidentiality agreement, such an agreement shall be established between TÜV NORD and the customer. After completion of the assignment, the documented information provided by the customer shall be returned or destroyed.

In the following cases, TÜV NORD's principles of secrecy and confidentiality are exempted:

- Swedac or another accreditation body has the right, within the framework of its mandate, to review certification assignments with associated documentation.
- If a decree obliges TÜV NORD to provide the authority with information about the assignment, TÜV NORD shall fulfil these requirements.

3.3 Transfer of a certificate from another certification body

When transferring a certificate from another accredited certification body/notified body to TÜV NORD, it is examined whether the certificate can be transferred directly, or whether a new certification process needs to be initiated and then in what steps and to what extent this should be undertaken.

In case of a positive assessment, or based on the results of a new certification audit, a renewed certificate is issued according to chapter 4.5.

For non-conformities and corrective actions not accepted by the certificate owner, a verification audit shall be carried out by TÜV NORD before transfer of the certificate. The scope of the verification audit shall be limited to the extent of the non-conformity, unless there is reason to extend it.

3.4 Multi-site with spot-check sampling

Depending on the scope of the audit, the certification standard and the client's organization and operations, multi-site with spot-check sampling may be used as a method to streamline audits for clients with multiple locations or departments with similar operations.

3.4.1 Criteria for the application of the methodology

The activities and processes at all sites must be substantially similar in nature and methods. Organizations that operate through linked processes in different sites are also eligible for the methodology provided that selection is made from all parts of the linked processes.

- Sites do not need to belong to the same legal entity but must have a legally binding agreement with the central organization for certification.
- Designated sites shall follow a common management system.
- The central organization shall be able to demonstrate its ability to collect and analyze results from designated sites.
- The management system shall be included in the internal audit of the central organization. The central organization is therefore entitled to require each site to take corrective action when necessary. Where appropriate, this should be set out in a formal agreement between the central organization and the sites.

The selection of sites shall ensure that all the risks, processes and activities included are representative of the company.

The customer may choose not to certify all sites at the same time but allow them to be added to the scope of the certificate gradually. The extension must be ordered in advance and the audit scope must be

extended as necessary. If several sites join at the same time, they can, if they fulfil the other requirements, be treated as a separate group for selection sampling.

3.4.2 Limitations of the methodology

Exclusions of sites within the scope of the certificate shall be notified prior to the start of the audit. The organization may not exclude any site from the scope of the certificate due to an unresolved non-conformity during the certification process.

Examples of organizations for which multi-site sampling is not possible:

- Many local requirements to be addressed, e.g. operations with varying legal requirements for different sites.
- Complex operations or operations undergoing change.

Examples for which TÜV NORD **does not** apply spot-check sampling:

- Organizations with operations outside the EU
- Organizations with design responsibility at several locations/sites (the sites are excluded from the sample selection)
- Organizations undergoing reorganization
- Organizations receiving a lot of public attention where mistakes could cause major damage and jeopardize the confidence of the certification.
- Certificate of compliance with EN 1090-1.

3.5 TÜV NORD Certification Web, “Portalen”

For TÜV NORD's certification activities, a web-based platform has been developed, “Portalen”. The system is used for documentation of the entire audit process and is the platform in which TÜV NORD's communication with the customer is maintained before, during and after the audit.

The customer's contact person(s) receives login details that give access to all ongoing and completed assignments. Through Portalen, the customer can:

- Follow the certification assignment through its different phases
- Upload documents for the implementation of the assignment
- Download documents related to the assignment (audit plans, audit programs and certificates)
- Respond to non-conformities and follow their status

4 The certification process

The audit and certification process is a systematic and independent examination of the client's operations to determine whether the client's processes, activities and results are consistent with the criteria on which the audit is based and whether the operations can effectively fulfil the applicable requirements, policies and related objectives.

