



TÜRK LOYDU

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Page No: 1/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

I. DESCRIPTION OF CERTIFICATION SYSTEM

1. Introduction

Certification system of TÜRK LOYDU VAKFI İKTİSADİ İŞLETMESİ (TÜRK LOYDU) determines principals concerning how companies, institutions and corporations may apply in order to have Management Systems and system certification needs and phases of certification and issuance and execution of the certificate.

TÜRK LOYDU provides certification services to companies, institutions and entities in compliance with the national and international standards.

According to existing procedures, systems whose conformity for requirements of certification standards is confirmed are certified by TÜRK LOYDU.

TL executes its system certification activities in compliance with the requirements of ISO/IEC **17021-1**, ISO 27006 and ISO 22003 standards.

System Certification is not the indicator of product / service quality and conformity but the confirmation of conformity to the quality assurance standard model which has been taken as basis.

The basic objectives of system certification audits, determination of the conformity of the client's management system, or parts of it, with audit criteria (the requirements of a defined normative document on management systems and the defined processes and documentation of the management system developed by the client); evaluation of the ability of the management system to ensure the client organization meets applicable statutory, regulatory and contractual requirements; evaluation of the effectiveness of the management system to ensure the client organization is continually meeting its specified objectives; as applicable, identification of areas for potential improvement of the management system.

2. Validity

Procedures of TÜRK LOYDU system certification are valid on standard basis whose every phases, that is to say beginning from receiving service request to periodic audits following issuance of certificate, is considered as principal.

3. Certification Procedure

3.1 General

System certification activities follow below phases:

1.Certification Preparation

1.1 Receiving service request

1.2 Preparing quote, reviewing quote and accepting the quote

1.3 Nomination of the audit team and the competence of the team

1.4 Scheduling the audit

2.Certification

2.1 Pre-audit (when necessary)

2.2 Certification Audit (Stage1)

2.3 Certification Audit (Stage2)

2.4 Follow up Audit (when necessary)

2.5 Issuance of Certificate

3.Use and Maintenance of Certificate

3.1 Periodic Audits

3.2 Follow up Audit (when necessary)

3.3 Confirmation of Certificate Validity (reports of periodic and follow up audit)

4.Renewal of Certificate

4.1 Preparing the quote and review (when necessary)



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 2/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

- 4.2 Nomination of the audit team and the competence of the team
- 4.3 Scheduling the audit
- 4.4 Stage1 Audit (when necessary)
- 4.5 Renewal audit
- 4.6 Follow up Audit (when necessary)
- 4.7 Issuance of New Certificate

3.2 Certification Preparation

“Quote Request Form” including information to be taken as basis in preparing certification service quote, are sent to companies, institutions and entities which request to get certificate in System. “Quote Request Form” includes information such as terms and scope of the certification, standards, regulations, EA, NACE sector codes and category codes to be taken as basis. The “Quote” prepared, taking such information as basis, is sent to company with “Updated Registration Form” and TÜRK LOYDU Certification Rules attached to “Quote”. If TÜRK LOYDU is not accredited in the sector in which certification is required, it shall inform the customer and if necessary it shall become accredited in the concerned sector. After the “Quote” prepared taking “Quote Request Form” as basis is examined and sent by the company to TÜRK LOYDU filling the “Updated Registration Form” and approved quote by attaching signature circular and company’s registration record to related commerce or traders which contains company’s updated information about name, address, scope and objectives, the quote and agreement are compared in contents, confirmed, signed and returned to the company. After the quote” is approved, in order to execute audits, sufficient number of auditor / lead auditor / or specialist is nominated and registered to meet sectoral needs involving in the relevant standard, procedure and scope. A general programme for the full certification cycle is featured in quote’s content. This programme information includes what will be evaluated at stage1 and stage2 audits, the possible periods of periodic audits, general structure of renewal audit process. The frequency, date and which standard clauses will be addressed within the scope of periodic audits; and certification renewal time information is featured in periodic audit plan which will be prepared at the end of the stage 2 audit.

