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| **GENERAL CERTIFICATION REGULATION**  **PRODUCTS, PROCESSES AND SERVICES**  **ACCORDING TO ELOT ΕΝ ISO/IEC 17065:2012** |
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1. THE IDENTITY OF THE CERTIFICATION BODY

The Control and Certification Body **VALIDX GROUP** has legal personality with a Statute number...

Seat...

Address..

Phones..

1. CERTIFICATION SERVICES

The object of VALIDX GROUP conformity assessment services products-services-processes according to the requirements of EN ISO/IEC 17065:2012, is the certification of inspection objects according to the Official Scope of Accreditation (EPED) of ESYD.

This General Certification Regulation defines the responsibilities and obligations of VALIDX GROUP on the one hand and of the customer concerned to certify his products on the other.

1. ENSURING INDEPENDENCE AND CONFIDENTIALITY

The independence, impartiality and integrity of **VALIDX GROUP** is ensured by its legal framework, its organizational structure and the operation of the Impartiality Committee. **VALIDX GROUP** has developed and implements the procedures Independence and Risk Management and Confidentiality and Public Information.

The contents of the report, along with any other notes made during the inspection visit, are strictly confidential and are not disclosed to a third party without the written consent of the business/organization, unless required by the supervising authorities (ESYD etc.).

VALIDX GROUP **staff is** bound by professional secrecy and therefore all documents, records, information, etc. of a client acquired or managed during the operation of the certification activity are considered as strictly confidential and will be used solely for the purposes of contacts with the client to conduct evaluations and inspections.

1. DEFINITIONS

a. **Management System** (CM) is the system for Quality Management in control - inspection activities, the establishment of policy, objectives and the achievement of these objectives.

b. **Quality Policy** is called the set of intentions and management of an organization, related to quality, as officially expressed by Top Management.

c. **Quality Objective** is something that is pursued or targeted and which is related to quality.

d. **Quality Management** is the coordinated activity for the management and control of an organization, regarding quality.

e. **A process** is the set of activities that are interrelated and interact, which transforms incoming into outgoing.

F. **A process** is the prescribed way to perform an activity or process.

g. **A certification licence** is a document issued in accordance with the rules of a certification scheme whereby the certification body grants a person or organisation the right to use certificates or marks of conformity for its products, processes or services, in accordance with the rules of the respective certification programme.

h. **Calibration** is the series of functions that demonstrates, under specified conditions, the relationship between the values indicated by a measuring instrument or measuring system or the values presented by a measuring material or reference material and the corresponding values implemented by standards.

i. **Accreditation** is the process by which a competent body grants formal recognition that another independent body or person is competent to carry out specific projects.

j. **Verification** is the confirmation, by examination of evidence, that a product, process or service meets specified requirements.

Ia. **An external body** is any body outside ESYD, or outside the reference control body (when indicated in its own NFP).

Ib. **Traceability** is called the property of the result of a measurement or the value of a standard with the help of which (property) can be correlated with specific reports, which are usually national or international standards, through an unbroken chain of comparisons, each of which is accompanied by a defined uncertainty.

M. **Measurement** is called the set of functions whose object is to determine the value of a quantity.

N. **Non-compliance** is defined as deviation from specified requirements of the relevant quality assurance standard or deviation from the recorded requirements in the documented System of the audited - inspected.

O. **Certification** is the assessment and demonstration of compliance of a product with the requirements included in national and/or international standards and/or regulations, or other standardization document.

P. **Adjustment** is the action designed to bring a measuring instrument into working condition and free from systematic measurement errors so that it is suitable for the appropriate measurement.

Q. **Quality system** is the organizational structure, procedures, processes and means required to implement quality management.

R. **Compliance** is defined as the fulfillment (satisfaction) of specified requirements from products, processes, activities, systems, persons, etc.

s. **A Certification System** is a system that has its own rules of procedures and management for conducting conformity certification.

k. **A standardization document** is a document that gives rules, lines or characteristics for activities or their results. The term normative document is a general term covering documents such as Standards, specifications, codes of practice and normative documents (e.g. legislation).