The purpose of the audit is to

- Find consistency between requirement documents, the management system and the organization.
- Determine the effectiveness of the management system as a tool for controlling the company's processes and ability to fulfil applicable requirement documents, policies and objectives.
- Verify the customer's legal compliance based on the management system implementation in the organization
- Identify opportunities for improvement
- Assessing whether a certificate should be issued

The audit and subsequent certification shall be based on an impartial and objective assessment of the customer's documentation and procedures against the requirement documents to which the certification relates.

4.1 Scope of the management system

Sites included in the scope of the certificate shall be under the control of the client and may range from large project management sites to smaller offices, service- or installation sites. The need to visit such sites and the scope of the audit is based on an evaluation of the risk of deficiencies in the customer's management system regarding these sites.

When determining the audit period, these sites shall be considered and audited during the validity period of the certificate. The sites included in the selection shall represent the scope of the certification, the size of the sites, the type of activities and processes, and the type of risks represented in the organization at all its stages.

4.2 The tendering process

4.2.1 Request for quotation

In the case of a request for quotation, TÜV NORD collects the information necessary to determine the scope of the assignment. The Customer shall inform TÜV NORD of the scope of the assignment in such a way that no misunderstandings can arise. The overall information provided shall give unambiguous and

necessary information about the customer and the activities/processes/products for which certification is sought.

If the customer's request is declined, TÜV NORD shall inform the customer in writing and state the reason for declining the request.

4.2.2 Quotation and man day calculation

If the customer's enquiry is accepted, TÜV NORD will offer the requested certification services. TÜV NORD's certification scheme and general conditions shall be attached to the quotation.

The method for calculating the scope of the audit is governed by regulations from the International Accreditation Forum, IEA. The calculation is based on, among other things, the following information about the customer's operations:

- Included staff
- Number of sites, locations
- Complexity of the operation
- Number of standards covered by the certification and their integration

Included personnel refers to the number of employees and includes all personnel (permanent, temporary and part-time) involved in the management system. Where contractors/subcontractors carry out work or work-related activities that are under the control or influence of the client, these personnel shall also be included if they can be considered to affect the performance of the management system.

Consideration shall be given to personnel working part-time or where a group of personnel perform the same type of repetitive and equivalent tasks. The main objective is to audit the process and the performance of the management system. Where shift work is present in the client's operations, the audit shall include these shifts to an appropriate extent.

4.2.3 Initiation of assignment

If the quotation is accepted by the customer, TÜV NORD archives evidence of the customer's acceptance of the quotation and thus the certification agreement entered into. The Customer is registered in the TÜV NORD Portalen and an audit team is appointed. The composition of the audit team is determined by the purpose, scope and complexity of the assignment, taking into account the offered implementation.

The Customer shall be notified of the composition of the audit team and may object to the appointed auditors and audit manager. The reasons for the objection must be communicated to TÜV NORD within five (5) working days of the date on which the audit team was notified to the customer.

Documentation for self-audit in the form of checklists for the current certification scheme can be sent to the customer in connection with acceptance of the offer. The checklists are finalized by the customer and reviewed by TÜV NORD in connection with the document review prior to the audit.

4.3 Planning of the audit

4.3.1 General

TÜV NORD shall attempt to coordinate the audits and the composition of the audit team so that the implementation is conducted at the same time and streamlined as far as practicable without affecting the quality, purpose and objectives of the audit.

If, during the planning or execution of the audit, it is shown that the information provided by the customer in the quotation process is incorrect, incomplete or has changed, TÜV NORD reserves the right to recalculate the scope of the necessary audit time based on the new information.

No later than 3 months before the agreed audit, the Customer shall be contacted by TÜV NORD to be informed of the date and time of the audit. The date of the audit is determined by TÜV NORD taking the Customer's wishes into account.

4.3.2 Audit program

When designing the audit program, the significance of the processes and sites to be audited and the results of previous audits are taken into account. For follow-up audits, the scope of the audit shall be ensured in relation to any changes that have occurred in the customer's operations.

