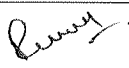
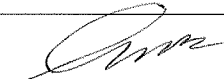


 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	1 of 14

PROCEDURE
FOR
PROVIDING INFORMATION PUBLICLY

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	2 of 14

0.1 Approval and Issue

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Reviewed by:



Head (Quality)

Approved by:


Chief Executive Officer/ Head (Technical)

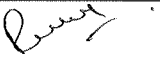
Note:

1. Head (Quality) is responsible for issue and distribution of this document including amendments.
2. Holder of this copy is responsible for incorporation of all the amendments and currency of the document.

0.2 Distribution List

-
- Master Copy is maintained by Head (Quality)
- Latest version available on Intranet as soft copy
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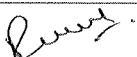
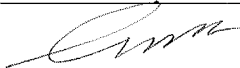
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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	3 of 14

0.3 Amendment Record

Revision No.	Date of Revision	Nature of Revision	Page Ref	Remarks
Issue 1	Dec, 14, 2013	nil	All	Original Issue
Issue 1, Rev 01	June 24 th 2014	As per ISO/IEC 17065:2012	7 to 14	Changes as per DRR of NABCB
Issue 1, Rev 02	Aug. 04, 2015	GM (Tech) added in the approving authorities	02	
Issue 2	June 23, 2015	Addition of Certification Schemes	All	Revised
Issue 02, Rev. 01	21.03.2017	Clause 0.2 (Distribution List) shifted from page no. 3 to page no.2	2 & 3	
Issue 03	08.07.2026	Change in nomenclature	All	The term" General Manager" has been changed to "Head"

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	4 of 14

Procedure for providing information publicly

1.0 Purpose and Scope

- 1.1 The purpose of this document is to provide the information to the respective clients upon request for the certification schemes of CCS.
- 1.2 The scope of this document is to meet or fulfill the specific requirements of the related clauses for providing the information to the public as per the standard requirements of ISO/IEC 17065:2012.

2.0 Responsibility

Head (Quality) shall be responsible for issue and control of the information provided publicly with necessary facilities for storage, maintenance, updating and retrieval.

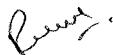
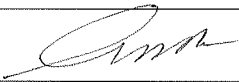
3.0 Associated Documents

CII/QM/01 - Quality Manual

4.0 Definitions

The definitions contained in CII/QM/01 shall apply.

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	5 of 14

5.0 PROCEDURE

5.1 INTRODUCTION

Driven by the growing quality culture in the Country it is realized that global trading requires not only complying systems of Quality Management, Environment Management, but also products complying to Safety, Electromagnetic Compatibility, and hazardous substances norms etc. With the opening markets of India, Conformity India International (CII) realizes that there is a wide room for quality 3rd party certification bodies in the country. Having expertise in the field of 3rd party inspection that CII has been doing for Bureau of Indian Standards (BIS) as their authorized agents and having represented NEMKO (Norway), VDE (Germany), SEV (Switzerland) in India, CII has started CONFORMITY CERTIFICATION SERVICES (CCS) and CONFORMITY INSPECTION SERVICES (CIS).

CII intends to provide its services in line with its motto, "We confirm your commitment" and provides certification services, second and third party inspection services, at the national/ international level for its partner organizations as well as to its clients. The main charter is to assist electronics and electrical industries in global trading by certifying compliance of their management systems and goods to national/ international standards. CII further supports the commitment by providing second / third party assessments, inspections and related services to the industry, clients, certification bodies etc.

It is in this context, CII deemed it fit to form its certification wing called 'Conformity Certification Services' to provide host of certification services. All efforts are made to develop & run the certification services in line with the market demand & international norms. It is CII's endeavour to meet the expectations of its clients and add value to its services.

5.1.1 CERTIFICATION SCHEMES

The Product Certification Scheme of Conformity Certification Services (CCS) is a third party certification scheme for determining conformity of products with established standards. CIIPL operates on three Product Certification Schemes.

5.1.1.1 Design Approval Scheme (Refer CCS/PD 01)

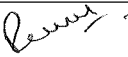
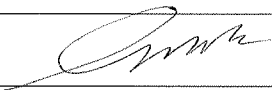
Under this Scheme, CIIPL certifies the design of products for conformance with the applicable design standard or product standard specifications. This scheme requires applicants to furnish full design details of their products together with design drawings and the declared technical parameters with operating ranges, tolerances etc.