Mrs. **Control** (Certification) Body is the body that certifies conformity.

Kb. **Audit**: examination of a product, process, service or installation or its design and determination of its conformity with specific requirements or, on the basis of professional judgement, with general requirements.

w. **Product**: result of a process.

Rp. **Service**: generally intangible, the result of a process in which at least one activity is performed at the vendor-customer interface.

y. **Impartiality**: existence and perception of objectivity.

aa. **Objection**: request from the entity responsible for the audit object to the control body to review the decision concerning the audit object.

Ki. **Complaint**: in addition to the objection, expression of dissatisfaction, by any person or organization, to an inspection body concerning its activities and for which a response is expected.

l. **Control System** : rules, procedures and management for carrying out an audit

m. **Control Scheme**: a control system in which the same specific requirements, specific rules and procedures are applied

n. **Certification scheme** : a conformity assessment system related to management systems in which the same specific requirements, specific rules and procedures apply.

o. **Notified Body** : Certification or Control Body notified to the European Commission by a competent Authority of a Member State of the European Union in the context of the implementation of a specific New Approach Directive

1. ON

Quality Management Manual

1. GENERAL REQUIREMENTS

For each particular scope of application of a certification scheme or standard of this General Certification Regulation, the corresponding Labor Directive exists.

The procedure for issuing and maintaining a Product Certificate of Conformity includes the following stages:

A. Customer's Request.

B. Certification Agreement

C. Inspection - Sampling - Performance of tests - Evaluation - Examination of conformity of the product with an approved type or with the applicable standards or regulatory documents, as provided by the respective Labor Directive for each individual product.

D. Decision whether or not to grant the prescribed Product Certificate of Conformity.

E. Surveillance Inspections, whenever and whenever required.

In order for the Application to be accepted and the process of inspection/certification of products-services-processes to be activated by the PPP, the customer must accept this GDPR. For this purpose, in the Application, the customer must explicitly state that he is aware of and unreservedly accepts the applicable present GGP.

The granting of Product Certificates of Conformity, and the registration of the product in the VALIDX GROUP Certified Customer List takes place only after the payment of the foreseen financial claims.

1. ASSESSMENT AND CERTIFICATION PROCESS

**Generally**

**VALIDX GROUP** may operate one or more certification schemes covering the certification services it provides. Specific operating procedures are issued for each scheme in accordance with the requirements of the reference standard and certification scheme. The requirements against which customers' products are evaluated are as defined in the applicable standards and regulatory documents. If explanations are required on how these standards are applied and regulatory documents for a certification scheme, explanatory documents are issued by persons or committees that have the necessary competence and are not involved in the certification process and are made available by the Agency upon request.

**Request**

For each certification scheme, a specific application form is used to collect the required information in order to obtain all the necessary information to complete the certification process. The completed application form is part of the legally enforceable agreement for the provision of certification services.

Indicatively, the necessary information includes:

* The object(s) to be certified
* the standards and/or other regulatory documents against which the customer requests certification
* the general characteristics of the customer, including its name and address(es), significant aspects of its process and operations (if required by the relevant certification scheme) and any relevant legal obligations
* General information about the customer relevant to the scope of certification applied for, such as the customer's activities, human and technical resources, including testing laboratories and/or facilities, operations and whether it is related to a larger company or group
* information about all activities that the customer may subcontract and may affect compliance with the requirements; if the customer indicates that the production of the certified product(s) is outsourced to another legal entity(ies), then **VALIDX GROUP** requires that there be appropriate contractual control (contract) over that other legal entity(ies); if necessary for effective surveillance. If such contractual controls are required, it must be verified that they exist before certification is granted
* all other information required under the relevant certification requirements, such as information on initial assessment and surveillance activities, e.g. the locations where the certified products are produced and the contact staff at those locations

The application for extension of the scope of certification could include similar products, different locations, etc.