4.3.2.1 Audit program for EN 1090-1

The audit program for EN 1090-1 follows the audit cycle given in EN 1090 1:2009+A1:2011, Table B.3, for the relevant execution class. The follow-up audit shall be carried out within 9 to 12 months after the Certification audit, any delay in the timing of a follow-up audit has no impact on the timing of subsequent audits. If no major non-conformities are noted during the audit, or changes as per a-f below occur, the interval between follow-up audits may be increased as per Table 1.

a) changes in FPC systems related to processes affecting the declared characteristics of the product
b) changes to personnel whose work affects the declared characteristics of the product
c) changes in manufacturing methods affecting the declared characteristics of the product
d) changes in equipment used in the manufacturing process that may affect the declared characteristics of the product
e) changes in constituent components which affect the declared characteristics of the product

f) changes in subcontractors whose products/processes affect the manufacturer's product and declared characteristics

Audit cycle for inspections of the manufacturer's FPC system										
Execution class	yr.0	yr.1	yr.2	yr.3	yr.4	yr.5	yr.6	yr.7	yr.8	yr.9
EXC1 och EXC2	CA	FA	VA	FA	VA	VA	FA	VA	VA	FA
EXC3 och EXC4	CA	FA	FA	VA	FA	VA	VA	FA	VA	VA
	Interval between audits by the manufacturers FPC after ITT (yr.)									
EXC1 och EXC2	1 - 2 - 3 – 3									
EXC3 och EXC4	1 - 1 - 2 - 3 – 3									
CA = Certification audit, FA = Follow-up audit, VA = Verification audit										

Table 1: Table B.3 EN 1090-1:2009+A1:2011

If one or more major non-conformities are found during an audit - and after correction of this/these - the interval for follow-up evaluations shall revert to the one that applied after the first check according to Table 1, i.e. starting again from year 1 of the audit cycle.

If it becomes known that the manufacturer has made significant changes to premises or production equipment, introduced new processes, materials or WPQRs, or changed the responsible welding coordinator, without informing the certification body, an additional follow-up audit shall be carried out as soon as possible

4.3.2.2 Audit program for EN ISO 3834

The audit program for EN ISO 3834:2021 normally follows Table 2: Audit cycle according to EA-6/02 M:2022. The follow-up audit shall be carried out within 12 months from the date of certification ± 3 months, any delay in the timing of a follow-up audit has no impact on the timing of subsequent audits. Provided that no major non-conformities are noted during the follow-up audit, it can be ensured that the customer complies with its management system and evaluates the functioning and effectiveness of the system, and that no significant changes as described in a-f below have occurred, the interval between follow-up audits at the manufacturer's premises may be extended to a maximum of 36 months.

a) changes in the customer's quality management system
b) changes in personnel whose impact affects the product or the management system
c) changes in quality-affecting manufacturing processes
d) changes to equipment used in the manufacturing process
e) changes in constituent components/products
f) changes in subcontractors' quality-affecting products/processes

Audit cycle for EN ISO 3834:2021					
Yr. 0	yr.1	yr.2	yr.3	yr.4	yr.5
CA	FA	VA	FA	VA	RC
CA = Certification audit, FA = Follow-up audit, VA = Verification audit, RC = Re-certification					

Table 2: Audit cycle according to EA-6/02 M:2022

If one or more major non-conformities are noted during an audit, the interval between follow-up audits shall revert to 12 months until the certification body can make a risk-based judgement that the interval can be extended again.

Certificates according to SS EN ISO 3834 are valid for 5 years, in the 5th year a re-certification is performed with the purpose of renewing the certificate for another 5-year period. The scope of the re-certification shall therefore correspond to that of the certification audit.

4.3.3 Document review

Prior to the audit, a document review of selected parts of the customer's management system is carried out. Depending on the results of the document review, the audit manager shall decide whether the audit can be carried out as planned or whether changes need to be made. The decision depends on the nature and extent of any non-conformities.

4.3.4 Audit plan

The audit plan is drawn up in TÜV NORD Portalen and sent to the customer no later than 1 week before the audit is carried out. The audit plan shall cover the scope required to validate the management system's ability to fulfil the applicable certification standard and manage the risks identified in the customer's operations.

