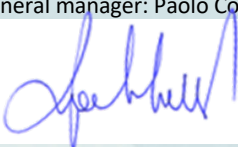




GENERAL REGULATIONS FOR CERTIFICATION MANAGEMENT SYSTEM

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1. INTRODUCTION

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., an independent Slovenian private certification body, has applied for accreditation to SLOVENSKA AKREDITACIJA with recognition from the IAF International Accreditation Forum, according to the criteria prescribed by ISO/IEC 17021-1:2015 for the certification of management systems according to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standards.

The registered and operational headquarters of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is located in: Prvomajsca 28a, 5000 Nova Gorica (Slovenia).

2. GENERAL INFORMATION

These Regulations, published by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. and which form an integral part of the certification agreement, describe the ways in which TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. carries out the certification of the management system and the procedures that organizations must follow to request, obtain and maintain such certification.

You can download the current regulations of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. from the <http://www.tnv-europe.eu> website.

The management systems of the organizations certified by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in accordance with the provisions of this regulation are:

- **ISO 9001:2015: Quality management systems;**
- **ISO 14001:2015: Environmental management system;**
- **ISO 45001:2018: Occupational health and safety management systems.**

The certification must concern the compliance of the management system with the applicable regulations. The organization is responsible for compliance with binding legislation and standards that apply to the services offered. In any case, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. ascertains the existence and effective implementation of an adequate control system, in each company, to determine and manage the legal provisions on the services provided by the applicant. Certification is the ability to ensure that these provisions are effectively enforced.

Access to certification is granted to all organizations without discrimination and is in no way conditioned by their affiliation or non-affiliation to any association or group, unless this is subject to legal measures that prevent the placing on the market of the services offered.

In the context of the application of these Regulations, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. does not provide consultancy services to companies regarding the implementation of its management system, nor the preparation of the related documentation.

The information obtained by the company during the performance of certification activities is considered and treated as confidential information.

The terminology used in this policy is that specified in the terminology standards used in the systems to which the policy relates, in their most recent versions. The certification activities of the management system are carried out in accordance with the organizational regulations. The supervisor is responsible for operational functions. The Decision Manager is responsible for making certification decisions. The Committee for the Safeguarding of Impartiality (CSI) has the function of ensuring and protecting impartiality in certification activities.

3. REQUIREMENTS FOR MANAGEMENT SYSTEM CERTIFICATION

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. issues certification only to those organizations and institutions whose management system has been recognized as fully compliant with the requirements of the relevant standards and, where necessary, with any additional requirements prescribed by the accreditation body (e.g. SLOVENSKA AKREDITACIJA documentation S03, S05, S10, S14, S14d2, etc.). In the context of accreditation, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. must take into account the reference documentation of the accreditation body itself; this documentation is available to interested parties if they contact TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. or if they contact the accreditation body directly (e.g. via the corresponding website). TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. expresses an explicit opinion on the evaluation criteria.

The assessment procedures used by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. are described in these Regulations and must be consistent with the following requirements that apply in such cases:

- a) Conformity assessment - Requirements for bodies assessing and certifying management systems - Part 1: Requirements (ISO/IEC 17021-1:2015);
- b) ISO/IEC 17021-2: Conformity assessment - Requirements for bodies assessing and certifying management systems - Part 2: Qualification requirements for the assessment and certification of environmental management systems;
- c) ISO/IEC 17021-3: Conformity assessment - Requirements for bodies assessing and certifying management systems - Part 3: Qualification requirements for the assessment and certification of quality management systems
- d) ISO/IEC TS 17021-10: Conformity assessment - Requirements for bodies assessing and certifying management systems - Part 10: Qualification requirements for the assessment and certification of occupational health and safety management systems;
- e) IAF/EA guidelines and mandatory documents (e.g., IAF MD 1, MD2, MD4, DM5, DM 11, DM 22, etc.);
- f) Accreditation body regulation (e.g., S03, S05, S10, S14, S14d2).

An organization or institution applying for certification must demonstrate that its management system is fully implemented. To this end, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. requires that the following be taken into account when using a specific management system:

- a) at least one full cycle of internal audits must be carried out;
- b) The management of the organization applying for certification must have conducted and documented at least one review of the management system (performance control);
- c) the objectives and processes necessary to obtain results in line with the customer's needs and company policies have been defined;
- d) Follow-ups and actions related to applicable policies, objectives/targets and requirements have been carried out and recorded;
- e) Continuous improvement measures have been implemented.

The certification applicant/certification recipient agrees to:

- a) That it will comply with the provisions of this Regulation and the special legislation applicable to the individual regime/sector/area;
- b) That it will make available all the data, information and records, to allow access to all areas of the organization and, if necessary, to the areas of any external collaborators who are entrusted with individual activities and to allow contacts with the staff, thus allowing the full and efficient implementation of the evaluation process;
- c) Not to use the certification obtained in an inappropriate, misleading or otherwise suitable way to discredit the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O.; to fulfil the obligations set out in the "General Conditions for the conclusion of the certification contract" and the obligations governing the economic aspects of the certification contract.

The accreditation body (SLOVENSKA AKREDITACIJA) may, as guarantor of the certifications issued by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., require the participation of its observers in the assessments carried out by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., to confirm that the assessment methods used by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. are consistent with the standards prescribed for this purpose. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. and the organisation applying for certification must agree in advance on the participation of such observers. If the applicant organization for certification does not consent to the declared participation, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will stop the certification process or suspend/revoke the certificate if already issued to the organization.

Up-to-date information on the accreditation status of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in the various schemes/sectors can be found on the www.tmn-europe.eu website and, for accreditations issued by SLOVENSKA AKREDITACIJA, [www. https://www.slo-akreditacija.si/](http://www.slo-akreditacija.si/); They can also be requested by email at the following address: backoffice.eu.

4. ISSUE OF CERTIFICATION

4.1 Request for Quote

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will be able to prepare an offer for certification if the organization applying for certification completes and ensures that the authorized representative signs the Request for Quotation, which must be forwarded to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

4.2 Preliminary assessment

If the company deems it necessary, it may ask TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. to carry out a preliminary assessment. This request must be made at the same time as the completion of the certification request or in the form of a different written request.

The purpose of the preliminary assessment is:

- a) Determine the size, structure, and activities of the organization applying for certification;
- b) Determine the level of preparation of the organization and define the certification process by assessing the completeness of the documentation and the progress of the implementation of the management system according to the reference standard.

The pre-assessment prior to the certification assessment is not mandatory, and the organization can only request it once. The number of days required for its implementation is determined based on the type and size of the requesting organization. The date and timing of the preliminary assessment are determined by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in agreement with the company.

At the end of the preliminary assessment, the assessment team draws up a report whose results will not be included in the certification process under any circumstances.