The certification program evaluates the product design in two stages –

- conformance of the design (with applicable tolerances) with the applicable standard;
- testing of a prototype product against the applicable standard.

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No factory evaluation is carried out and the certification is carried out based on the design declaration and prototype samples submitted by the applicant. The evaluation leads to issue of certificate with a clear statement that the Certification is only for the design and not for conformance of the subsequent products manufactured in accordance with the design.

PREPARED & REVIEWED BY	APPROVED BY
	

 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	6 of 14

The Certification however allows the certified client to use the Certificate as evidence of design conformance such as in IECEE scheme, or as part of the technical dossier for CE self-declaration of conformity. The client is not permitted to use the certification logo of CIIPL on the products. There is no follow up surveillance under this scheme.

5.1.1.2 Batch Certification Scheme (Refer CCS/PD 02)

Under this Scheme, CIIPL carries out evaluation of product conformance of lots / batches or single units of products offered by certification clients to certify that the specific lot / batch / single unit conforms to the applicable standard. The evaluation includes applying the lot acceptance sampling scheme normally given in the relevant product standard, and testing the samples in the client's factory as well as in accredited laboratory, ensuring that the test equipment set up meet the relevant requirements of ISO 17020 or ISO 17065. Certification is granted to only the quantities included in the particular lot /batch. The Client is issued the hologram labels carrying CIIPL's certification logo in exact quantities which are applied on the certified product. The client is permitted to further sell, distribute the certified products in full or in smaller quantities as per commercial needs. No factory evaluation is carried out under this scheme, and there is no follow up surveillance.

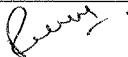
5.1.1.3 Full Certification Scheme (Refer CCS/PD 03)

Under this scheme, the certified client is permitted to use the Certification mark of CIIPL under a certification agreement. The initial evaluation includes appraisal of the manufacturing facilities, process technologies, quality assurance arrangements, in-process controls, competency of client's technical personnel responsible for operating the certification scheme, combined with product testing in accredited independent laboratories. Certification is granted based on comprehensive evaluation of capability and product conformance to the applicable standard. The certified client is permitted to apply the CIIPL certified mark on the grades and varieties covered under the scope of the certification subject to implementation of the agreed in-process quality checks on a continued basis. This scheme requires follow up activities including periodic surveillance inspections of the manufacturing facility and product re-evaluations. Products are sampled from the manufacturing premises as well as from the distribution chain under the control of the client, but not from the open market. This scheme incorporates provisions of re-certification as well as suspension and withdrawal of certification in case deviations are observed in product conformance or other terms of certification agreement. The purpose, scope, client sectors, technical sector scopes, process flow from application stage to grant of certification, contract terms, obligations and responsibilities, confidentiality arrangements and follow up surveillance activities are described in the respective Certification Scheme Documents. The broad outline of the Certification Schemes are hosted on CIIPL website and the detailed Scheme documents are provided to all potential applicants and any other interested party on request.

5.2 CRITERIA FOR GRANTING CERTIFICATION

Conformity Certification Services (CCS) may grant and issue the certificate to the client under the following criterion:

- Abide by the requirements of the Certification Body and pay all applicable charges as prescribed.
- Inform Certification Body of any change(s) in Management and Product/ Processes.
- Undertake that the information furnished by us is true and correct.
- Documents communicated through brochures, advertising and through media and others comply with the requirements of the certification body and shall be reproduced in their entirety or as specified in the certification scheme.

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	7 of 14

- e) Comply with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product.
- f) Keep a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to the certification body when requested.
- g) Informs the certification body, without delay, of changes such as the legal, commercial, organizational status or ownership, changes in key management and technical staff, any modifications to the product/production methods, change of production sites or any change in quality management system that may affect its ability to conform with the certification requirements.
- h) Provide unrestricted access to the authorized persons of Certification Body for making any inspections to verify compliance of the certified goods and relevant manufacturing systems at any time.
- i) Undertake to cease with immediate effect, use of certificate, logo and all publicity material etc. bearing claim to the Certification in the event of withdrawal / cancellation of certification and return the certificate and all related documents to the Certification Body.
- j) Provide application for any extension of the certification scope that would involve similar products, different locations, etc.