3.3 Certification

3.3.1 Pre-audit

When Stage1 audit isn’t carried out at the client’s premises, pre-audit can be conducted upon customer request. A pre-audit is executed and a report is prepared in order that the company can obtain reliable data on systems implementation and to determine and confirm that the company understood entirely certification procedure and corrective actions request is arranged and approved by the company to remove possible non-conformities (including document revision) before certification audit. The audit date may be changed on approval of company, if required.

3.3.2 Stage 1 Audit

The company shall render system documents (such as company’s manual (if any), procedures (if any), quality policy, quality objectives and relevant documents), records that shows internal audits and management review are being and performed (whether stage 1 audit is carried out at the client’s premises) to the TÜRK LOYDU 3-4 weeks before certification audit. In case that duration of sending the documents remains below the duration determined, TÜRK LOYDU keeps the right to change the audit dates.

If major non-conformities concerning documents and records reviewed are stated, the company is informed of such statement. If document review service is separately priced, document review results are reported. Possible corrections and corrective activities request is reported separately before the audit in mutual understanding with the company. Synchronously with Stage1 audit, it can be provided that



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 3/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

planning stage2 audit, supplying resource and confirming the audit team. Stage2 Certification audit is not performed unless it is confirmed by the company at which corrective activities are fulfilled.

Stage 1 audits shall be done on site for companies that are included in high and highest risky groups for Quality Management System, high and highest risky groups for Environmental Management System, hazardous and high hazardous for Occupational Health and Safety Management System and other groups in case of necessity; compulsory for Food Safety Management System and Information Security Management System. Duration and content of the stage 1 audit for Food Safety Management System shall be determined by taking the complexity level and severity degree of the risk into account.

3.3.3 Stage 2 Audit

Principal Certification audit is performed within the company at the date which is scheduled as the result of Stage1 audit. Certification audit is executed minimum 3 months after the company implements its system.

The audit program is sent to the company after being prepared at least one week before certification audit date. This duration can be decreased with reasons from customer. The content of the audit program sent to the company comprises, as well as the audit dates, names of the lead auditors, auditors and specialists to be employed in the audit team and observer (auditor nominee, accreditation auditor, observer by aim of qualification and follow-up of qualification of auditor). If company request information about audit team (lead auditor, auditor and specialist and observers) required information will send to them. If company appeals any one in audit team, Türk Loydu evaluates the appeal, In case of justified changes are made to the audit team. The audit team shall ensure that observers do not influence or interfere in the audit process or outcome of the audit. This application is available in the entire audit process.

The audit program is approved by conversing with the company representative for the last time during the opening meeting and may be modified if required. One audits weather system which is established by using system documents and audit control list in compliance with the company's policy and requirements of relevant standards at the company, is executed efficiently and as documented or not also interviews are made with the personnel where the system implemented, furthermore the presence of the current copies of the documents at the relevant departments is confirmed. "Corrective Action Request Form" to be executed in order to remove the non-conformities raised during the audit, is filled and is signed by company representative (or personnel responsible for execution of corrective action) and then by lead auditor / team leader. Possible changes which may be seen in the course of the execution of correction and preventive actions may be corrected by lead auditor / team leader on the form in consensus with the company.

The determination of cause of the nonconformity, correction and corrective action are to be conducted by the company to the TÜRK LOYDU in one week and approval of plans by the lead auditor appointed the activity must be completed in 3 months for minor and 6 months for major non-conformities.

In the course of removing the major non-conformities, site audit, as well as document review, is executed if required in 6 months.

Closing up the corrective activities concerning the minor non- is evaluated in the next audit. Any non-conformity is repeated or couldn't be closed by be classed as a major by taking account the effect of nonconformity and efficiency of corrective action. After completion of the audit, the team leader appointed shall prepare an audit report including an official presentation of the closing meeting and the summary of the findings and results of the audit and periodic audit plan which indicates the clauses will be evaluated during the periodic audits when follow up audit is not necessary. When it is necessary the periodic audit plan is prepared after the follow up audit.