Where the client's operations involve shift work, the audit shall include these shifts to an appropriate extent. As a main rule, one shift shall be audited during normal office hours and one additional shift shall be audited during other times of the day.

4.4 Audit

TÜV NORD distinguishes between the following audits:

Certification audit
Certification audits are carried out when the customer has not previously been certified against the relevant certification scheme. The scope of the certification audit should never be less than 1.0 man-days.

The purpose and objective of the audit is to determine, through interviews and document review, whether the management system complies with the certification scheme.

The audit shall perform the following activities:

- Review of the management system documentation
- Collection of information on the location of the operation, infrastructure and equipment
- Review of the management system to determine whether it has the capability to fulfil the requirement elements of the certification scheme
- Obtaining information on the applicable requirements for the activity
- Interviewing staff on the extent to which the management system is implemented.
- The implementation and application of the management system.

The results of the audit and the conclusion of the audit team shall be summarized in an audit report and communicated to the client.

Follow-up audit

In order to maintain the validity of the certificate, continuous follow-up audits of the customer's management system are carried out. The frequency of the follow-up audits follows the current audit program and the audit manager's recommendations, or the customer's possible requests for more frequent intervals. The scope and performance of the audit is determined by the relevant certification standard. The audit is carried out on a selection of requirement elements and/or key processes determined by the audit manager. The objective of the follow-up audit is to ensure the ability of the management system to continuously fulfil the requirements of the certification scheme over time.

Re-certification audit

The purpose of the re-certification audit is to provide confirmation of the conformity, effectiveness and appropriateness of the management system to the scope of operations relative to the certification scheme. The objective of re-certification is to confirm the ability of the management system to fulfil requirements and deliver expected results over time and that the system is relevant and applicable to the scope of the certification.

At least 3 months before the certificate loses its validity, TÜV NORD shall contact the customer to agree on the terms and date of the audit. The results of previous audits will determine the scope of the re-certification audit. In order to maintain the customer's certificate, the audit should be carried out at least one month before the certificate loses its validity, so that there is time for review and cancellation of any non-conformities.

Verification audit

During a verification audit, any changes in the customer's FPC system shall be audited. In order to

determine the scope of the audit, the manufacturer shall be asked to declare current information in the technical follow-up, see Appendices 5 and 6. Additional information can also be asked for. Experience from previous audits shall also be taken into account. Depending on the scope of the changes, the verification audit can either be carried out as a document review, a remote audit or performed on site at the customer's premises.

The verification audit is a supplementary audit carried out at the customer's premises to assess a particular process or part of the management system and is part of the audit program for EN 1090-1 and EN ISO 3834 respectively. The audit can be required for, but not limited to, any of the following reasons:

- Complaints concerning the certified client
- Significant changes in the client's organization, operations or management system
- Revocation of the certificate
- Verification of corrective action in response to non-conformity during regular audit
- Verification of actions against a possible breach of law

The audit manager decides on the need for a verification audit and its scope in each individual case. If the audit is deemed necessary for the maintenance of the certificate, the customer is notified of the decision in writing. If the customer opposes the performance of the audit, TÜV NORD reserves the right to revoke or cancel the certificate.

4.4.1 Performance of the audit

4.4.1.1 Opening meeting

The audit begins with an opening meeting, the purpose of which is to introduce the audit team and share information about the conduct of the audit and to establish the proposed working method and audit plan.

4.4.1.2 Information gathering

Auditing is carried out as a spot-check sampling exercise during which the audit team will seek evidence of the management system's implementation, efficacy and efficiency, and compliance with the current certification scheme. The core of the audit is therefore based on interviews and observations of the client's staff and its activities compared to its procedures.

An audit may, by mutual agreement between the certification body and the client, be partly conducted using information and communication technology (ICT) tools. ICT can be used, for example, to streamline the conduct of the audit when the client's processes and/or personnel are geographically dispersed.