**Application Review**

Any request for certification services shall be reviewed to ensure that:

* 1. Customer and product information is sufficient to carry out the certification process
  2. resolve any known understanding dispute between the certification body and the customer, including agreement on standards or other regulatory documents;
  3. Is the scope of the requested certification clearly defined?
  4. Are there instruments available to carry out all evaluation activities?
  5. **VALIDX GROUP** has the competence and ability to carry out the certification activity.

In cases where **VALIDX GROUP** has no previous experience, the Technical IMF ensures that the Agency has the competence and capacity for all certification activities it is required to undertake, and keeps a record of the justification for the decision to undertake the project.

**VALIDX GROUP** refuses to undertake the provision of certification services if it has no competence or competence for the certification activities it is required to undertake.

If **VALIDX GROUP** is going to rely on certifications it has already granted to the client, or has already granted to other clients, to omit any activities, then **VALIDX GROUP** shall indicate the existing certification(s) in the project file in question. If requested by the customer, **VALIDX GROUP** provides justification for omission of activities.

**Evaluation**

**VALIDX GROUP** issues an implementation plan for evaluation activities (Evaluation Program) which allows for the effective management of the necessary arrangements. The plan can be either general for all evaluation activities (including evaluation of the management system where necessary) or a specific evaluation implementation plan for each individual evaluation activity or a combination of both). The Evaluation Program includes all the necessary information for the successful implementation of the evaluation

**VALIDX GROUP** entrusts the personnel working under its control with the implementation of any evaluation undertaken for its own resources. For subcontracting, the contract between **VALIDX GROUP**  and the subcontractor shall indicate the personnel of the subcontractor involved in the subcontracted activities

**VALIDX GROUP** ensures that all necessary information and/or documentation is available to carry out the assessment tasks by developing, if necessary, relevant procedures, work instructions and forms. The scope of procedures and work instructions is initially determined at the design stages of a Certification Scheme and additional documents may be developed during operation. This documentation may include activities such as design and documentation review, sampling, testing, inspection and control.

**Holding of an inaugural meeting**

At the beginning of each inspection, an introductory session is held with the client's Management and, where appropriate, with those responsible for the activities or processes inspected. The purpose of the opening or introductory session, which is usually conducted by the head of the inspection team, is to give a brief explanation to the client of how the inspection activities will be carried out.

**Communication during the inspection**

During the inspection, the inspection team periodically assesses the progress of the inspection and exchanges necessary information, which has been collected in the meantime. The audit team leader may assign new tasks or new roles, if necessary, to the members of the inspection team and periodically report on the progress of the inspection and potential entanglements to the client

**Obtaining and confirming information**

During the inspection, information relevant to the objectives of the inspection, scope and criteria (including information related to interactions between functions, activities and processes) is collected by appropriate sampling on a case-by-case basis and verified for objective evidence.

**Identification and recording of inspection findings**

Audit findings summarizing conformities and detailed nonconformities are identified, classified and recorded to support an informed certification decision given or maintained. **VALIDX GROUP** issues Nonconformities and observations regarding deviations identified during inspections.

**Preparation of inspection conclusions**

Under the responsibility of the lead inspector, upon completion of the inspection and before the closing meeting, the inspection team prepares the conclusions of the inspection

**Holding of a closing meeting**

Before the end of the inspection, a final meeting is held with the customer's management and, where appropriate, with those responsible for the inspected functions or processes, where the presence of all involved is recorded. The purpose of the closing session, which is conducted by the head of the inspection team, is to present the conclusions of the inspection including the recommendation regarding certification to the customer. Any identified nonconformities are presented so that the course of action for them is understood and the timetable for corrective actions agreed.