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 4/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

3.3.4 Follow up Audit

Follow up audit is executed at least 6 months, if required, in order to designate that the major non-conformities raised during audits are removed and correction and preventive actions relating to it are being applied.

Follow up audit may be executed only following the written confirmation verifying that correction and preventive activities has been completed by the company.

If the major non-conformity are not removed or at least are not converted to minor non-conformity during the certification process is ceased, certificate is issued if it is completely removed. If the major non-conformity is converted to minor, it indicated on the follow-up report and one pass to issuance of certificate phase provided the determination of cause of the nonconformity, correction and corrective action are to be conducted by the company to the TÜRK LOYDU in one week and approval of plans by the lead auditor appointed with the decision of verifying during the next audit on the newly issued "Corrective Action Request Form".

3.3.5 Issuance of Certificate

After the execution of necessary actions to remove the non-conformities indicated during the audit and evaluation activities and the confirmation of the fact that management system of the company complies with the requirements of the relevant standard, "Draft Certificate" is filled in by assigned auditor. Informing to the company that positive opinion would be announced to the "Certification Committee" at the closing meeting, the initialed document and its attachments are presented to the System Certification Division Manager. Records, its attachments and "Draft Certificate" concerning the audit made by the Division Manager or the personnel appointed, are reviewed, initialed and is presented to the Certification Committee. "Draft Certificate" which is confirmed as complete and relevant documents are examined and the decision is taken by the System Certification Committee. One copy of the "Certificate" which are prepared as two originals in A4 format in accordance with the approved draft by the System Certification Division Manager and the Head of System Certification Committee and submitted to the General Manager approval after signed by of Head of Certification Committee. Approved Certificate is rendered to the company with TÜRK LOYDU's certification logo and "TÜRK LOYDU Certification Mark and Certificate Using Rules" in maximum 1 week after Certification Committee decision date.

TÜRK LOYDU system certificate is valid for three years on condition that periodic audits conclude positively. Companies for which certificate is issued are registered in the list of companies certified in management systems by Turk Loydu.

3.4 Maintenance and Usage of Certificate

Carrying on the validity of certified system for 3 years from the date of System Certification Committee decision is possible in order to make its maintenance complied with the standard requirements of the system. Therefore periodic audits are performed at the company not less than once a year. Periodic audits shall be conducted 6, 9 and 12 months periods with respect to implementation level, maturity, complexity of the processes and seasonal production of the company. Documents concerning revisions which the company fulfilled and in the system and issues that are added by the company, shall be sent to TÜRK LOYDU maximum 6 weeks before the audit date. Periodic audit plan which is clarified during the last audit, on condition that it is in consensus with the company, is rendered to the company maximum one week before the audit. Executing the audit, examining correction and preventive activities to remove non-conformities raised during the previous audit, reviewing system documents added or revised and examining its conformity and efficiency in implementation and critical issues are controlled within the scope of periodic audit. Monitoring the correction and preventive activities to remove the non-conformities shall be as follows:



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 5/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

The closure of the major non-conformities identified in the stage 2 audits, site audit, as well as document review, is executed if required in 6 months. The closure of minor non-conformities is performed in the next audit.

The determination of cause of the nonconformity, correction and corrective action are to be conducted by the company to the TÜRK LOYDU in one week and approval of plans by the lead auditor appointed the activity must be completed in 3 months for major and minor non-conformities.

If the minor non-conformities which cause of it, correction and corrective action were approved by the lead auditor appointed raised at the previous audit are not corrected, they may be are converted to major non-conformity by taking account the effect of nonconformity and efficiency of corrective action. and indicated on the original "Corrective Action Request Form", then follow up audit is executed three month later.

If concerned non-conformity is removed, document is concluded to be valid, if not document is conclude to be taken in suspense and such decisions are announced to the company. If the major non-conformity is raised for the first time during the periodic audit, the deadline for executing corrective activity is three month. When the concerned activity is indicated to be insufficient during the audit which is fulfilled within three month, if the non-conformity is still in major category, an extra deadline of one month is given to execute renewal follow up audit. If the non-conformity is removed the document continues to be valid, if it is not removed taking it in suspense is rendered in writing to the company.