Before deciding to use ICT for all or part of an audit, an analysis of the risks and opportunities of this approach should be carried out. Both the scope of ICT use and the appropriate technology must be adapted to each client's operations and current conditions. Processes whose efficiency and function cannot be effectively demonstrated through ICT shall always be physically audited.

When using ICT in an audit, requirements regarding e.g. security, confidentiality, data protection and competence must also be met, according to IAF mandatory documents.

The audit team shall conduct the audit in accordance with the audit plan. If the audit team deviates from the audit plan, this shall be done in consultation with the client. Major changes that mean that the intended processes cannot be audited must be noted and followed up during a verification audit.

If the audit is conducted over several days, the audit team shall inform the customer of any observations after the end of the audit day. Any deviations are raised at the closure meeting.

4.4.1.3 Closure meeting

The audit is concluded with a closing meeting during which the audit manager presents the audit report, the client is informed of the audit team's recommendations, observations and possible points of improvement. At the least the organization's management and quality staff shall be invited to and participate in the closure meeting. The client decides whether all interviewed staff should participate.

4.4.1.4 Audit report

Upon completion of the audit, the audit manager prepares an audit report. The audit report is drafted in the TÜV NORD Portalen unless otherwise agreed between TÜV NORD and the Customer.

The audit team's recommendation regarding endorsement of certification is based on whether the management system is deemed to be implemented, effective and all requirement elements are fulfilled or are deemed to be able to be fulfilled by rectifying non-conformities.

4.4.2 Observations

4.4.2.1 Observation report

In the event that an opportunity for improvement or non-conformity with the certification scheme is observed, the auditor shall prepare an observation report. In the observation report, the observations are categorized as good examples, point of improvement, comments and major or minor non-conformities.

I. Good examples
A method, practice or approach that has been shown to work well and produce good results and is therefore highlighted as a possible example. It is a successful experience that has been repeated and deserves to be shared so that a larger number of people can learn from the approach.

II. Point of improvement
An observation, the content of which does not contradict the assessment basis but should be considered by the client as changes to the process/activity have the potential to improve the organization.

III. Comment
An observation that has or should be discussed further, or addressed during the next audit.

IV. Major non-conformity
An observation describing a deviation from the basis of assessment, the consequence of which could be one of the following;

- Major financial impact
- Failure to fulfil the purpose of a system/method/process
- Have a direct negative impact on product quality
- Breach of law
- Absence or lack of implementation of a system/process

A major non-conformity can also be noted in case of repeated minor non-conformities in the same area, or when a minor non-conformity from a previous audit has not been corrected.

The client representative accepts the non-conformity verbally and, in consultation with the audit manager, determines the time needed for the completion and implementation of the corrective action. The maximum time allowed for the correction of the non-conformity is 3 calendar months calculated from the date the non-conformity was observed.

In case of a major non-conformity, the basic rule is that a re-audit shall be performed to verify the implementation and effectiveness of the corrective action. Exceptions may be accepted but must be justified.

If one or more major non-conformities are noted during an audit, the interval between follow-up audits shall revert to 12 months until the certification body can make a risk-based judgement that the interval can be extended again.

V. Minor non-conformity
An observation that describes a non-conformity with the assessment basis but is not classified as a major non-conformity, e.g. single minor deficiencies against the company's own requirements or management system.
The audit manager decides on a case-by-case basis whether a re-audit needs to be carried out or whether the written report on cause analysis and corrective action is sufficient. If a re-audit is deemed necessary, the client is informed in writing of the basis for the decision.

4.4.3 Verification

The company shall, within the agreed time, record the cause analysis and corrective action intended to remedy the non-conformity and, where appropriate, attach any supporting documented information. The documentation is written and registered in the TÜV NORD Portalen.

If a re-audit is required, this must be carried out within a maximum of 3 months from the date on which the non-conformity was observed. If the specified period is exceeded, the certification process will be stopped with the implication that a renewed certification audit must be carried out for the issue of a certificate.

If the customer's measures are judged to be insufficient, the customer shall be informed of and on what grounds the decision was taken and given the opportunity to correct the non-conformity management within the applicable time to fulfil the relevant requirement element.