4.3 Certification Offer

Once the Request for Quotation has been received, duly completed by the Organisation requesting the certification, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will examine this Request for Quotation and, if necessary, will contact the Organisation in order to prepare the offer and the related certification programme (no later than eight days after receipt of the Request for Quotation).

The economic evaluation of the certification activity is prepared on the basis of the price lists of the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., valid on the day of the offer; This amount, determined on the

basis of the number of days/employees necessary to assess the management system of the organization requesting certification, is based on the size of the company, **the complexity of the processes**, the risk existing in the company and the type of certifications required. Calculations of the time required for the assessment are based on IAF MD 05:2019, which also affects the cost of the certification itself.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. has determined the conditions and criteria for the assessment of a multi-site organisation with documentation for this purpose (see section 4.7.5). The duration of the audit includes:

- a) Examination of the documentation relating to the management system of the organization requesting certification;
- b) On-site audits;
- c) Calendar for the publication of the report.

The economic evaluation must contain the following elements, where used:

- a) Step 1: Check your system documentation and settings;
- b) Phase 2: evaluation of the system;
- c) Annual maintenance surveillance;
- d) Certification renewal audit;
- e) Administrative costs;
- f) The cost of issuing the certificate
- g) cost of any duplicate certificate issuance/modification
- h) Costs of transport, food and accommodation.

The offer is valid for six months from the date of issue by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

The offer is then sent to the applicant for acceptance, accompanied by the contract.

If, following receipt of the request for quotation, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. decides, after examining the request, not to accept the application for certification, it must notify the applicant organization in writing of the reasons for the non-acceptance of the request submitted.

The Agreement provides for additional costs, as listed below:

- a) cancellation of the Audit activity with written notice up to 20 days before the agreed date for the execution of the audit (charge of 50% of the audit amount, except in the case of delay due to justified and extraordinary events, of which the organization informs TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in writing);
- b) Cancellation of the audit activity with less than 7 days' written notice from the agreed date for the performance of the audit (100% charge of the audit amount);
- c) Suspension of the certification activity for any reason (charge for the services performed up to the time of suspension, with a minimum charge equal to the cost of initiating the procedure);
- d) Termination of the contract with written notice of less than 6 months from the expiry of the certificate issued by the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. (possibility of charging 20% of the total amount of the contract);
- e) Termination of the contract with written notice of more than 6 months before the expiry of the certificate issued by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. without completion of the maintenance assessments (possibility of charging 20% of the total contract amount).

Contractual arrangements may not, in principle, be amended after the conclusion of the contract; however, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. reserves the right to change the contractual conditions during the certification cycle if it considers that the actual circumstances differ from the conditions stated by the organization. The client organisation will be notified in writing of this type of contract revision and if the revised contract is not accepted, the client will face termination of the contract and immediate withdrawal of the certificate.

4.4 Certification Process

The Organization applying for certification and wishing to accept the certification offer must return to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. the "Offer-Contract" form duly signed by an authorized representative, which has contractual validity.

4.5 Audit Planning

Once the signed "Offer-Contract" has been received, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will take care of the planning of the audit activities.

For each entire certification cycle, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. develops a three-year audit programme in which the required audit activities are clearly defined and on the basis of which it can be demonstrated that the organisation's management system meets the requirements for certification.

The three-year evaluation program includes:

- a) initial assessment, divided into two phases (Phase 1 and Phase 2),
- b) a surveillance audit in the first year
- c) A surveillance audit in the second year
- d) A third-year certification renewal audit

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. appoints a Lead Auditor who has the specific skills of the standard and the technical area related to the certification requested by the customer. The Lead Auditor will initiate the certification process; if the Organization is large, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may appoint a group of Auditors and a Lead Auditor to lead the group.

With regard to the members of the assessment team, the organization requesting certification may express its DISAGREEMENT with one or more members of such Assessment Organization, adequately justifying its decision; If the reservations raised are found to be well-founded, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will change the composition of the assessment team in agreement with the organisation applying for certification.

4.6 Step 1: Check the System Documentation

4.6.1 Design and execution

Upon acceptance of the Offer-Contract, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. agrees with the organization requesting certification on the methods of verification of the system documentation; this verification represents Phase 1 of the initial assessment activity.

The duration of the assessment required for Phase 1 audits is determined by the IAF.

Phase 1 and Phase 2 activities may, at the discretion of the Lead Auditor and in agreement with the supervisor, be carried out consecutively at the organization requesting certification, subject to verification of availability and in agreement with it. Depending on the individual schemes, different criteria may be specified for the implementation of Phase 1.

If the results of the Phase 1 audits indicate an obvious problem, the chief auditor will inform the organization that requested certification that Phase 2 cannot be performed until the organization that requested certification has resolved and eliminated the identified problem.

The Chief Auditor will submit a Phase 1 report.

4.6.2 Objectives

The objectives of Phase 1 are:

- a) Evaluation of the documentation relating to the management system of the organization requesting certification;
- b) Assessment of the location, any special conditions of the organisation's headquarters area and exchange of information with the organisation's staff to determine the level of readiness to proceed with the implementation of Phase 2;
- c) Study on the understanding, by the organization requesting certification, of the requirements prescribed by the standard, with particular reference to the determination of the services and/or key aspects, processes, objectives and operations that influence the management system; Where necessary, the assessment team will provide an assessment of the appropriateness of any exclusions from the requirements of the reference standard and record any material deficiencies such as non-conformities, notes or comments.
- d) Collection of the necessary information regarding the scope of the management system, processes and locations of the organization, including related legal aspects, regulations and compliance (e.g. quality, environment, legal aspects related to the activities of the organization, with associated risks, etc.);
- e) Assessment of the presence of resources during Phase 2.
- f) Adequate and well-oriented planning of Phase 2.
- g) Assessment of the planning and execution of internal audits and management reviews, and determination that the level of implementation of the management system sufficiently demonstrates that the organization applying for certification is ready for Phase 2.

