

CERTIFICATION AGREEMENT

By signing this agreement the client enters into a Certification Agreement with Kiwa Ltd (the certification body) and agrees to comply with the following requirements:

- a) the client always fulfils the certification requirements, including implementing appropriate changes when they are communicated by the certification body;
- b) if the certification applies to ongoing production, the certified product continues to fulfil the product requirements;
- c) the client makes all necessary arrangements for:
 - 1) the conduct of the evaluation and surveillance (if required), including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors;
 - 2) investigation of complaints;
 - 3) the participation of observers, if applicable;
- d) the client makes claims regarding certification consistent with the scope of certification
- e) the client does not use its product certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification that the certification body may consider misleading or unauthorized;
- f) upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g. the return of certification documents) and takes any other required measure;
- g) if the client provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
- h) in making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of the certification body or as specified by the certification scheme;
- i) the client complies with any requirements that may be prescribed in the certification scheme, Directive or Regulation, relating to the use of marks of conformity, and on information related to the product;
- j) the client keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to the certification body when requested, and:
 - 1) takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification;
 - 2) documents the actions taken;
- k) the client informs the certification body, without delay, of changes that may affect its ability to conform with the certification requirements. Examples of changes can include the following:
 - the legal, commercial, organizational status or ownership,
 - organization and management (e.g. key managerial, decision-making or technical staff),
 - modifications to the product or the production method,
 - contact address and production sites,
 - major changes to the quality management system.

USE OF CERTIFICATES AND UKCA, UKNI and CE MARKING

Once the conformity assessment requirements for marking have been satisfied, the manufacturer (or authorised representative) must attach the marking to the product or its packaging. There are specific rules for marking for the product, as well as rules for the reproduction of the marking logo.

In general the manufacturer should attach the marking to the product itself but it may also be placed on the packaging, in manuals and on other supporting literature. Rules covering the use of the markings vary depending on the specific Regulation that applies to the product and it is advisable to study the applicable guidance. The following general rules all apply:

- markings must only be placed by the manufacturer - or authorised representative
- the marking cannot be placed on products which are not covered by the relevant Regulation
- when attaching the marking, the manufacturer takes full responsibility for the product's conformity with the requirements of the relevant directives
- the marking must only be used to show the product's conformity with the relevant Regulation
- any marking or sign must not be placed so that they may misconstrue the meaning or form of the marking to third parties
- other markings placed on the product must not cover up the UKCA, UKNI and/or CE marking

Incorrect references to the certification scheme, or misleading use of the certificate, marks, or any other mechanism for indicating a product is certified, found in documentation or other publicity, shall be dealt with by suitable action, which may include corrective actions, withdrawal of certificate, publication of the transgression and, if necessary, legal action.