3.5 Transfer Audit

Follow up audit is executed for the assessment of companies already having management system certificate from other organisations in order to transfer into TÜRK LOYDU. By the acceptance of Quote and signing of it, pre-transfer review is conducted. This review should be conducted by means of review of documents of the company and audit records of previous certification body and also a visit should be executed.

Certification phase is carried out such as certification audit.

Companies shall be closed out outstanding non-conformities before transfer request.

If doubt continues to exist, after the pre-transfer review, as to the adequacy of a current or previously held certification, TLCD, depending upon the extent of doubt, either;

- treat the applicant as a new client or
- Conduct an assessment concentrating an identified problem areas.

The pattern of the previous certification regime should be utilised to determine the programme of ongoing periodical and re-assessment unless, as a result of the review, initial or re-assessment audits has been performed. (The validation date of certificate expires on the date that is mentioned at first issue of certificate.)

3.6 Scope Extension/Restriction Audit

In case the company certified by TÜRK LOYDU having the certification enquiries after changing the form and or scope of activity extension audit is to be performed. The audit time will vary depending on the scope of demand. Audit is planned and performed for the determined scope as the certification audit. Scope extension audit may be conducted in conjunction with a surveillance audit upon the request of the company. Nonetheless the scope shall be reduced 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. Any such reduction shall be in line with the requirements of the standard used for certification. In case of scope restriction, process shall be completed provided examining at the next planned audit.



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 6/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

3.7 Unexpected Audits

When complaints are received; changes in the client's managements system, organization or certification rules are occurred regarding the company certified by TÜRK LOYDU, unexpected audits should be conducted upon the decision of Division Manager.

3.8 Renewal of Certificate

At the expiration of 3 years which is certification validity duration, renewal issuance of certificate shall be possible on condition that executing system of company efficiently and in accordance with the requirement of concerned relevant standard and assurance of its maintenance are under guaranty. Within this scope a renewal audit, periodic audit or if required a follow up audit are executed at the company. In order to programme the renewal audit within the validity period of the certificate, company shall apply to TÜRK LOYDU for renewal audit at least two months before expiring the date of certificate. A new quote is rendered to the company for renewal certification activities and activities commence after an "Agreement for TÜRK LOYDU Certification and Maintenance Services" is signed. Recertification audits Where there have been significant changes to the system (management system or the context in which the management system is operating, changes to legislation) when necessary stage 1 audit is performed. The scope of renewal audit depends on the results of latest periodic audits performed at the company. During renewal audit, corrective actions executed before all else to remove the non-conformities raised at the latest audit, is examined. Furthermore documents which are revised in the system and involved into the scope are reviewed and its applications are audited. Executing the renewal audit and monitoring correction and corrective actions to be conducted to remove the non-conformities raised after the audit is executed in the same manner as certification audit did. When, during a recertification audit, instances of nonconformity or lack of evidence of conformity are identified, time limits shall be defined for correction and corrective actions to be implemented prior to the expiration of certification. If a major nonconformity identified during a recertification audit, it should be ensured that nonconformity shall be closed before the expiration of certification. After correction and corrective activities concerning removal of the non-conformities are performed, a new certificate is issued in accordance with the first certification cycle by confirming that the company's system is appropriate for the requirements of relevant standard. Date of the first issuance of certificate is also indicated on new certificate.

In the case of accomplishing renewal activities in 6 months after completion of certificate expiration, certification can be maintained. In that case, the certification date shall be the committee decision date as well as validity of certificate will be in conformity with the first certification cycle.

Following expiration of certification if the renewal activities have not completed or decision has not been taken at least a stage 2 audit shall be conducted. In that case the certification validity date will be after 3 years from the committee decision date. If the quote has not been approved before the expiry date of existing certification, a new certification process shall be begun.

3.9 Complaints and Appeals

Complaints and appeals which reach TÜRK LOYDU in connection with the certification activities, are evaluated after having been registered. Only written applications concerning the entity which has accredited TÜRK LOYDU are evaluated.