The objective elements of the assessment are illustrated in the assessments provided for in Phase 1:

- 1) For all systems:
 - a) Solve the unfinished points of the first phase;
 - b) Evaluate the management system used in relation to the achievement of the company policy;
 - c) verify that the internal audit is carried out according to the scheduled intervals and that its purpose has been achieved;
 - d) evaluate internal audit plans and the planning of monitoring actions;
 - e) Audit management control;
 - f) Verify compliance with binding legal requirements;
 - g) Review outsourced services;
 - h) Review the results of the assessment at each point of the standard;
- 2) Objective elements of evaluation specific to the quality management system:
 - a) How the organization plans and implements the implementation and delivery of services.
- 3) Objective assessment elements specific to the environmental management system:
 - a) Determination of the environmental aspects of activities, services;
 - b) Determination of aspects that have or could have a significant impact on the environment;
 - c) Determination of binding legal requirements and how they are taken into account in the identified environmental problem;
 - d) Verification of the existence and updating of the list of mandatory requirements;
 - e) Determination of operational controls demonstrating continuous improvement of significant environmental aspects.
- 4) Objective elements of assessment specific to occupational safety management:
 - a) Verification of the compliance of the hazard identification procedure, the procedure for assessing the risk deriving from the problem;
 - b) Determination of risks, methods of risk resolution, their implementation and corresponding monitoring of their applicability;

- c) Risk reduction according to the following hierarchy: elimination, replacement, technological measures, alert or administrative measures;
- d) Verification of legal requirements, including industry legislation and regulations;
- e) Verification of compliance with legal obligations, verification of the existence and compliance with legislation on safety at work;
- f) Verification of the standards prescribed by the organization and guarantee of their continuous improvement.

4.6.3 Verification criteria

The Organisation applying for certification shall make available to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. for verification, if necessary, the following documentation whose management is under control:

- 1) Mandatory documentation
 - a) purposes and areas of use of the system;
 - b) A statement of exclusions of the prescribed requirements and the reasons for them;
 - c) **Illustration of working processes and their mutual influence;**
 - d) Brief description of the methods, responsibilities, and resources for compliance with applicable regulatory requirements, including references to documented procedures or other system documentation;
 - e) Methods and responsibilities in the management of complaints;
- 2) List of internal procedures and quality-relevant documentation;
- 3) Extract from the AJPES as proof of the existence of the organization and the activities carried out by it;
- 4) Organization chart of the management system of the organization requesting certification;
- 5) Plans of the place(s);
- 6) The latest management review;
- 7) Planning of internal audits;
- 8) List of the main laws and/or regulations applicable to the service offered;
- 9) Binding authorizations for the performance of activities;
- 10) Internal audit report.

The information contained in the aforementioned documentation must be such as to allow, before Phase 2, to:

- a) Assess compliance with the mandatory requirements (which is a prerequisite for the continuation of the activity);
- b) Evaluate the system requirements of the reference standard and other evaluation references;
- c) Evaluation of the company's resources and technical and organizational aspects;
- d) **Planning of audits of working, testing and testing activities.**

In addition, the Lead Auditor will consider:

- 1) Planning and results of the internal audit;
- 2) Management evaluation of the contents of the system review.

An organization applying for certification must complete at least one management review and internal audits of the entire system prior to Phase 2.

During Phase 1 of the organization applying for certification, the Lead Auditor may supplement the documentation with other documentation if necessary.

The verification of the specified documentation will be carried out by comparing the documentation with:

- a) Reference standards;

- b) SLOVENIAN ACCREDITATION REGULATION.
- c) Rules of the TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

During the period of validity of the certificate, the Organization is required to take care of the approval of the documentation, which must be consistent with the procedures for examining the documentation itself.

After the analysis and evaluation of the candidate's documentation and after the implementation of the internship, the Lead Auditor prepares a plan for Phase 2 that will cover:

- a) Objectives of the evaluation;
- b) Assessment criteria;
- c) The scope of the assessment, including the identification of the organisational and functional units, processes and services to be assessed;
- d) Site assessment activities will be carried out, including site visits/temporary sites
- e) Coordinated dates based on the client's needs to resolve any issues that may arise during Phase 2;
- f) Estimated time and duration of the verification;
- g) Roles and responsibilities of the members of the assessment team and any accompanying persons.

The applicant may raise its objection to one or more members of the audit team no later than 5 working days before the start of the audit; in this case, if this type of objection is recognized as consensually justified, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will appoint a new evaluation team.

4.7 Step 2: System Assessment

4.7.1 Planning the Phase 2 Assessment

Following the positive outcome of Phase 1, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. carries out the planning of Phase 2 with the aim of verifying the effective implementation of what is declared by the applicant organization in the documentation of the company management system.

4.7.2 Purpose

The purpose of phase 2 is to evaluate the implementation and consequent effectiveness of the management system of the organization requesting certification. Phase 2 focuses on:

- a) Information and evidence of compliance with all requirements of the standard or other regulatory documents used in the management system;
- b) Monitoring, measurement, analysis and evaluation of services/processes, with reference to compliance with the law;
- c) Context analysis and risk analysis;
- d) maintaining control of processes by the organization;
- e) Internal audits and management audit;
- f) the responsibility of the management for the policy of the organization;
- g) Links between regulatory requirements, policies, objectives (according to the requirements of the management system standard used or other regulatory documents), all legal regulations in the sector, responsibilities, professional qualifications of personnel, activities, procedures, service data and internal audit results and conclusions.

4.7.3 Tasks of the Audit Team

The audit team must analyze all the information and evidence gathered during Phase 1 and Phase 2 audits to review the audit findings, draw conclusions, and issue a report.

4.7.4 Opening Meeting

The Audit starts with a meeting in which the Lead Auditor, in charge of the evaluation team, presents TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. and continues with the following points:

- a) The presentation of the participants, including the description of their roles;
- b) Confirmation of the scope of the certification;
- c) Confirmation of the audit plan (including the type and scope, audit objectives and criteria, any changes and any other provisions relevant to the client, such as the date and time of the closing meeting, any interim meetings between the audit team and the client's management);
- d) Confirmation of formal communication channels between the audit team and the client;
- e) Confirmation of the availability of the resources and facilities needed by the audit team;
- f) Confirmation of confidentiality aspects;
- g) Confirmation, to the audit team, of the existence of suitable safety conditions in the workplace, emergency and safety procedures;
- h) Confirmation of the availability, roles, and identities of each guide and observer;
- i) The reporting method, including any classification of audit results;
- j) Information on the conditions under which the verification can be terminated early;
- k) Confirms that the head of the audit team and the audit team, representing the certification body, are responsible for the audit and have control over the execution of the audit plan, including audit activities and audit trails;
- l) Confirmation, if applicable, of the status of the results of previous reviews or audits;
- m) The methods and procedures to be used to conduct the sampling-based audit;
- n) Confirmation of the language to be used during the verification;
- o) Confirmation that, during the audit, the client will be kept informed of the progress of the audit and the onset of any critical issues;
- p) The opportunity for the customer to ask questions.

The assessment is carried out considering the requirements of the reference standards and any sector criteria and/or guidelines (if approved by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O.), through a check-list for the preparation of feedback, which allows to assess the degree of compliance with the required requirements.