If the customer fails to provide relevant evidence within the specified time, TÜV NORD reserves the right to suspend the certification process or cancel or withdraw the certificate.

4.5 Certification

4.5.1 Summary

Upon completion of the audit and approval of any non-conformities, the audit manager communicates the audit findings to the assignment manager.

4.5.2 Review

During a technical review, a decision is made on the certification of the client's management system or, alternatively, the renewal, extension, suspension or withdrawal of their certificate.

If certification is not recommended or is rejected by the auditor, the audit manager must be informed of the reasons for the decision. The audit manager shall supplement and rectify the reported deficiencies to the extent required by the specific situation. If necessary, the client is informed of the decision and the reasons for the decision.

4.5.3 Certification

If the technical reviewer decides to accept the audit manager's recommendation for certification, TÜV NORD shall issue a certificate against the applicable certification scheme.

4.5.4 Administration

After issuance of the certificate, the lead auditor shall inform the customer of the certification decision and send the certificate and TÜV NORD's certification logo for the applicable certification scheme, as well as forward TÜV NORD's customer survey to the customer.

5 Provisions for certified organizations

5.1 General

The customer is obliged to comply with this certification scheme for the performance of the audit and for the duration of the validity of the certificate.

The Customer thereby undertakes to provide the necessary resources and ensure that TÜV NORD has full access to all relevant documentation, has access to relevant premises and the company's equipment, including any subcontractors whose services/products are included in the management system to be certified.

The customer shall also:

- Inform TÜV NORD of any changes to the sites included in the certificate
- Instruct TÜV NORD's auditors on the safety regulations applicable within the company and provide them with reliable safety equipment as the situation requires.

- Actively contribute to keeping the register of customers up to date, also between audits.
- Ensure that advisors limit their involvement to an observer role.
- Be able to demonstrate the effectiveness of the management system before the certification audit.
- At the request of TÜV NORD, accept the participation of observers in the audit.
- Ensure compliance with the requirements of the applicable certification scheme and implement appropriate changes to the certified system as agreed with TÜV NORD
- Immediately investigate and take appropriate action on complaints and any deficiencies affecting the certified system/process/product.
- Continuously document and maintain a register of all known complaints and non-conformities for the systems/processes/products included in the scope of the certificate and make this register available to TÜV NORD upon request.
- Inform TÜV NORD of any incidents or complaints that may affect confidence in certification. This also includes events that indirectly affect operations within the scope of the certificate
- Fulfil the requirements of the certification scheme when referring to the certificate in communication such as documents, brochures or advertising,
- Using the information about the certification responsibly so that confidence in the certificate is maintained.
- In case of suspension or termination of certification, cease the use of all communication material containing any reference to the certificate and take actions required by this Certification Scheme.
- Fulfil the requirements prescribed by the certification scheme on the use of the mark of conformity
- Monitor its systems/processes of labelled products continuously for compliance with the essential requirements or conditions for the validity of the certificate and carry out the necessary tests.
- If the certificate is for ongoing production, ensure that the certified product continuously fulfils the specific product requirements.

Failure to do so may result in suspension or revocation of the certificate according to Chapter 6.

5.2 Multi-site

The customer may not exclude any site from the scope of the certificate due to unmanaged non-conformity during the certification process. Exclusions of sites within the scope of the certificate shall be notified prior to the start of the audit.

When non-conformities are identified, either by internal or external audit, the organization shall investigate whether the identified non-conformity affects the management system as a whole and whether it affects any of the other sites. In cases where the non-conformity is likely to occur at more than one site, action shall be taken and verified at all sites concerned. If a non-conformity is only dealt with at one site, it must be possible to describe the reason for this to TÜV NORD at the next audit. If similar non-

conformities are repeated for different sites, TÜV NORD shall increase the scope of the audit in terms of the number of sites visited.