Process regarding evaluation and finalizing of complaints and appeals which reach TÜRK LOYDU is mentioned in REH-01 Complaint and Appeal Guide. This document can be reached from TÜRK LOYDU web page.



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 7/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

All the complaints and appeals that have reached TÜRK LOYDU are handled extremely confidential and must not be rendered to third parties. When it is concerned that the information is rendered for legal requirements, the company is absolutely informed.

3.10 Certification of the Integrated Management System

Integrated Management System (IMS) certification is performed in cases of a single system that contains two or more management systems standards. Audit team should meet the competence requirements for each technical area for each certification scheme covered by an integrated team of audit control. If team leader does not possess the necessary competence for the entire management system, team members are assigned individually as leaders are responsible for all applicable standards and recommendations on areas not covered by the competence of the audit team leader. When developing a sampling plan for the integrated audit, available accreditation guidance should be considered for each management system standard. All applicable requirements of management system standard should be evaluated in the scope of audit. If one of management system standard certificate is suspended or canceled, the effect of this situation on other certificate(s) should be evaluated additionally.



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 8/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

II. GENERAL CONDITIONS

1. Duties and Responsibilities of TÜRK LOYDU

Türk Loydu acts confidentially to all kinds of written or oral information reached in scope of certification to be used in activities to be performed within the frame of agreement and never transfer such information to third parties which are not stated in the agreement. The employees of TÜRK LOYDU are to keep confidentially all kind of certificate and information about companies that have reached them for certification activities, use such them for the aims indicated in the agreement and are not to show them to third parties in any concern. However they may be shown to the entity which has accredited TÜRK LOYDU, in order that complaints, disputes and appeals, concerning certification activities, which have reached TÜRK LOYDU, may be solved. Nevertheless TÜRK LOYDU informs the client, in advance, of the information it intends to place in the public domain. All other information, except for information that is made publicly accessible by the client, is considered confidential.

TÜRK LOYDU does not fulfil principal consultancy service for certification activities, in accordance with requirements for bodies providing audit and certification of management systems (ISO/IEC 17021-1) and its impartiality. When confidential information is made available to other bodies (e.g. accreditation body, agreement group of peer assessment scheme), the client is informed of this action in the case that the legal restriction not exist.

TÜRK LOYDU has the responsibility to assess sufficient objective evidence upon which to base a certification decision. Based on audit conclusions, TÜRK LOYDU makes a decision to grant certification if there is sufficient evidence of conformity, or not to grant certification if there is not sufficient evidence of conformity. TÜRK LOYDU selects auditor, lead auditor and specialists carefully that it has employed in TÜRK LOYDU certification activities in compliance with the concerned standard and 2990/E Qualification Criteria for Auditors Procedure. If not guaranteed separately, in case that services in the execution of activities is not at the anticipated level, responsibility of TÜRK LOYDU shall be limited with making up of the service by sufficient number of personnel, at the later phases. In this scope a financial liability of TÜRK LOYDU shall not be concerned. If the same deficiency continues, the right of the company to reduce payment and terminate agreement may arise. Within the scope of the certification activities, against the risks that might cause or result in any damage, upon verification by third part TÜRK LOYDU has a "Professional Indemnity Policy" in which scope and limits of the liability is detailed. TÜRK LOYDU takes the full responsibility of the work done by subcontracted auditor or expert in the audit processes. In case issued certificates are not accepted by third parties, TÜRK LOYDU has no liability.

Not exceeding certification cost is paid by TÜRK LOYDU, against to damages which might cause its certificated companies based on its activities (suspension or end of certification activities etc. in the scope of accreditation).