**Inspection report**

**VALIDX GROUP** provides a written report to the customer for each inspection it conducts. For the cases of certification of products, systems or processes, the appropriate forms are used, which refer to the special Special Regulations The inspection report is communicated to the customer on the same day or on another agreed date, but remains the property of **VALIDX GROUP**

The forms included in the Work Instructions for 17020 are used for the audits. Audit reports are kept in the company's records. Observations or data obtained during checks shall be recorded in a timely manner to avoid loss of relevant information. In addition to non-compliance, the auditor is obliged to report problems that he finds before the start of the audit and which may affect the smooth conduct of the audit. These are recorded and the customer is informed.

**Analysis of causes of non-conformities**

**VALIDX GROUP** requires its customers to analyze the causes and describe the specific corrections and corrective actions they will undertake or plan to take in order to eliminate nonconformities within a specific time frame. The client is obliged to record in the form accompanying the inspection report "Non-Conformities" both the details of the investigation of the root causes of the identified MoU and the plan of corrections and corrections actions it intends to implement to remove and eliminate the problem.

In addition, the timetable for the implementation of the response plan is recorded in compliance with the respective time constraints established by **VALIDX GROUP**

**Effectiveness of corrections and corrective actions**

**VALIDX GROUP** confirms the effectiveness of any correction or corrective action taken. Evidence obtained to support the resolution of nonconformities is recorded and archived. The customer is informed of the outcome of the review and confirmation

**Review**

The responsibility for reviewing all information and results related to the evaluation (i.e. the content of the Audit Report) is assigned to at least one person of appropriate competence. The Reviewer has not been involved in the evaluation process.

**Certification Decision**

Decisions to grant or refuse Certification, extend or reduce the scope of Certification, suspend or restore Certification, revoke or renew Certification shall be taken by the Technical Director or his Deputies or a lead auditor with the necessary competence. The recommendation to take a certification decision or not, based on the results of the review of the Audit/Inspection Report is documented unless the review and certification decision is taken is done simultaneously by the same person. The Technical Director of **VALIDX GROUP** informs the client in case of a decision not to certify and of the reasons for this decision. If the client expresses interest in continuing the certification process, the client's request is evaluated by the Application Review Officer and a new "Evaluation Program" is issued with a repeat of the evaluation process

**Certification Documents**

The documents that **VALIDX GROUP** officially documents the certification of a product (Reports and Certificates) and delivers to the customer clearly contain the following information:

1. the name and address of **VALIDX GROUP**
2. the date of granting the certification (which cannot be earlier than the date on which the certification decision was completed)
3. the name and address of the customer
4. the scope of certification (i.e. the subject of the assessment: product tested, scope of the management system assessed both in terms of activity and geographical location of execution of the activity)
5. The validity period or expiration date of the certificate (if the certification expires after a period of time)
6. Any other information required by the certification scheme.

The documents where **VALIDX GROUP** officially documents the certification (Reports and Certificates) include the signature of the person authorized by **VALIDX GROUP** to sign them.

1. EXTENSION OF A CERTIFICATE OR MARK

The extension of the Certificate or Mark can be done, if required:

(a) new types of products produced in the same unit.

(b) the same types of products produced in different units of the beneficiary.

The extension is made after a new Application and submission of the relevant documentation, in accordance with the provisions of the respective Directives and implementation of the required inspections:

a) if the organization wants to extend the Certificate or Mark to additional types of products manufactured in the same production facility, it is generally not necessary to carry out an additional inspection of the production site, and the tests to be carried out are specified in the respective Directives.

(b) If the Agency wishes to extend to identical types of products produced in other production units, all checks shall be repeated for each additional unit.

Depending on the case, an Evaluation Inspection may be carried out in conjunction with the Surveillance Inspection.