When defining the scope of the certificate, the customer/organization must clearly show also externally which sites are included and which are not included in the certification, for example on websites and marketing material. Certificates may not be issued for any part of the organization if there are non-conformities that are not resolved and accepted within the scope of the certificate.

5.3 Changes in the customer's system/process/product

The certified customer may apply for changes to the scope of the certificate or the registration of the customer. TÜV NORD decides in each individual case whether further assessment is to be carried out and/or a new application is required.

The customer shall inform TÜV NORD immediately in writing of any changes to the certified system/process/product(s) that may affect compliance with the applicable certification scheme or conditions of validity of the certificate. The Customer shall accept verification audits as a result of changes to the certified system/process/product(s) if TÜV NORD so decides. The Customer shall immediately report to TÜV NORD any defective products covered by the certificate.

5.4 EN 1090, CE marking and Declaration of Performance

Once TÜV NORD has certified conformity with the conditions of EN 1090-1:2009 Annex ZA, the Customer shall draw up and file a Declaration of Conformity authorizing the manufacturer to use the CE marking.

The customer is responsible for carrying out the CE marking of the product and issuing the Declaration of Performance in accordance with EN 1090-1:2009 Annex ZA.3. The CE marking symbol shall be in accordance with Directive 93/68/EC and shall be visible on the component or on an accompanying label, packaging or commercial documentation.

5.5 Use of the TÜV NORD certification logo

Figure 1: TÜV NORD Certification Logo, MoC

Upon approval of the certification of the customer's system/process, the customer is authorized by the concluded agreement to use TÜV NORD's certification logo in accordance with the conditions set out below.

TÜV NORD's certification logo must not be used in such a way (e.g. in brochures, adverts and the like) that the logo can be interpreted as implying product certification. Examples of improper/prohibited use of certification marks are;

- On a product
- On a calibration certificate
- On an inspection report, laboratory report or other reports that can be seen as a product.

TÜV NORD's certification logo may only be used in unaltered form. To ensure legibility, the logo shall not be printed smaller than 25 x 25 mm.

TÜV NORD is responsible for monitoring the correct use of the labelling, TÜV NORD certificate and certification logo. The correct use of the labelling will be verified during the audit of the customer. If the customer misuses the TÜV NORD's certificate, certification logo or labelling of the product, this may result in the suspension or revocation of the certificate in accordance with Chapter 6.

5.6 Use of the certificate

Authorization to use the certificate applies only to the natural or legal person (the Customer) and the production facilities and products specifically listed on the certificate. If the intention is to relocate a production facility or to transfer it to another natural or legal person, the Customer shall inform TÜV NORD of this in proper time. Only TÜV NORD is authorized to change the certificate or transfer it to a third party

The Customer may only publish and/or use the certificate in its full and unabridged form, indicating the date of issue. Publication or duplication of extracts from reports prepared by TÜV NORD, requires the written authorization of TÜV NORD in each individual case.

The organization shall cease to display, apply and use the issued certificate and the TÜV NORD certification logo in the event that:

- The validity of the certificate expires, is cancelled, or revoked.
- The Customer introduces a change to its system/process/product that affects the suitability of its operation/system/process for registration as certified.
- The Customer fails to implement changes to its operations/management system pointed out by TÜV NORD.

6 Suspension and revocation of certificates

The CEO of TÜV NORD, or his designated representative, has the authority to suspend and/or revoke a certificate and the right to use the TÜV NORD certification logo. Suspension and withdrawal of a certificate applies to all sites included in the certificate.

6.1 Cancellation of a certificate

TÜV NORD may decide to suspend the validity of the certificate in time and space on the following grounds, but not limited to these alone:

- The Customer cannot demonstrate that appropriate corrective actions has been taken in response to nonconformities identified by TÜV NORD.
- Failure to report changes in the customers' business
- The customer improperly uses or misuses certificates or the TÜV NORD trademark.
- The customer neglects its financial obligations to TÜV NORD.
- Certification of the customer is rejected by TÜV NORD.
- Other circumstances which have a negative impact on the customer's business/system/process.