2. Duties and Responsibilities of Company

Company shall be liable to obey all kind of information and directions which are given by TÜRK LOYDU, in order to operate system. Company shall be liable to appoint a company representative and assure the whole audit team to access every necessary area and further more ensure that the legal requirements or special necessities other than requirements of standard of product or service concerned in the scope of certificate are fulfilled, in order to assure the system implemented and ensure its maintenance. After being certified, company must inform TÜRK LOYDU, as soon as possible, of possible changes in system, and organisational alterations which may affect the system. Controlled copy of the changes in system documents should be conveyed to Turk Loydu. Company shall be liable to keep all records (ie. contract, report CPA reports, etc.) issued by TÜRK LOYDU during the validity period of the certificate. In order to evaluate the effects of the changes made, TÜRK LOYDU performs additional audit, if necessary, paying its fee. The company shall conduct activities regarding any change



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 9/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

that might occur in the TÜRK LOYDU certification system (standard, procedures and rules) within the declared transition period. Furthermore, company must inform TÜRK LOYDU of complaints and disputes coming from third parties in the scope of the certificate. Company shall comply with all certification requirements relating to fulfil the audit. Company shall make all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance, recertification and resolution of complaints. Nevertheless company shall make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation auditors or trainee auditors).

The company should be comply with the certification requirements for performing the audit, to make all necessary arrangements for conduct of the audits, including provision for examining the documentation and the access to all processes and areas, records and personnel, to make provisions where applicable, to accommodate the presence of observers (e.g. accreditation auditors or trainee auditors. Nevertheless guide(s) are assigned to the audit team to establish contacts and timing for interviews; arrange visits to specific parts of the site or organization; ensure that rules concerning site safety and security procedures are known and respected by the audit team members; witness the audit on behalf of the client; provide clarification or information as requested by an auditor

The company should report if any records cannot be made available before Information Safety Management System (ISMS) audits. TÜRK LOYDU determine whether the ISMS can be adequately audited in the absence of these records. . If it is concluded that it is not possible to adequately audit the ISMS without reviewing the identified confidential or sensitive records, the audit cannot take place until appropriate access arrangements are granted.

Nevertheless the records of all complaints and corrective action taken in accordance with the requirements of ISO/IEC 27001 shall be made available from TÜRK LOYDU. Records of these complaints are kept to restore conformity, prevent recurrence, evaluate and mitigate any adverse security incidents and their associated impacts, assess the effectiveness of the remedial/corrective measures adopted etc.

3. Usage of Certificate

Company owning the certificate, has the right to use its certificate, for commercial purpose, on stationary and advertisement materials, letterhead papers, business cards and in computer softwares, in the scope of “TÜRK LOYDU Certification Mark and Certificate Using Rules”. On condition that the document indicates clearly that company has a system implemented, certified and executed in compliance with the concerned standard, the certificate may be used on every advertisement mean.

4. Misuse of Certificate

Turk Loydu starts to monitor the company after the issuance of certificate. Data which are indicated in press and media are examined and monitored in periodic audits. Complaints coming from customers are also evaluated and when stating a non-conformity to “TÜRK LOYDU Certification Mark and Certificate Using Rules”, a corrective action is immediately requested. In case that the corrective action is not fulfilled within the determined time, the following activities are applied:

- The relevant accreditation institution is informed,
- The announcement withdrawal of the certificate issued is made,
- Necessary application for legal pursuit is made.



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 10/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

5. Suspension of Certificate

In case that following conditions arise, certificate is suspended for not more than 3 months from the decision date of certification committee:

- Infringement of “TÜRK LOYDU Certification Mark and Certificate Using Rules” not to require withdrawal,
- Rejecting and/or hindering the audits,
- Presence of non-conformities raised during the audits and not removed within the determined time,
- Determining that the necessities or legal requirements for the product or service certified other than the requirements of management system standard (like; work health and work security directive or special requirements based on the product or service concerned) have not been fulfilled,
- Company’s written request based on justification
- Misuse of TÜRK LOYDU certificate and certification mark,
- Non-compliance with certification rules,
- Not paying the certification fees,
- Not announcing, to TÜRK LOYDU, the changes which are done in the scope and/or organisation of management system,
- Not executing management system as the documented and audited,
- Indicating (TÜRK LOYDU) statement which may affect negatively the system in management system.