The Client should also understand the followings:

- a) The Certification is provided by the Certification Body purely on voluntary basis against our request. And in no way take away our responsibility or diminish it to produce complaint goods. While the Certification would be a sound indicator of the compliance of goods, it is not to be taken as a sort of guarantee accorded by the Certification Body.
- b) The Certification Body stands indemnified against any deficiency in the product supplied under this certification or any damage that may occur because of such goods.
- c) The certification body shall exercise the control as specified by the certification scheme over ownership, use and display of licenses, certificates, marks of conformity, and any other mechanisms for indicating a product is certified.
- d) The Certification Body reserves the right to modify the Scheme or Charges at any time and the same is intimated/communicated to all the clients. The Certification Body shall also take necessary actions as required by the scheme for the non implementation.
- e) The Application Fee is non-refundable.
- f) There are Obligations to the supplier under this scheme that we have clearly read and understood.

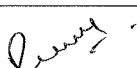
5.3 CERTIFICATION PROCESS

5.3.1 CERTIFICATION AGREEMENT

On acceptance of the Quotation, the certification agreement is signed between CCS and the client for providing certification of the client's management system by CCS to the applicable international standard.

5.3.2 DOCUMENTATION REVIEW

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	8 of 14

The products/documents submitted by the applicant are evaluated against the standards covered by the scope defined in its application against all certification criteria specified in the rules of the scheme as per the responsibility defined in **CCS/F 02a** by Project Coordinator. The certification coordinator shall organize to gather the desired test reports and the Factory Inspection Reports (in case of FCS Certification); in case test reports are available from an acceptable source (accredited lab, Lab under IECEE –CB Scheme or CAB under MRA with CCS/CII). Accreditation Records of reporting CAB may be gathered along, if required.

In case the evaluation records are not available, testing is organized either at an accredited lab or under other competent facility under witness of Project Coordinator. If required, Project Coordinator evaluates and qualifies the non accredited facility as per accreditation principals for the purpose of the desired scope of testing.

In case of requirements for a FCS Certification, Factory Inspection is organized by Conformity Inspection Services Division of CII to assess the manufacturing process for consistency and availability of resources and competence to perform critical routine testing as a part of the manufacturing process.

5.3.3 NON CONFORMITY REPORT

If a non conformance is detected during audit, a Nonconformity Report shall be issued to the client. For the nonconformities raised during the audit client shall submit the correction and the corrective action to CCS office as early as possible. CCS shall verify the submitted correction and the corrective action and confirm the acceptance of the same to the client. Client shall take the correction and corrective action within the stipulated date and submit the documentary evidence to CCS to verify the effectiveness of action taken and accordingly to close the non-conformances.

In case of a major non-conformance, the effectiveness of action taken shall be verified at client site by a follow up visit or as communicated by the team leader on the closing day of the audit. This shall be completed within 90 days from the last day of the audit.

In case of certification audit (fresh client) the CCS shall not take any further actions as mentioned above.

In case of certified clients CCS shall suspend the certificate under the following conditions;

a) In case of major Non Conformity the verification of effective of corrective action is not completed within 90 days as stipulated above.

5.3.4 RECOMMENDATION FOR CERTIFICATION

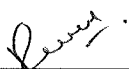
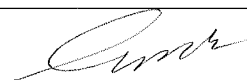
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CCS shall recommend certification of the client's management system, based on the following;

- CCS has reviewed the audit reports and has accepted the recommendations of the audit Team.
- The client has submitted the correction and corrective action for the non conformities raised within the stipulated time and CCS has accepted the same.
- In case of a major non-conformance, the effectiveness of correction and corrective action is verified by CCS's auditors as agreed and the non-conformity either closed or downgraded to minor.

If the client is not recommended for certification, CCS shall accordingly inform the client.

5.3.5 ISSUE OF CERTIFICATE

PREPARED & REVIEWED BY	APPROVED BY
	

 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	9 of 14

CCS shall issue the certificate against the applicable standard to the client provided that:

- ❖ CCS has verified the effectiveness of the corrective actions in case of major non-conformances or accepted the corrective actions for minor non-conformances as stated in section 5.3.3. or as required by the product management system.
- ❖ CCS has taken a decision in client's favour.

The Certificate is the property of Conformity India International Pvt. Ltd., and shall be produced to CII as and when requested.

The certification will be valid for a period of three years from the date of approval of certification.

5.3.6 SURVEILLANCE AUDIT

Surveillance audits shall be conducted regularly at the client site at least once in a year to confirm that the Client's production and quality system continues to conform to the requirements of the standard to which it is certified.