Cancellation of a certificate is announced by TÜV NORD by registered letter or e-mail with delivery receipt and read receipt sent to the customer's contact person. The time period for which a certificate can be cancelled is a maximum of 3 months and is determined by the stated and described deviations. The letter/e-mail shall state the reasons for the suspension and the conditions to be fulfilled by the organization in order to revoke the suspension of the certificate, as well as the time limit applicable in the

specific case. In case of suspension of the certificate, Swedac and other relevant accreditation bodies may be informed in accordance with applicable regulations.

6.2 Withdrawal of certificate

TÜV NORD may decide to revoke a certificate and the right to use the TÜV NORD certification logo on the following grounds, but not limited to

- Actions referred to in sections 6.1 and 6.3 have not been responded to or satisfactorily resolved.
- Standards and/or processes have changed to the extent that the organization can no longer demonstrate compliance with the prescribed requirements.
- The customer ceases to supply the products/services/processes covered by the certificate for 12 months.
- Complaints as specified in section 8 of this document are raised.
- For other reasons, provided that this reason is specifically stated in the certification scheme or formally agreed between TÜV NORD and the customer.

In case of revocation of the certificate, the organization shall cease to use any material containing any reference to the certificate and shall cease to display, apply and use the TÜV NORD trademark.

Withdrawal of the certificate is announced by TÜV NORD by registered letter or e-mail with a delivery receipt and a read receipt sent to the customer's contact person. TÜV NORD publishes the notification of certificate revocation. TÜV NORD will always indicate the current status of a certificate (valid / suspended / revoked) when asked by third parties. In case of cancellation of a certificate, Swedac and other relevant accreditation bodies may be informed in accordance with applicable regulations.

6.3 Corrective actions

If the organization takes appropriate corrective action within the notified deadline that enables TÜV NORD to lift the suspension/withdrawal of the certificate, TÜV NORD shall restore the valid status of the certificate and inform the customer in writing. The corrective action(s) shall be verified by TÜV NORD with the Customer.

7 Changes to this Certification Scheme

TÜV NORD reserves the right to make necessary changes to this Certification Scheme for the maintenance of relevant accreditations/notifications and approvals. In the event of changes to this certification scheme that may affect the customer's certified activities, TÜV NORD shall set a date for the

entry into force of the changes, which shall be chosen carefully so that the customer is given the opportunity to adapt its management system to the proposed changes.

8 Complaints and appeals

Complaints against TÜV NORD's approach and appeals against TÜV NORD's decisions are handled according to the TÜV NORD Quality Manual.

TÜV NORD's website contains a detailed description of the complaints process and information on how to make a complaint. Complaints regarding TÜV NORD's approach and decisions can also be submitted by e-mail or telephone directly to the respective project manager.

In the event that a complaint or request for technical information regarding the customer's management system/process(es)/product(s) is made, TÜV NORD shall acknowledge receipt in writing to the submitting organization and investigate the nature and cause of the complaint and inform the notifying organization.

If the complaint is considered relevant and justified, TÜV NORD shall:

- Inform the customer and require the customer to investigate and promptly respond to the complaint
- Review the customer's corrective action and assess whether the action is considered necessary according to chapter 4.4.3

Depending on the nature of the complaint and the customer's handling of the same, TÜV NORD may also:

- Conduct a Verification Audit according to chapter 4.4
- Act in accordance with Chapter 6

When handling complaints/requests for technical information, TÜV NORD shall respect the Customer's integrity and shall not disclose confidential information received from the customer.

TÜV NORD has no obligation to compensate or reimburse for the financial consequences of proven defects in products/processes/services provided and/or management systems certified by TÜV NORD.

9 TÜV NORD's Committee for Impartiality

To ensure its impartiality, TÜV NORD has set up a committee whose task is to monitor the accredited/notified body's certification and inspection activities and to act as an advisory board on issues

arising. The composition and tasks of the committee are described in more detail in the TÜV NORD Quality Manual

A member of the committee may not participate in the review of assignments concerning the company in which he/she has an interest.