Suspension and removal of suspension announced to the company in writing. Decision about the suspension of the certificate is taken by Certification Committee. TÜRK LOYDU, when necessary, may extend the suspension duration maximum 3 months. Additionally upon the request of the company management certificate may be suspended for 6 months by TÜRK LOYDU provided that reasonable grounds have been found. Suspension of certificate process can be applied for the whole scope or partially. When TÜRK LOYDU determines that any company uses the certification for further promotion, during the suspension period, withdrawal process is begun.

6. Removal of Suspension

Companies, whose certificate is already suspended, with respect to clause 5, shall write to TÜRK LOYDU in case the suspension conditions are removed. In order to confirm that the suspension provision has been removed TÜRK LOYDU must perform an audit in the company. Type, content and duration of the audit conducted within the scope for removal of suspension shall be determined by taking the suspension reason of the certificate into account. However the duration shall not be less than periodic and more than reassessment audit. Removal of suspension is conducted in accordance with the certification procedures provided the company found as successful after the audit.

7. Withdrawal of Certificate and its Results

Certificate is withdrawn if following conditions arise:

- Company rejects the suspense provisions indicated in Article 5
- Company does not remove the suspension reasons,
- When suspension is not appropriate.
- In case of withdrawal of certificate the following liabilities must be carried out:
- To cease the use of TÜRK LOYDU certificate and certification mark,



TÜRK LOYDU

Issue Date: 03.04.2000

Document No: ICR-01

Revision Date: 28.04.2016

Revision No: 23

Enforcement Date: 29.04.2016

Page No: 11/11

MANAGEMENT SYSTEMS CERTIFICATION CERTIFICATION RULES

- To give up all the rights in the scope of certificate,
- To pay certificate fees not paid.

Within one month beginning from the withdrawal date, company must remove certificate mark from all kind of correspondence and advertisement materials.

Otherwise TÜRK LOYDU;

- Make the announcement of withdrawal of certificate to other accreditation bodies, other certification organisations,
- Announces that the concerned company use the certificate illegally and breaking the agreement rules in mass media
- Commence the legal procedure to remove financial and moral damage which may arise out of it,
- Furthermore in case that the company do not request renewal of certificate, the production of product/service which is executed in the scope of certificate is ceased or the company is closed, the certificate is withdrawn and this information is announced to public.

8. Changes which may arise in TÜRK LOYDU Certification System

TÜRK LOYDU is liable to announce the important changes which may arise in its system (in standard, procedures or rules) to companies certified by TÜRK LOYDU as soon as possible to let the companies to make the necessary changes within the agreed transition period. For this purpose tools like; web page, e-mail may be used. TÜRK LOYDU gives its certified companies, due notice of any significant changes to its certification rules, use of the certification mark and certificate rules by e-mail.

9. The Declaration of the Companies Certified by TÜRK LOYDU

TÜRK LOYDU is liable to keep a list of the companies certified currently in an electronic media. In addition the following information shall be provided upon request: the status of a given certification; the name, related normative document, scope and geographical location (city and country) for a specific certified client.

10. Documentation

TÜRK LOYDU is liable to keep the following records concerning activities it executes in the scope of management systems certification, in the course of certificate validity time.

Pre-audit, stage 1 audit, stage 2 audit, issuance of certificate, follow up audits, periodic audits, transfer audits, renewal audits, scope extension, special audits, unexpected visit reports, customer complaints, quotation, agreement for TÜRK LOYDU certification and maintenance services, corrective action request form, appeals and complaints reports, committee decision reports, competency records of auditors and experts attends to audit, certification documents including the scope of certification with respect to product, process or service, as applicable, (e.g. quality manual), audit programmes, periodical audit plan.

11. Confidence

TÜRK LOYDU acts confidentially to all kinds of written or oral information reached in scope of certification to be used in activities to be performed within the frame of "Agreement for TÜRK LOYDU Certification and Maintenance Services" and never transfer such information to third parties except the institution which has accredited TÜRK LOYDU. If TÜRK LOYDU has to give information to third parties because of legal requirements or make available to other bodies (e.g. accreditation body, agreement group of a peer assessment scheme), it shall absolutely inform the relevant company in the case that the legal restriction not exist.