1. TERMINATION, REDUCTION, SUSPENSION OR WITHDRAWAL OF CERTIFICATION

**VALIDX GROUP** may revoke the certificate or mark in cases of violation of the requirements of the certification standard, this GGP, and the Work Instructions, of the signed contract and for the following indicative reasons:

- if significant changes are found, during the period of validity of the Certificate or Mark, of which VALIDX GROUP has not been notified and which have resulted in Main Nonconformities in the evaluated System,

- if during surveillance Non-Conformities with the applicable requirements are found, but these do not justify immediate withdrawal,

- if the removal of Main Non-Conformities, which are detected during the Surveillance Inspections, is not carried out within the time period agreed between **VALIDX GROUP** and theorganization,

- if the body misuses the certificate or mark awarded to it,

- if misleading or false information is given to the Inspection Team during the Inspections,

- in case of breach of the terms of this GGP,

- if the organization does not fulfill its financial obligations related to the Certification Process on time,

- if the organization does not wish to comply with the requirements of changes to the applicable standard,

-if the customer has voluntarily requested the cessation of certification of his products,

-if the organization goes bankrupt, etc.

In the above mentioned cases, if the products provided or the activities carried out by the organization are not directly affected, the recall is temporary.

However, if the Agency does not implement the relevant corrective actions, the withdrawal becomes final.

The temporary revocation is notified in writing by **VALIDX GROUP** to the holder of the Certificate or Mark and the conditions for lifting the revocation are defined.

Throughout the period of temporary revocation, the proprietor is not allowed to dispose of products or perform services and activities bearing the Mark of Conformity.

When the proprietor fulfils the above conditions, the revocation is lifted and the interested party is notified in writing. Otherwise, **VALIDX GROUP** permanently revokes the certificate or mark.

In the case of a permanent recall, **VALIDX GROUP** decides on the actions to be taken regarding the products or services - activities bearing the Mark of Conformity, i.e. whether the Mark of Conformity should be removed from the products in stock or from those already placed on the market, or whether to allow a liquidation of the stock within a specific short period of time or anything else deemed necessary.

In any case, the organization is obliged to return to **VALIDX GROUP**  all original Certificates or Marks issued to it as well as any Marks of Conformity, while **VALIDX GROUP** makes the revocation known to the general public by any appropriate means.

For the fields that fall within the scope of application of M.D. F.01.2/56790/DPP 1828 (Government Gazette 1897Β/27-6-2016) and UNHCR oik. 74124/ΔΤΒΝ 1431 Φ.Ε.Κ.2278/Β' 22.7.2016**, VALIDX GROUP** informs the Notifying Authority as well as the other Notified Bodies operating in the same field of Union harmonisation legislation about the temporarily or permanently revoked certificates. In case of permanent revocation, the respective products or services shall be deleted from the List of Certified Products, while in cases of temporary revocation, **VALIDX GROUP** makes a relevant indication in the Catalogue and notifies the competent bodies.

1. RIGHTS AND OBLIGATIONS OF THE CUSTOMER

The customer is not allowed to use the certification in a way that could bring **VALIDX GROUP**  into disrepute and does not make any statement in relation to the certification, which **VALIDX GROUP** could consider as misleading or lacking authority.

The customer undertakes all necessary arrangements for:

a. provide **VALIDX GROUP**  with all the data and information necessary to complete the certification.

b. always meet the certification requirements, including the implementation of appropriate changes, when notified by **VALIDX GROUP** and inform the Entity when changes are made that may affect compliance with certification requirements (e.g. legal form, commercial reasons, organizational structure, ownership, administrative reasons, product or production method modification, contact details and production units; main changes to the DBP).

c. to allow free access to the company's premises and to the files necessary for certification as well as to ensure unhindered cooperation with its competent personnel during the evaluation phase. It is also obliged to allow free access to ESYD inspectors when requested.

d. to inform **VALIDX GROUP** of any change in the data of the technical file submitted to it, as well as in its production process, and/or in the quality system applied, that have an impact on the certification granted. This notification should be submitted in writing within twenty (20) days from the implementation of the change. Otherwise, **VALIDX GROUP** It may take appropriate measures (such as withdrawal of the certificate, notification of the supervisory authorities, judicial measures, etc.).

