

Universal AG – Certification Services	
CERTIFICATION REGULATION	Document No: UGD.03

1. Usage of The Certificate

UNIVERSAL AG management system certificates are valid for (3) three years provided the surveillance audits are positive.

The rules for the organization's usage of the certificates are declared in the Certification Agreement mutually signed by UNIVERSAL AG and the organization. By signing this agreement, the organization declares that she will comply with the rules. The organizations could only use their system certificates within the scope of the rules stated in the agreement.

UNIVERSAL AG monitors the organizations about the usage of the certificate after the certificates are arranged. Press, publications and media are monitored in this scope. Corrective action is requested from the organization if the complaints from the clients are examined and a situation detected contrary to the rules. If the corrective actions are not accomplished in the determined time period then UNIVERSAL AG acts as follows:

- The related accreditation body is informed,
- The withdrawal of the certificate is announced to the public,
- Legal action is initiated.

2. Maintaining Certification

UNIVERSAL AG maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard. It may maintain a client's certification based on a positive conclusion by the audit team leader without further independent review, provided that

a) for any nonconformity or other situation that may lead to suspension or withdrawal of certification, UNIVERSAL AG has a system, according to this system audit team leader is required to report to UNIVERSAL AG the need to initiate a review by appropriately competent personnel (see 7.2.9), different from those who carried out the audit, to determine whether certification can be maintained, and

b) competent personnel of UNIVERSAL AG monitor its surveillance activities, including monitoring the reporting by its auditors, to confirm that the certification activity is operating effectively.

3. Recertification

At the end of the validly period of three (3) years of the certificate, a reassessment is conducted in order to guarantee the effective implementation and maintenance of the organizations' management systems according to the requirements of the reference standard.

The reassessment is conducted covering the scope audited in the certification audit and considering the past performance and weak points of the organization.

The follow-up for the findings and nonconformities found in the re-audits is done in the same way as in the certification audits.

Following the accomplishment of the corrective actions for the nonconformities found in the reaudit, the conformity of the organization's management system to the requirements of the reference standard is confirmed and new certificate is arranged after the required activities, as in the first certification audit, are accomplished.

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4. Suspension of The Certificate

The Certificate is suspended for six (6) months, in case the following conditions occur:

- The client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies,
- The certified client has voluntarily requested a suspension,
- Following the major nonconformities found in the audits conducted,
- The minor nonconformities found in the audits are not closed until the determined deadlines,
- Not obeying the certification rules,
- Failure to pay certification or audit fees.

The suspension of the certificate is decided by the Certification Committee and Certification Manager. The decision of suspension is communicated to the organization in writing. UNIVERSAL AG may extend the suspension period, only once more and for maximum three (3) months, following the decision of the Certification Manager.

Under suspension, the client's management system certification is temporarily invalid. UNIVERSAL AG secures by Certification Contract that under suspension clients do not make promotion/advertisement of its certification. In the cases of it is determined that client does not abide by this, a written warning is made and if needed legal measures are taken. UNIVERSAL AG can take all legal measures it deems appropriate, including publishing of suspension on web or on media.

UNIVERSAL AG can reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. For any such reduction consistency with the requirements of the standard used for certification is considered.

Failure to resolve the issues that have resulted in the suspension in a time established by UNIVERSAL AG results in withdrawal or appropriate reduction of the scope of certification.

5. Removal of The Suspension Status of The Certificate

The suspension status is removed upon the written declarations of the organizations to UNIVERSAL AG stating that the reasons for suspension of their certificates are removed.

UNIVERSAL AG conducts an audit at the organization in order to confirm the removal of the suspension reasons.

The type, scope and duration of the audit for the removal of the certificate is determined according to the suspension reasons.

Suspension status of the certificate of organization whose conformity is verified at the end of the audit is removed. In cases the reasons for the suspension are not removed, the certificate is to be withdrawn.

The removal of the suspension status is declared to the company in writing.

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6. Withdrawal

The certificate is withdrawal in the following conditions:

- The request of the organization,
- Bankruptcy of the organization or termination of the activities in the scope of certificate,
- The incorporated body of the organization is changed,
- The organization does not accept the suspension conditions,
- The organization does not remove the suspension reasons,
- The organization does not give permission for the audit until the end of the suspension period,
- It is found in the follow up audits for removing suspension condition that the organization did not close the nonconformities in the determined time periods,
- Misleading and unfair usage of the certificate by the organization for the products or service not included in the scope of the certificate,
- The organization is not present in the stated site address,
- The alteration of the organization on the certificate,
- The organization does not confirm the date of surveillance audit.

If the organization does not apply for the follow-up audit within six (6) months following the suspension of the certificate of the organization, the organization may be allowed additional time or the certificate may be withdrawaled by the decision of Certification Manager.

In case the certificate is withdrawaled, the organization should fulfill the following requirements and requirements taking part in Certification Contract:

- Stop the usage of UNIVERSAL AG certificate and logo,
- Abandon all the rights in the scope of the withdrawaled certificate,
- Pay for the unpaid certification and audit fees.

The organization should remove the logo from any correspondence and introductory material in one month following the withdrawal of the certificate. Otherwise UNIVERSAL AG;

- Informs the related accreditation body and the other certification organizations,
- Provides the announcement via broadcasting organizations that the organization is using the certificate illegally and violating the terms of the agreement,
- Take legal actions in order to compensate the material or moral damage that will take place for this reason.

Furthermore, the certificates are withdrawaled and a public announcement is made where the organization does not request reaudit of the certificates, stop supplying the product/service in the scope of the certificate or shuts down.