For the non-conformity raised during the surveillance audit the conditions stipulated in section 5.3.3 shall be applicable.

In the case that a surveillance audit cannot be carried out because the client's operations are affected owing to factors outside its control, e.g.: employee union strike, natural calamity, etc. the case shall be presented to CCS for a decision.

CCS shall submit a formal report to the client.

5.3.7 RE-CERTIFICATION AUDIT

The purpose of re-certification audit is to confirm the continued conformity and effectiveness of the client's production and quality system as a whole and its continued relevance and applicability for the scope of certification.

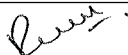
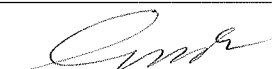
The Re-Certification audit shall include site audit and shall consider the performance of production and quality system over the period of certification and shall also include a review of previous surveillance audit reports.

CCS shall conduct the re-certification audit at least 60 days in advance to the expiration of certification so that the client has time to implement corrective actions before the expiry of the certification.

For non-conformities raised during the audit, the conditions specified in section 5.3.3 become applicable.

CCS shall submit a formal report to the client.

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PREPARED & REVIEWED BY	APPROVED BY
	

 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	10 of 14

5.3.8 NOTICE OF CHANGES BY CCS

CCS shall inform the client in advance any changes to its requirements for certification and shall subsequently verify that each client complies with this requirement. It shall necessitate a special audit in certain cases.

5.3.9 NOTICE OF CHANGES BY THE CLIENT

Client shall inform CCS, without delay, of matters that may affect the capability of production and quality system to continue to fulfil the requirements of the standard used for certification. These may include changes related to;

- The legal, commercial, organizational status or ownership.
- Organization and management (e.g. changes in key managerial, decision making or technical staff).
- Contact address and sites.
- Scope of operation under the certified management system.
- Major changes to the management system and processes.

CCS shall review the changes and accordingly discuss with client for an early verification to ensure that the capability of the production and quality system continues to fulfil the requirements of the applicable standard.

5.3.10 MAINTAINING CERTIFICATIONS

The Certification is maintained for a period of 3 years under the following conditions;

- The Surveillance Audits are conducted as planned and the client has demonstrated that it continues to satisfy the requirements of the production and quality system standard as confirmed by CCS.
- All the non-conformance raised during previous surveillance are closed within the time frame agreed and correction and corrective actions for the non conformities raised during the current audit are identified and accepted by CCS as per conditions specified in section 3.3.
- The Internal Audit and the management reviews are conducted as scheduled and there are no issues pending.
- The client shall maintain suitable records of customer complaints and keep the records of investigation and remedial actions taken with respect to such complaints for verification by the CCS auditors.
- All outstanding dues to CCS are paid.

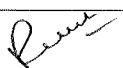
5.3.11 Directory of certified products

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CCS maintains a list on certified products which contains as follows;

- Name of certified products and their suppliers.
- Standards and normative documents of conformity of the certified product.
- Identification of the client as per certification schemes.

Any of the aforesaid information is made available upon request. In addition, CCS provides information about the validity of a given certification upon request. The information that is needed to

PREPARED & REVIEWED BY	APPROVED BY
	

 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	11 of 14

be published or made available upon request is properly maintained in a directory by means of a hard copy which is stipulated by the relevant scheme(s).

5.3.12 SUSPENDING, WITHDRAWING OR REDUCING THE SCOPE OF CERTIFICATION

CCS has a documented procedure (i.e. CII/EP 11) for termination, reduction and suspension of the Certification.

5.3.13 USE OF LICENSES, CERTIFICATES AND MARKS OF CONFORMITY

CCS has a documented procedure (i.e. CCS/OP 02) for use of certification and logo.

5.3.13.1 Prohibiting Misuse of Mark

The Certification Body will take suitable action to deal with incorrect references to the certification or misleading use of certificates/licenses and logos/marks found in advertisements, catalogues etc. Such action could include corrective action, withdrawal of certificate, publication of the transgression and, if necessary, other legal action.

5.3.14 PUBLICLY ACCESSIBLE INFORMATION

CCS shall make the following information publicly accessible through Information Package document CII/PD 01.

- ❖ The activities of CCS.
- ❖ The requirements for certification including information on the audit processes and certification process for granting, maintaining, extending, renewing, reducing suspending and withdrawing certification.
- ❖ Certification status of clients through the register of certified clients maintained at CCS's Office.
- ❖ Appeal and complaint process.