e. if **VALIDX GROUP** decides that the changes made require further checks, the customer shall be informed in writing that he should not place on the market certified products affected by these changes, until he is informed accordingly by **VALIDX GROUP ;**

f. to respect the decisions of **VALIDX GROUP** concerning the certification of its product and especially those concerning the withdrawal, suspension or expiration of the certificate. In such cases, it must stop advertising or making any reference to the certification and return the **issued certificate** to VALIDX GROUP as soon as possible.

g. to make proper use of the Mark – Certificate – Attestation that has been awarded to him and to avoid any use thereof that may discredit **VALIDX GROUP** or any statement that may be considered misleading or without authorization.

h. use and display only the certification and / or copies thereof of the specific product and / or the scope of certification and the standards with which it was certified.

i. keep a record of complaints and their investigation, of their customers and, when requested, make it available to **VALIDX GROUP inspectors;**

j. to take the necessary actions in case of complaints of its customers when defects of its certified products are found, affecting their compliance with the requirements of certification and to keep records of the above actions. Keep a record of all complaints regarding compliance with certification requirements and make records available to the Certification Body upon request. It should also examine the merits of complaints, take appropriate action regarding complaints and deviations of products that affect compliance with certification requirements, investigate the causes of any non-conformities and take appropriate corrective action, which it should document.

k. to fulfill its financial obligations to **VALIDX GROUP** for the certification of its product and the expenses of the inspectors, in accordance with the pricing policy of the Agency.

Ib. The customer takes all necessary actions to:

* Carrying out assessment and surveillance (if required), including provision for reviewing documentation and records, as well as access to relevant equipment, location(s), area(s), personnel and subcontractors of the client
* Participation of observers, if required.

M. The customer can object to the certification only in terms of the scope of certification.

In case it provides copies of the certification documents to others, these documents should be reproduced in their entirety or as specified by the Certification Scheme.

N. when reporting the customer on the certification of its products in media such as websites or brochures, it should comply with the requirements of the Certification Body or as specified in the certification scheme and comply with the requirements imposed by the certification scheme regarding the use of conformity marks; as well as with information about the product.

O. If the certification is valid for series production, the certified product still meets the product requirements.

k. After any suspension, withdrawal or termination of certification, the customer discontinues the use of all advertising material containing any reference to certification and acts as required by this certification scheme (e.g. discontinuation of the product or its withdrawal from the market, return or renewal of the validity of certification documents, etc.) while taking any other required measure regarding the certification of these products as notified by **VALIDX GROUP**

The certificates issued by **VALIDX GROUP**  do not relieve the customer of his responsibilities under the applicable Legislation governing the processes related to the offered products or from his contractual obligations towards his customers.

**VALIDX GROUP** bears no responsibility for the disposal of defective products, by a certified customer, to third parties nor is it liable for damage caused by the above.

The customer bears full responsibility for any damage that may arise from the placing or use of his certified products in the market.

1. COMPLAINTS AND OBJECTIONS

The customer, interested party, or person having a legitimate interest may express

orally or in writing his/her protests to **VALIDX GROUP** It is possible for the interested party to fill in the form directly, which is posted on the Company's website.

The Agency has established and implements a documented procedure for the reception, evaluation and decision-making of these complaints, as well as for their adoption, evaluation, investigation and resolution.

In case of non-granting of the Certification, the interested party may submit a reasoned objection against the results of the inspection to the Agency. The deadline for submitting the objection is set at five (5) working days from the announcement of the Agency's decision.

The customer may appeal to **VALIDX GROUP** within two months from the notification to him of the relevant decision or from the date on which he is proven to have become aware.

In any case of objection to the Certification decisions, the Impartiality Committee is activated. The Committee's operating procedure for handling an appeal is as follows:

 The Impartiality Committee is established and examines the objection within 30 days of its submission.

 The Commission has full authority to invite any person (client, witness, staff Agency, external consultants, experts) it deems appropriate to contribute to the complaint. Each invitee is informed about the topic and his/her place of attendance at least 7 calendar days before the date of the meeting.