4.7.5 A Multi-Site Organization

Where a given organisation operates in several permanent locations, where all functions of the management system are carried out by a head office, and a request for uniform certification is submitted, the assessment may be carried out by sampling the sites subject to verification, provided that:

- a) the activity to be certified is the same for all locations and the organization uses the same business management system (implemented by the headquarters) for all locations;
- b) there are similar processes and activities in the localities; in the case of subgroups of locations with similar activities, the sampling criteria may be applied to each subgroup of locations defined;
- c) system management activities (e.g. administration review of the management system, internal audits, corrections and corrective measures) take place at the organisation's headquarters;
- d) prior to Phase 2 by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., the organization conducted an internal audit of each location. In the event of discrepancies found during audits at a single

site, the Organization will assess whether these are attributable to deficiencies attributable to multiple sites and, if found, will ensure the acceptance of appropriate corrective measures both at **headquarters and at other sites**.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will develop a sampling programme to ensure that all sites are covered during the three-year validity period in accordance with the provisions of the IAF MD1:2023 document. In particular, the minimum number of sites to be audited for each audit is:

- ⇒ Initial revision: The sample size will be the square root of the number of sites: $(y=\sqrt{x})$, rounded to the next whole number, where y = number of sites to sample, and x = total number of sites.
- ⇒ Surveillance Audit: The annual sample size is the square root of the number of sites with coefficient 0,6 $(y=0,6 \sqrt{x})$, rounded to the next whole number.
- ⇒ Recertification Audit: The sample size must be the same as an initial audit. However, where the management system has proven to be effective during the certification cycle, the sample size could be reduced to $y=0,8 \sqrt{x}$, rounded to the next whole number.

During the validity period of the certificate, both the headquarters (at each audit) and the individual establishments (other locations) are audited and sampling can be carried out at the latter to determine which control is necessary. The certification is issued to the organization that requests it, specifying the individual units (locations) included in the system. In the case of construction sites, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. assesses those that have the most significant impact on operations, but the objective of the assessment is to visit as many construction sites as possible within three years, considering the regulations specified in the special regulations, as well as the applicable procedures, guidelines and regulations.

4.7.7 Supplier audits

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. reserves the right to carry out audits on potential suppliers who are entrusted with the processes subject to certification. If the verification activity at the supplier cannot be planned during the initial assessment, it must be performed during the three-year certification period.

4.7.8 Joint judgments

In the event that TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. were to carry out a joint assessment (if other authorised bodies were present in addition to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O.), TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. itself, through its main assessor, should establish the methods of communication with the auditor, the conditioning systems, the evaluation and for the preparation and distribution of the assessment report; The plan issued must be examined and accepted by the audit client and must be submitted to the assessor before the start of the activities in this area.

4.7.9 Availability of documentation

The certification body undertakes to ensure the availability of documentation related to the establishment and implementation of the system and to cooperate during all verification activities, providing access to all required information, appointing its representative accountable to the audit team and requesting consent to the presence of potential advisors as observers.

4.7.10 Team Meeting

At the end of the assessment, the assessment team meets to process the collected data and draw conclusions.

4.7.11 Closing Meeting

During the final audit meeting, in the presence of the organization's management, the Lead Auditor responsible for the evaluation team informs the organization of the results of this assessment:

- a) warns the Organization that the audit evidence collected is based on a sample of information, thus introducing an element of uncertainty;
- b) informs you about how and when the report is to be prepared, including the classification of the audit results;
- c) specifies the certification body's process for managing non-conformities, including any consequences related to the certification status of the organization;
- d) informs about the time frame envisaged by the organization to present the corrective action plan for any non-conformities identified during the audit;
- e) specifies the certification body's post-audit activities;
- f) provides information on the procedures for handling complaints and appeals.

During the closing meeting, the organization will be able to ask questions, formulate any reservations, observations and/or suggestions on the work of the evaluation group and on the service provided.

During the closing meeting, the organization has the opportunity to formulate any reservations, observations and/or suggestions on the work of the evaluation group and the service provided; such reservations, observations and complaints may also be made at a later date (see Chapter 14).

4.7.12 Audit of the audit report

The Head of the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will verify the report issued by the evaluation team and, if no changes are necessary, will continue with the issuance of the certificate; otherwise, any changes to the content will be duly reported and justified.

The certification will not be granted until any non-conformities are correctly resolved and accepted by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. with a favorable outcome, through extraordinary audit and/or review of the documentary evidence (see next paragraph), correction/closure of the same and implementation and effectiveness of the related corrective measures; the same procedure will apply in the case of other findings whose number and extent, in the opinion of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., would be such as to compromise the proper functioning of the system and compliance with the stated requirements. Further checks carried out by the evaluation team, and their results are verified by the competent person of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. and the decision-maker.

In case of non-conformities and observations, certification cannot be granted until the Organization notifies TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. of the corrective measures prepared and until such proposals have been approved by the Responsible Authority, the Supervisor and the Decision Maker.

4.8 Non-Conformities and Corrective Actions

The results that will be presented to the organisation are ranked according to the importance of the identified deficiencies (level/type of results and specific circumstances) and according to the integrated definitions below:

- 1) Non-conformities (NC)
 - a) Absence of relevant elements of the management system (SG) with respect to the reference standard (absolute lack of use);
 - b) Failure to comply with a requirement of the standard relating to the Organization, application or formalization of the management system and which may result in an ascertained risk (on the

basis of objective elements) of non-compliance, recurring or unique in the case of a very serious risk, of a specific requirement.

- c) Failure to comply with a requirement that compromises the effectiveness or improvement of the Management System.

2) Remarks

- a) Partial absence of one of the elements of the management system according to the reference standard (non-use and/or documentation) which, on the basis of the objective evidence available, does not affect the compliance of the service provided by the organization;
- b) Failure to comply with a requirement of the standard that does not pose a serious risk of non-compliance with a specific requirement.
- c) Absence of documented evidence of one of the elements of the management system (SG) with respect to the reference standard, which is still used;
- d) The presence of occasional errors that require timely intervention.

3) Comment (COM)

- a) Everything else that, although not falling within the definitions of non-conformity, represents areas of effectiveness of the management system that can be improved;
- b) When it is not necessary to close the identified deviation quickly;
- c) Slight deviations of the system from established practices, without identification of negative evidence;
- d) When it is not possible to determine one of the three key points characteristic of observation:
 - i. A precise request;
 - ii. Deviation or non-application of the request;
 - iii. Objective evidence.

To correct a non-conformity, the Organization must:

- 1) Identify the problem
- 2) Identify root causes
- 3) Take corrective action
- 4) Verify effectiveness

The Organization shall notify TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. of the non-conformance considerations/observations and corrective actions that it intends to implement, together with the relevant planning for approval, and implement them within the timeframe determined by the class of non-conformities/specific observations, as indicated in the verification report of the final document and taking into account the following criteria:

1) Non-conformities:

- a) the Organization must prepare a plan of corrective measures and transmit it to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. within 7 days;
- b) Following certification/renewal, the organization must intervene and close the non-conformities within 3 months, in case of Surveillance, within 1 month;
- c) The verification of corrective actions with an extraordinary audit must be carried out within a maximum of 4 months;
- d) The verification of corrective actions through the examination of documentary evidence must be completed within 3 months and verified in the subsequent surveillance.