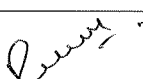
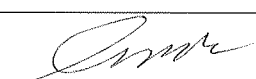
All other information shall be treated as confidential.

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5.3.15 OBLIGATIONS OF THE APPLICANT / CERTIFIED ORGANIZATION

A client holding a valid Certificate of Registration shall;

- a) Comply in all respects with the appropriate system/and/or product standard;
- b) Submit to the Certification Body for prior approval, the form in which he proposes to use the Certificate of Registration and/or logo/mark.
- c) Not use the Certificate of Registration or logo/mark in any manner which may mislead the interpretation.
- d) Not make any change to the system/ Product which formed the basis for grant or continuation of registration and which prevents compliance with the system/ Product standard.
- e) Document all changes made to the system/ or Product and make available records of such changes to the Certification Body.
- f) Notify the Certification Body of any change of key personnel in relation to quality assurance, technological functions or senior management.
- g) Give access to the assessment team appointed by the Certification Body for the purposes of assessment/ surveillance; or picking up of samples for testing;
- h) Keep records of all customers complaints in respect of products, process or service and corresponding remedial measures related to System;

PREPARED & REVIEWED BY	APPROVED BY
	

 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	12 of 14

- i) Upon suspension or cancellation/ withdrawal of Certificate of Registration, discontinue of use of Certificate of registration and logo/ mark in all advertising material and other matter which contains any reference thereto; and
- j) Pay all financial dues to the Certification Body as prescribed.

Note: The client is not entitled to any refund of fees paid or cost incurred in the event of non-renewal, suspension, withdrawal/cancellation, modification of Certificate of Registration.

5.3.16 OBLIGATIONS OF CCS

(a) CCS shall make publicly available information about the status of certification that it has granted the certified organization. The information shall be updated regularly. The information shall include the following;

- i) Name and address of the certified client.
- ii) Dates of granting certification and expiry date as applicable.
- iii) Scope of certification.

(b) CCS shall give due notice of any changes to its requirements for certification. It shall take into account the views expressed by interested parties before deciding on the precise form and the effective date of the changes. Following a decision on, and publication of, the changed requirements it shall verify that each certified client carries out necessary adjustments.

(c) CCS shall ensure that the Management System Certification to all clients is provided independently, impartially and in fair manner. The policies and procedures under which CCS operates the certification services are non-discriminatory and are administered in a non-discriminatory manner.

(d) CCS shall submit an audit summary report to the organization audited and also to the accreditation body as per the requirement of the accreditation body. The report will be treated in strict confidence.

(e) On request from any party the information regarding the validity of certification for any specific client is also communicated by CCS in writing with intimation to the client.

(f) When confidential information about a client is made available to external bodies e.g. accreditation body or peer assessment body as per CCS's agreement with such external bodies, the same shall be informed to the client by CCS.

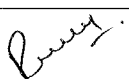
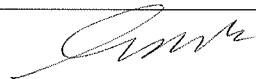
(g) Whenever CCS shall post the updates of the public documents on its web site (Information Package), it shall also make a reference under the heading "updates" for information of all concerned.

CCS shall highlight the changes in such public documents (CII/PD 01) for the immediate attention of all concerned.

5.3.17 CCS OFFERING OTHER SERVICES

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If any client who has taken services from CCS with respect to product certification and applies for another services such as Safety, EMC certifications and ROHS compliance. CCS shall not give any special consideration to the client in terms of any financial or any concession in the requirements of new management system certification.

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	13 of 14

5.3.18 CHANGES IN THE SCOPE OF CERTIFICATION (CERTIFIED ORGANIZATIONS)

Under the management system certified, there is a provision for change in scope for certification and this shall be applicable to the following cases (This however does not apply to the reframing the scope to bring-in more clarity without change in the activity or the process);

- ❖ Extension in the scope (e.g.. addition of a different product or new initiative/activity)
- ❖ Reduction in the scope (e.g. discontinuing certain products or processes or activity)
- ❖ Change in the location (shifting of factory, office to new location)

The above changes can be affected only after verification and confirmation by certification body and the following requirements should be met by organization seeking change in scope;

- ❖ The organization has amended the management system documentation with respect to the changes and has implemented the same and have the same subjected to at least one internal audit.
- ❖ The change in scope can be done either with surveillance or re-certification provided the organization informs the certification body (CCS) at least 30 days prior to the audit due. Any short notice requests for changes will not be entertained.