The objector has the right to object to any member of the Impartiality Committee if he provides relevant documentation for the reasons he does not wish to participate in the Committee, no later than 3 calendar days after sending a relevant information leaflet to him. Until the examination of the objection by the Commission, the previous relevant decision will be in force.

If the Impartiality Committee decides on the objections with a positive outcome as far as the interested party is concerned, then he/she may participate again in the Inspection process without the re-charge. If the outcome of the appeal concerns incorrect implementation of the obligations of the Inspection or any irregularities, the Agency ensures that the necessary corrective actions are taken.

Any decision of the Impartiality Committee is final and cannot be revoked/amended by another body. The Commission's decision shall be communicated to any interested party within 2 working days of its adoption. Copies of Commission decisions shall be issued to any interested party.

1. FINANCIAL TERMS

The customer will have to pay the total cost agreed with the Entity in the signed contract, before sending the certificate to the customer. Non-compliance with the financial terms by the customer is a reason for termination of cooperation and revocation or non-dispatch of the issued certificate.

1. AMENDMENTS TO THE STANDARD CONDITIONS FOR GRANTING CERTIFICATES

**VALIDX GROUP** retains certification when it is demonstrated that the customer continues to meet the requirements of the relevant standard or certification scheme

**Suspension, revocation or reduction of the scope of certification**

**VALIDX GROUP** may suspend, revoke or reduce the scope of its customer certification. When a documented non-compliance with certification requirements is detected (as a result of surveillance activities or otherwise), the Technical IMF becomes aware of and decides on appropriate actions, which may be one of the following:

(a) continuation of certification under the conditions laid down by the certification scheme;

b) reduction of the scope of certification to exclude products/processes/services related to non-compliance

c) suspension of certification until corrective actions are taken by the customer

(d) withdrawal of certification

If the certification is suspended, **VALIDX GROUP** notifies the customer of the following:

* Actions required to lift the suspension of certification
* Any other necessary actions.

**VALIDX GROUP** may assign the implementation of these actions to executives with appropriate competence by keeping a record of this assignment.

If certification is restored after suspension, **VALIDX GROUP** updates the information in certification documents and publications about certification and reinstates the authorization to use certification marks and claims to demonstrate the continued certification of the products/processes/services involved.

If a decision to reduce the scope of certification is taken as a condition of restoration of certification, **VALIDX GROUP** updates the information in certification documents and publications on certification and reinstates the authorization to use certification marks and claims to ensure that the reduced scope is properly reflected in the certification documents and publications of the products/processes/services involved.

1. OBLIGATIONS OF VALIDX GROUP

**VALIDX GROUP** assumes responsibility towards the customer for the faithful observance of the articles of this GDPR and the decisions taken within it.

**VALIDX GROUP** carries out inspections and evaluations with qualified personnel, in the best possible way, according to their knowledge and experience.

**VALIDX GROUP** shall not be liable in the event that claims for liability are made for damage caused by defective products or services of the certified customer. In cases where such claims arise, the customer is obliged to inform VALIDX GROUP immediately and in writing

**VALIDX GROUP** has the obligation to inform the customer, as well as the relevant National Control Bodies, when he receives complaints about the quality of his products. In case claims are raised against the Certification Body by any third party, private or public, for an event for which the Body is not responsible, the Customer is obliged to release the Control Body from any third party claim.

In any case, the Certification Body is entitled to recourse claim from the Customer to pay him any compensation he may have paid to third parties for an event for which he is not responsible and is not related to the audit and certification process.

**Amendments**

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| **Edition** | **Chapter** | **Amendments Description** | **Drafted by** | **Aproved by** | **Date** |
| v.2 -> **v.3** | Overall | Format Change and Group Structure Information Showcasing the relationship with the new entity VALIDX and the IMS Implementation | Athanasios Arvanitis (Quality Manager) | Angelos Koulourids  Stergios Zarifidis  Sara Pellegrino | 13/05/2025 |