2) Remarks:

- a) the Organization implements corrective actions by the next audit
- b) TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. verifies the work and efficiency through the examination of documentary evidence during the subsequent surveillance audit.

3) Comments:

- a) the organization is not obliged to take measures and close comments;

- b) Verification of work and efficiency through the examination of documentary evidence during the subsequent surveillance audit.

In the case of surveys marked as "Comments", a detailed analysis of the results presented should be recommended to the organization in order to prevent the occurrence of inconsistencies/observations and/or to improve the ongoing management system. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. simply verifies whether and how the organisation has addressed these observations in the subsequent assessment for maintaining the certification.

4.9 Certificate issuance

- 1) In the light of the initial audit report, the corrective action plan and the certification proposal prepared by the supervisor, the substitute shall take one of the following decisions:
 - a) Certificate issuance;
 - b) Request for further clarification and/or documentation;
 - c) Refusal to issue the certificate.
- 2) TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will inform the Organization in writing of the decision taken:
 - a) In the event of a positive decision, the certificate and logos will be sent to the Organization
 - b) In the event of a negative decision, he will notify the Organization in writing, also specifying the reasons for the refusal.
- 3) By signing the contract-offer and issuing the certificate, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. authorizes the organization to use the trademark, which may not be transferred to third parties under any circumstances;
- 4) The validity period of the certificate is three years (minus one day) from the date of issue, after surveillance audits 1 and 2 have been carried out in the following two years.
- 5) In no event does the license to use the company's trademark exempt it from the warranties and liabilities to which it is otherwise bound by applicable law.

In the event of failure to issue the certificate, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. informs the organization of the decisions taken and the actions to be taken; where required, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. informs the accreditation body of the failure to issue the certification.

The certificate is issued with the date of issue, which coincides with the date of the decision of the decision-maker. The certificate is issued according to the prescribed forms.

In the case of a certification that would be covered by accreditation, the form to be used in this case involves the addition of the accreditation body's mark.

The date of issue and expiry are expressly indicated in the certificate and its validity is subject to the positive outcome of the checks for the purpose of maintaining the certificate (Chapter 5) and their payment in accordance with the contractual provisions.

4.10 Certificate Enrollment in the System

Information about the certificates issued is listed in the list of certified organizations. This list is publicly available on the company's website www.tnv-europe.eu. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. updates every month and publishes the status of the certificate (valid, suspended). TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. also forwards data on the certificates issued and their status to:

- a) Accreditation bodies, depending on the status and type of accreditation;

- b) to third parties who request or are entitled to it.

5. MAINTENANCE OF CERTIFICATION

5.1 Supervisory audit for maintaining certification

To assess the compliance and effectiveness of the management system with respect to the applicable regulations/requirements, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. annually (every 12 months) performs audits for the maintenance of certification, at certified organizations. Surveillance audit 1, following the initial certification, must be carried out within eleven months from the date of issue of the certificate.

Each three-year validity period of the certificate includes 2 surveillance audits for the maintenance of the certification. At the end of the third year, an audit may be carried out for the renewal of the certification; The requirements for renewal audits are defined in paragraph 6.3.

The dates by which surveillance audits must be carried out shall be established from the date of the decision taken by the Decision Maker.

Assessments for maintaining certification must be carried out within the specified deadlines, otherwise the certification itself may be suspended.

Any deviations from the times indicated above, which must be justified, can be agreed in advance with TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

Each audit concerns the verification of a certain part of the system and all audits carried out during the three years of validity of the certificate guarantee a complete review of its operation.

During each audit, the following aspects are considered and verified:

- a) Review of all changes regarding certification;
- b) Elements for the maintenance of the management system, which allow its effectiveness to be assessed, and which are at least the following:
 - i. Internal audits;
 - ii. Management system reviews;
 - iii. Corrective actions.
 - iv. Complaints, disputes;
 - c) Implementation and effectiveness of the corrective actions implemented by the organization to close the findings that emerged in the preliminary audits;
 - d) The effectiveness of the management system in terms of achieving the objectives set by the organization;
 - e) Progress of planned activities aimed at the continuous improvement of the activities and services carried out by the organization;
 - f) Continuous operational control;
 - g) Use of the certification mark;
 - h) In the case of organisations with multiple locations, sites or construction sites located at an address other than the headquarters shall be sampled and/or selected in accordance with the relevant standards.
 - i) In the case of organisations with more than one location, the planning of the control assessment shall include the application of the provisions of section 4.7.5 of these Regulations. The description of the

activities and modalities for carrying out control audits at the location(s) must/s be set out, in detail, in the control audit plan, which TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. provides to the organisation prior to carrying out the actual audit.

At the end of the audit, the lead auditor prepares an audit report. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. verifies the report issued by the evaluation team and, if it does not make any changes, approves it. Otherwise, any changes to the content must be properly reported and justified.

The results of the surveillance checks will be considered in accordance with paragraph 4.8. The validity of the certification, in addition to being subject to the positive outcome of the control checks, is also subject to the payment of the same, as provided for in the contract.

5.2 Amazing Reviews

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. reserves the right, justified in writing to the organisation, to carry out extraordinary audits as part of the three-year audit programme, for example:

- a) Following complaints or appeals, recognized as being of particular importance.
- b) Following the changes introduced by the organization and recognized as important by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O.;
- c) Following the suspension of the organization's certificate
- d) Determine the implementation and effectiveness of the corrective measures implemented by the organization;
- e) in case of needs that may arise during the issuance of the certificate;
- f) To reactivate the certificate;

In cases a), b), c) above, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. reserves the right to carry out extraordinary inspections even in absence or at short notice.

In the event of an unjustified refusal of extraordinary audits by the Organisation, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may initiate the procedure for suspending the certification (see chapter 10).

All costs relating to any additional investigations are borne by the Organization; with the exception of additional investigations following reports or complaints, which will be charged to the Organization only if recognized as founded by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

At the end of the extraordinary audit, the lead auditor will provide the organization with a copy of the audit report. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. verifies the report issued by the evaluation team and, if it does not make any changes, approves it; otherwise, any changes to the content must be duly reported and justified.