5.3.19 TASKS GIVEN TO AUDIT TEAM

The task given to audit team shall include,

- ❖ To examine and verify the structure, policies, processes, procedures, records and related documents of the client.
- ❖ To determine that these meet all the requirements relevant to the intended scope of certification.
- ❖ To determine that processes and procedures are established, implemented and maintained effectively to provide a basis for confidence in the client's management system.
- ❖ To communicate to the client, for its action, any inconsistencies between the client's policy, objectives, targets and the results.

5.4 SCHEDULE OF CHARGES FOR PRODUCT CERTIFICATION

CCS has depicted the fee structure for product certification in CII/F 10.

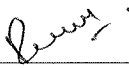
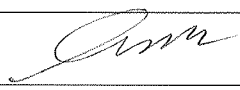
5.5 GENERAL TERMS AND CONDITION

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a) Termination- The client and CCS shall have the right to terminate this agreement at any time giving 30 days of written notice of such termination. The client shall, in case of termination, reimburse to CCS all the dues up to date of termination. CCS, if it so wishes, shall also charge a termination fee to be negotiated at the time of termination and this is in addition to the dues that are payable to CCS.

In no case such termination fee shall not exceed 15% of the value of the agreement. All reimbursable are payable at the end of said 30 days period.

b) Confidentiality- CCS shall not disclose any information about the client or individual to a third party without the written consent of the client or the individual concerned. If CCS is required by law to release confidential information to a third party, the client or the individual concerned shall, unless regulated by law, be notified in advance of the information provided.

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 OPERATING PROCEDURE	CONFORMITY CERTIFICATION SERVICES PUBLIC INFORMATION	DOCUMENT NO.	CII/PD 01
		ISSUE NO	03
		DATE OF ISSUE	08.07.2026
		PAGE REV NO & DATE	00
		PAGE NO	14 of 14

c) Force majeure- Delay in or failure of performance of either party hereto shall not constitute a default hereunder or give rise to any claim for damage if and to the extent such delay or failure is caused by an act of war, natural disaster, fire, explosion, labour dispute or any other event beyond the control of the party affected and which, by the exercise of reasonable diligence, said party is unable to prevent. The party affected shall notify the other party in writing of the causes and expected duration immediately after the occurrence of any such event.

d) Law & disputes- The agreement for certification between CCS and client shall be governed by prevailing law in India. Any dispute arising in connection with the agreement, which cannot be settled by private negotiations between the parties, shall be referred to arbitration as per the Indian Arbitration Act, subject to Delhi jurisdiction. The decision of the arbitration shall be binding for the both parties.

e) Appeals- Client shall appeal to CCS in respect of the following;

- i) Non acceptance of client's application for certification.
- ii) Not granting, suspending, withdrawing or denying of certification.

CCS shall deal with the appeals according to its procedure and shall be responsible for all decisions at all levels of the appeal handling process as per CII/EP 08.

CCS shall acknowledge the receipt of the appeal and shall provide the client with progress reports and the outcome.

(f) Complaints- CCS shall investigate the complaint received about the client to decide what action need to be taken and the same shall be communicated to the client at an appropriate time as per CII/EP 08. The identity of the complainant shall not be disclosed.

(g) Fees- The fees shall be detailed in the quotation submitted by CCS. Fees are charged on the basis of applicable rates at the time of submission of the quotation. CCS may revise the fee submitted in the quotation during the Certification period. Clients shall be notified of any change in the fee.

Cancellation of Audit shall involve re-imbursement of expenses incurred by CCS, if any.

(h) Access to the client site- The client, at the request of CCS or Accreditation Body, shall permit access to their sites and records for CCS's auditors and / or authorized personnel on behalf of the accreditation body to which CCS is accredited. The same shall be communicated to the client in advance.

(I) Agreement Period- The agreement signed comes to force on and remains in the force until the expiry of the certificate, unless withdrawn for justified reasons or withdrawn by either party upon due notice given to the other party.

(j) Liability- CCS's liability shall be limited to providing certification of the client's management system and shall not in any way be responsible for the liabilities arising out of the client's products or services.

In any event the liability shall not exceed the amount of fee paid against the certification adjusted proportionately.

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