6. EXTENSION, TERMINATION AND RENEWAL OF CERTIFICATION

6.1 Extension of Certification

The organisation may request changes by extending the scope of the certificate (e.g. by changing/adding the type of processes/services carried out under the certified management system, for the opening of a new office, business unit or establishment, etc.), by following, where necessary, the procedure prescribed for the submission of a first application.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. issues the new certificate after a successful re-verification. The extent of this audit, which is performed in accordance with applicable procedures, standards, guidelines, and policies, depends on the significance of the requested changes and may result in the entire certification process being repeated.

6.2 Certificate revocation

The organization may request changes by reducing the scope of the certificate (e.g. for the reduction of the type of processes/services carried out under the certified management system, for the closure of one or more locations, operating units or plants, etc.). TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. issues the new certificate after a successful re-verification.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. shall revoke the certificate in its entirety at the specific request of the Organization or on its own initiative, if the Organization does not meet the conditions prescribed by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

6.3 Recertification

6.3.1 Purpose

A renewal audit of the certification is planned and conducted to assess continued compliance with all requirements prescribed by the system standard.

The purpose of the renewal verification is:

- a) confirm the continued compliance and effectiveness of the management system as a whole;
- b) Verify the continued usability and validity of the management system according to the purpose of the certification.

The renewal audit must take into account the performance of the management system during the time period covered by the certification and must also include a review of previous surveillance audit reports.

In the planning phase of the renewal audit, the CB identifies, where necessary, any needs, if significant changes have occurred to the management system, organization or context in which the management system is used (e.g. in the case of regulatory changes) and in the case of certifications issued for multiple standards.

In the case of organisations with multiple sites, sites or construction sites located at an address other than that of the head office, sampling and/or selection shall be carried out in accordance with the provisions of section 4.7.5 of this Regulation.

6.3.2 Timing

The renewal of the certification of the management system is valid for three years and is carried out according to the following indications:

- 1) The certification renewal process must be successfully completed by the expiration date indicated on the certificate; otherwise, the certification expires the next day. The renewal process includes:
 - a) Carry out an on-site renewal assessment;
 - b) Determine the implementation and effectiveness of the corrective measures implemented by the organization;
 - c) Decision on renewal by the Decision Maker;
 - d) Issuance of the certificate and three-year evaluation program for the maintenance of the certification for the following three years;
- 2) In order for the renewal process to be completed in time for the expiry of the certificate, i.e. the on-site audit to be carried out, the positive decision of the decision-maker and the subsequent reissue of the certificate to be carried out, the audit must be carried out sufficiently in advance. The renewal audit must be carried out no later than 35 months from the date of issue of the certificate.

- 3) In selecting and coordinating the date(s) of the assessment(s) for the renewal audit over the expected period, the organisation should be aware of the consequences of its choice and what it will entail in its case (see 6.3.2.1/2/3 and 6.3.4);
- 4) The Organization that intends to apply for certification again after the expiration date of the certificate must submit a new application and must complete the entire process required for the first certification. In the case of an Organization that requests a new certification procedure within three months from the date of validity of the certificate or from the date of the revocation measure, except for cancellations for reasons related to the compliance of the management system, the initial audit for the new procedure may be carried out, after final assessment by the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., with the timing and methods provided for in the audit for the renewal of the certification.

6.3.2 Implementation of the evaluation

The renewal audit must include an on-site audit to determine:

- a) The effectiveness of the management system as a whole, in light of internal and external changes and its continued applicability and validity in relation to the scope of certification;
- b) Demonstrated commitment to maintaining efficiency and improving the management system with the aim of strengthening common capacities;
- c) The operation of the management system contributes to the implementation of the policy and the achievement of the organization's objectives.

The description of the activities and modalities for carrying out renewal audits at the location(s) is set out, in detail, in the audit plan, which TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. provides to the organisation before performing the audit.

At the end of the audit, the Lead Auditor issues an audit report detailing the outcome of the audit and any non-conformities.

6.3.3 Management of non-conformities and corrective actions

The findings found during the recertification audit shall be handled in accordance with the specifications of Section 4.8, except in the following cases: if deviations are detected during the recertification audit that would result in the issuance of one or more non-conformities, or in the case of other findings the number and extent of which, in the opinion of the Assessment Team/TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., would be such as to compromise the proper functioning of the management system to the defined requirements, in which case the Lead Auditor must set a deadline for the execution, verification and closure of non-conformities and corrective actions, bearing in mind that the certificate must be reissued, after the completion of the procedure referred to in point 6.3.2., before its expiration date, otherwise the certificate expires.

This means that TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. must promptly carry out further checks to determine the closure/corrective measure of the non-conformity and the effective implementation of the corresponding corrective measures, i.e. within the timeframe that will allow the subsequent issuance of the certificate. Further checks are carried out by the evaluation team and their results are verified by the TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. Supervisor and the Decision Maker.

The timing with which the Organization must undergo extraordinary audits (on-site and/or documentary audits) is indicated in the audit report for the renewal of the certificate. The verification of the closure of the corrective measures for non-compliance and the effective implementation of the corresponding corrective measures can be carried out on site with extraordinary audits and/or documentary verifications based on the type of treatment and the corrective measures that must be verified at the discretion of the Lead Auditor.

All costs related to any additional audits, which may arise from deficiencies in the management system, are borne by the organization.

6.3.4 Information for recertification

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. takes decisions regarding the renewal of the certification taking into account:

- a) Results of the certification renewal audit;
- b) Results of the system examination during the validity period of the certification;
- c) Any complaints received

The certificate is reissued, upon decision of the Decision Maker, based on the positive outcome of the renewal verification.

The date of issue and expiry are expressly indicated in the certificate and its validity is subject to the positive outcome of the checks for the purpose of maintaining the certificate (Chapter 5) and their payment in accordance with the contractual provisions.

6.3.5 Contractual aspects

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. sends a new offer for the renewal audit and for the next three years according to the expiry of the certification. If there have been no changes to the price lists in three years, the price will be updated to the currently valid values.

The contract-offer must be signed and forwarded to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. for acceptance.

The intention not to renew the certificate must be expressed in writing and communicated to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. at least six months before the expiry of the certificate.

In the event that the Organization does not intend to carry out the renewal assessment, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will initiate the action to revoke the certificate upon its natural expiry.

7. CHANGES TO CERTIFICATION

7.1 Changes to the certification scheme

In the event that significant changes are introduced to the rules of the certification scheme that affect the achievement and maintenance of certification, for example as a result of the issuance of new national or international standards, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will take care of:

- a) inform companies and stakeholders;
- b) take into account comments submitted by interested parties;
- c) determine and communicate to the companies concerned within 30 days from the date of entry into force the changes and any adjustments that may be necessary, agreeing with the companies on the time necessary for their implementation;

The certified Organization must send confirmation of acceptance of what has been agreed in point c or, if it does not intend to comply with the new rules/regulations, it may withdraw from the contract by written communication sent by registered mail with return receipt within 30 days of receipt of the communication from TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

Failure by the Organization to comply with the prescribed measures within the agreed time may result in the suspension or cancellation of the certification.

7.2 Changing the Certificate Management System

The certified organisation must notify TNV Europe Tempus Novae Visionis D.O.O. in advance and in an official form of the significant changes it intends to introduce in its management system in relation to the following points:

- a) legal, market, organisational or system-specific aspects;
- b) Organization and management (e.g. key personnel with key roles, decision-making staff or technical staff);
- c) Contact information and headquarters addresses;
- d) Scope of the organization's activities;
- e) Significant changes in management system and processes

In the event of a change in the purpose and scope of the certificate, paragraphs 6.1 and 6.2 of this Regulation shall apply.

The organisation must accept the decisions of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., which must be justified in writing, regarding the assessment procedures to be followed and the possible need to carry out an extraordinary audit, suspend the certificate or repeat the entire certification process.

The certified Organization must send confirmation of acceptance of what has been agreed or, if it does not intend to adapt to the new rules/standards, it may withdraw from the contract by written communication sent by registered mail with return receipt within 30 days of receipt of the communication from TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O.. Failure to notify TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in advance or the implementation of such changes without the appropriate approval of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may result in the adoption of measures to suspend certification.

8. TRANSFER OF CERTIFICATES

If an organization already certified by another body accredited by an institution that has joined the EA/IAF Mutual Recognition Agreement requests the transfer of its certificate, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will apply the requirements specified in the IAF Mandatory Document (IAF MD2: 2017).

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. agrees to issue a transfer certificate only in the following cases:

- certification covered by an accreditation from an IAF or Regional MLA signatory will be eligible for transfer. Organizations holding a certification not covered by these accreditations will be treated as new customers.
- Valid accredited certification will be transferred. Certification that is known to be suspended will not be accepted for transfer.
- You will need to obtain all reports relating to the last certification cycle and the valid certificate.

9. PRICES

The prices applicable to certification activities are determined by the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. on the basis of criteria that allow to ensure a sufficient profit, i.e. a profit to the extent that it allows the maintenance of independence in the implementation of the business activities and their continuous improvement, which will guarantee competitive advantages both to the Organization and to the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

To any organization interested in certification, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will prepare and send an offer-contract with all the information relating to the activities and prices taken from the current price lists.

10. SUSPENSION OR REVOCATION OF CERTIFICATION

10.1 Suspension of Certification

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. has the right to suspend the certification obtained for a maximum of 6 months, based on serious reasons provided in writing and sent to the organization by registered mail or email. Suspension can be applied, for example, in the following cases:

- a) if the organisation refuses or obstructs the carrying out of the checks within the established deadline; if the organization does not handle complaints correctly;
- b) Should the surveillance checks for the maintenance of the certification reveal serious irregularities in the system, which, however, in the opinion of TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. would not be such as to lead to the immediate revocation of the certification;
- c) if the organization does not comply with the corrective measures provided for the resolution of non-conformities/observations;
- d) if the organisation does not meet the deadlines for reporting corrective measures;
- e) If the Organization does not act satisfactorily for TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., in case of improper use of the certificate and/or logos;
- f) If the organisation acts contrary to the provisions of this Regulation or to the rules applicable to the schemes/sectors/areas;
- g) if the organisation makes such a request for valid reasons;
- h) If the Organization introduces significant changes to the management system without the necessary notice to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. or without its approval;
- i) if the organisation does not adapt its management system to the new provisions; if well-founded and serious complaints have been identified and forwarded to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O.;
- j) If there is evidence that the organisation's management system does not ensure compliance with binding legislation and regulations that should be applied to the services provided by the organisation;
- k) in the event of failure to communicate convictions, judicial proceedings, complaints or oppositions, concerning the mandatory obligations applicable to the activities covered by the certified system;
- l) In the event that such conflicts of interest arise during the performance of the certification activity, which result in the unacceptability of the risk of impartiality in maintaining the certification, or in the event that a serious risk is identified that the certification decisions are not based on adequate objective evidence;
- m) In the event of non-payment of the fees due by the Organization to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. within the terms established by the contract.

In the event of suspension, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. will give official notice to the Organization by registered mail or other equivalent means and, at the same time, will also communicate the conditions under which the suspension may be canceled, as well as the conditions that the Organization must comply with within a certain period in order for the certification to become fully valid again and not to be revoked definitively.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. reserves the right to notify the accreditation authorities (within 30 days of the suspension of the certification) and/or other third parties who request it, of the suspension measure and to publicly announce the suspension of the certification with a specific notice on its website. If the Organization meets the conditions prescribed by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. within the prescribed period, the suspension will be cancelled and the Organization will be informed. Otherwise, TNV EUROPE

TEMPUS NOVAE VISIONIS D.O.O. will cancel the certificate or reduce its purpose, in the event of partial suspension.

- a) use copies or reproductions of the Certificate;
- b) refer to the certification on technical and advertising documentation;
- c) use the TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. conformity logo;

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may prescribe additional protective measures, which it defines on a case-by-case basis

The suspension period does not affect the dates of the annual certification checks, which must be carried out within the time frame set out in the three-year verification program.

10.2 Revocation of certification

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. has the right to revoke the certification on the basis of very serious reasons, which must be communicated in writing and sent to the organization by registered mail and is not obliged to suspend it. This can happen, for example, in the following cases:

- a) If the Organization does not meet the conditions prescribed by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. for the cancellation of the suspension of the certification.
- b) whether surveillance audits revealed serious and repeated systemic weaknesses;
- c) if the verifications and the entire certification renewal process have not been successfully completed by the expiry of the certificate;
- d) If the organization were to suspend processing and offering of the services specified in the certificate for a longer period of time (within a period of 12 months);
- e) If the company TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. changes the rules of its certification system and the organization does not comply with the new requirements;
- f) If the organization repeatedly fails to comply with the rules on proper complaint handling;
- g) If the Organization acts contrary to the agreements entered into with TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., or submits an official request to that effect; if the Organization waives its certification in writing before or when the certificate expires; if the Organization has not intended to renew the certification and has not accepted the execution of the third surveillance audit in order to maintain the natural expiration of the certificate;
- h) In the event of a conviction of the organization for facts concerning the failure to comply with the mandatory requirements of the system subject to certification.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. reserves the right to publicly announce the revocation of the certificate (e.g. by removing the organisation from the list of certified organisations on its website) and reserves the right to notify accreditation bodies and/or other third parties requesting the revocation measure. An organization that wants to reapply for certification after revocation must submit a new application and complete the entire process.

In the event of withdrawal, the company undertakes to:

- d) not to use copies or reproductions of the Certificate;
- e) eliminate any reference to certification from technical and advertising documentation;
- f) not to use the TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. compliance logo;
- g) TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may prescribe additional protective measures, which it defines on a case-by-case basis.

If the Organization continues to refer to the certificate in any way after it has been revoked, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may take appropriate legal action.

11. USE OF THE TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. CERTIFICATE AND LOGO

After obtaining the certificate and for all its validity, the organization can refer to it in its publications, correspondence, business cards, etc.

All the rules regarding use of the logo can be found in the TNV_RL document RULES OF USE OF THE LOGO.

11.1 Insertion of the company logo on the certificate

Upon express request and without prejudice to the technical/typographical feasibility check, in the event of a positive conclusion of the certification process, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. admits the possibility of inserting the company logo in the drafting of the certificate, which identifies the organization, but which in size cannot exceed the space provided for in the certificate between the specification of the standard and the field of application. And it must be clear that it is an addition to the company name.

Taking into account the sensitivity of the matter, even in the case of registered logos, or in accordance with the provisions of international standards on the protection of logos and indications of origin, it is understood that the request by the organization to insert its logo on the certificate and the sending of the same by e-mail constitute authorization for exclusive use for the intended purpose (insertion of the organization's logo on the certificate). (Reproduction in the drafting of the certificate of conformity). In this case, the corresponding high-resolution files of the logo must be sent to the e-mail address (back.office@tnv-europe.eu).

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. guarantees that the management and storage of the organization's identification logo will take place in compliance with valid internal procedures and exclusively for the purpose of inserting it on the certificate. TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. does not outsource the printing of the certificate.

Your organization may not use its company logo on the certificate in a misleading and ambiguous manner, and it must not become a source of misinterpretation. The different or misleading use of the company logo associated with the certificate, as well as their improper use, constitute prohibited conduct that entails the application of the responsibilities provided for by law and by contract. In cases of non-compliant use and/or abuse, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may assert against the customer the non-performance of the obligations and request the immediate implementation of corrective measures to restore the violated legality.

12. REMOTE ASSESSMENT

In the event of an emergency, a remote assessment can be carried out. A remote audit is an ICT-assisted audit in which the auditor assesses the customer's processes, policies, procedures, and personnel in real-time. The assessor conducts interviews with the Organization's staff via videoconferencing tools. Using screen sharing features, he can review relevant documents remotely while asking questions. Those processes whose implementation does not necessarily have to be verified on site, such as industrial processes, cannot be evaluated remotely. Since it is not possible to evaluate all the requirements of the standards (e.g. point 8. Operation) with this valuation method, it is only a partial valuation. The remainder of the on-site assessment must be carried out within 6 months of the partial remote assessment.

13. COMMITMENTS OF THE ORGANIZATION

The company that has obtained the certification, in addition to complying with the requirements established in the individual sections and in the chapter dedicated to the use of the logo, undertakes to:

- 1) maintain the certified system during the validity period of the certificate;
- 2) To allow the TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. audit team to access documentation related to the certified management system and the systems in which the activities covered by the certificate are carried out. The company's management and its main employees must be available to the TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. audit team during the audit;
- 3) Inform TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. of all facts that could be important from the point of view of the evaluation of the management system;
- 4) Inform TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. that it is involved in legal proceedings arising from the violation of the regulations on the services offered or that these in any case affect the management system subject to certification;
- 5) make payments for the individual stages of the certification process and any costs provided for in the offer;
- 6) Please inform TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in writing:
 - a) On any changes introduced in its system;
 - b) In the event of legal changes in the company or changes in the company name;
 - c) The transfer of the structures in which the activities related to the system are carried out
- 7) Depending on the significance or otherwise of the changes introduced, TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. may request an extraordinary assessment, the costs of which will be borne by the company that has obtained the certification, and the purpose of this assessment will be to make a decision on whether to maintain the certificate (see Chapter 5 of these Regulations);
- 8) implement and make available to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. a list of complaints submitted by customers in relation to processes or services covered by the certified management system, together with a list of corrective measures initiated;
- 9) return the original certificate(s) to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. in case of revocation of the same; not to use copies or reproductions of this certificate; Remove any references to the certification or logo from all of its documentation.

14. REGISTRATION OF COMPLAINTS

Any interested party (customers, potential customers, accreditation bodies, customers of companies certified by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., interest groups, etc.) has the opportunity to submit complaints. Each complaint, without prejudice to the provisions of chapter 14 below, is handled by the Quality Manager through the appropriate complaints register (Complaints Register TNV_51), in which responsibilities, corrective actions taken, timing of their resolution and statistical investigation of the causes of complaints are tracked.

15. COMPLAINTS AND APPEALS

This document defines the phases of handling complaints and appeals:

Complaint: An expression of dissatisfaction, whether verbal or written, addressed to TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O., detailed in relation to a single incident or the entirety of the service received by TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O..

Appeal: act by which a customer asks the Body to annul, modify or reconsider one or more decisions relating to the certification service, opposing them

For the conditions relating to the process of handling Complaints and Appeals, please refer to the provisions contained in the PR_02 Complaints and Appeals document available on the www.tnv-europe.eu website.

16. CONTRACTUAL TERMS

The provisions specified in the appropriate document tnv_02 the Contract-Offer apply to the contractual conditions.

17. DATA PROTECTION AND PRIVACY

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. ensures that all confidential information obtained during certification activities is treated with the strictest confidentiality, except in cases where legal provisions and regulations of accreditation and certification bodies require otherwise.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. undertakes to provide SLOVENSKA AKREDITACIJA with data on certified organisations as soon as possible. In accordance with the procedures established by SLOVENSKA AKREDITACIJA and the applicable legal provisions (EU Regulation 679/2016). TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is exclusively liable to the entities using the offered service, subscription companies and the market in general and to the company SLOVENSKA AKREDITACIJA for any damage that may result from an unauthorized or incorrect assignment of information (incorrect and/or incomplete) relating to the certifications issued. The information that would be provided to the company SLOVENSKA AKREDITACIJA could be published on the website of the company SLOVENSKA AKREDITACIJA, which could transmit it to third parties (e.g. Chambers of Commerce, research institutes, CRIF), even in full, so that the recipients can use it for public announcements where necessary.

TNV EUROPE TEMPUS NOVAE VISIONIS D.O.O. is also aware of its responsibility to ensure the protection of proprietary information and any other material and/or documentation that may constitute the intellectual property of the organizations, such as patents, know-how, designs, prototypes, trade secrets, financial information (except public information) of which the staff (internal and external) will become aware during the implementation of the certification.

The information acquired will be processed in compliance with EU Regulation 679/2016 and will be used exclusively for the execution of the assignment received.