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GENERAL REGULATIONS

VINÇOTTE nv

Vilvoorde – Belgium

Conformity Assessment NoBo activities

Revision: 03	Written by:	Verified by:	Approved by:
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1. SCOPE

The current General Regulations define the rules applicable to the conformity assessment procedure of a product, process or service by VINÇOTTE nv as Notified Body (NoBo) following references documents listed in §3.

The Conformity assessment per the different reference document are based on the ISO/IEC 17065 standard and the specific NOBO document from BELAC (BELAC 2-404), and ISO/IEC 17021 for PED – module H.

2. DEFINITIONS

For the purpose of the current General Regulations, the terms and definitions given in ISO/IEC 17065:2012 “Conformity Assessment – Requirements for bodies certifying products, processes and services” apply and ISO/IEC 17021-1:2015 “Conformity Assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements”

Furthermore the following definitions apply:

- ✓ Applicant: Organization seeking the services of VINÇOTTE nv related to conformity assessment procedures and is not yet any contractual agreement.
- ✓ Organization: under the current General Regulations, the term “Organization” is used to designate an organization as defined in the ISO/IEC 17065:2012 standard (section 3. 1: client).
- ✓ Certified/Registered Organization: organization for which the product, process or service has been assessed by VINÇOTTE nv and a certificate of conformity, or any other document acknowledging conformity, issued by VINÇOTTE nv was delivered.

3. REFERENCE DOCUMENTS

The conformity assessment process applied is based upon a demonstrated compliance with the requirements of the following normative international, European and national documents:

- ✓ Directive 2006/42/EC of 17 May 2006 on machinery
- ✓ Directive 2014/68/EU of the European Parliament and of the Council of 15 May 2014 on the harmonization of the laws of the Member States relating to the making available on the market of pressure equipment
- ✓ Directive 2000/14/EC of the European Parliament and of the Council of 8 May 2000 on the approximation of the laws of the Member States relating to the noise emission in the environment by equipment for use outdoors

The basis for the conformity assessment process can be extended to other international or national normative documents depending on the approvals/notifications received by VINÇOTTE nv.

4. GENERAL RULES

4.1. The current General Regulations are the only ones VINÇOTTE nv applies for the conformity assessment procedures of products, processes or services that comply with the standards and reference documents listed in section 3.

4.2. Any Organization seeking conformity assessment services from VINÇOTTE nv related to its products, processes or services must abide by the General Regulations in force at the time the contract between Organization and VINÇOTTE nv about the services is concluded. Likewise, when the conformity assessment is carried out within a regulatory framework, any applicable regulatory requirements are in force in compliance with the calendar set by the law.

4.3. The requirements of the current General Regulations supersede the corresponding requirements of the VINÇOTTE nv Standard Terms and Conditions of Supply of Services.

4.4. The specific conditions defined in the contract above mentioned may neither alter nor modify the requirements of the current General Regulations.

5. OBLIGATIONS OF THE APPLICANT

5.1. The applicant makes the necessary arrangements for :

- ✓ the conduct of the evaluation and surveillance (if required), including provision for examining documentation and records, and, if applicable, access to the relevant equipment, location(s), area(s), personnel, and applicant's subcontractors
- ✓ investigation of complaints
- ✓ If applicable, the presence of observer from VINÇOTTE nv and/or representant of BELAC or other relevant authorities

5.2. Declarations and claims are consistent with the scope of services contracted (product, standards…)

5.3. The applicant cannot use any content of the conformity assessment delivered by VINÇOTTE nv in such a manner as to bring VINÇOTTE nv into disrepute.

5.4. The applicant cannot make any statement regarding the conformity assessment delivered that VINÇOTTE nv may consider misleading or unauthorized.

5.5. Upon suspension, withdrawal or termination of the conformity of a product, process or service, the applicant discontinues its use of all advertising matter that contains any reference thereto, takes action as required by the reference documentation and takes any other required measure as mentioned in section 11.

5.6. Copies of documents delivered by VINÇOTTE nv relative to the conformity of a product, process or service shall be reproduced in their entirety.

5.7. References to the conformity of a product, process or service in documents, brochures, or advertising must follow the rules mentioned in section 10.

5.8. Conformity marks and information on the product, process or service, if used, complies to the requirements of the normative documents. Appropriate actions must be taken and documented.

5.9. The organization keeps record of all complaints (and investigations and reactions) and recalls and makes them available to VINÇOTTE nv. Organization has to communicate them without delay to VINCOTTE nv who will evaluate the impact on the validity of the conformity assessment delivered.

5.10. The applicant informs VINÇOTTE nv, without delay, of changes that may affect its ability to conform with the requirements of the reference documents (see section 3).
The independent reviewer shall examine these modifications and shall then either confirm the validity of the existing certification documentation or issue a new one if the modifications are liable to compromise conformity with the essential requirements of the reference document or the intended working conditions of the type. If the modifications are not liable with the requirements of the reference document, the independent reviewer will withdraw the certification document who doesn't fit anymore with the modified product, process or service. If the Organization want it's modified product, process or service to be certified, a new full conformity assessment process is required.

5.11. If the conformity assessment applies to a serialized product, process or service, the applicant shall ensure that each individual manufactured product, process or service continuously meets with the conformity criteria.

6. CONFORMITY ASSESSMENT APPLICATION

6.1. Any Organization without discrimination interested in the conformity assessment of its products, processes or services may apply to VINÇOTTE nv.

The application shall include:

- the name and address of the manufacturer and, where appropriate, his authorised representative,
- a written declaration that the application has not been submitted to another notified body,
- the technical file or the technical information related to the product, process, service to assess.

6.2. As soon as the applicant's intention is known, VINÇOTTE nv reviews the application and submits to the Organization a quotation accompanied with an order form, the general conditions and the current General Regulations.

6.3. Ordering of the conformity assessment by the applicant proceeds with the filling in and the signing of the applicable order form by the Applicant. These forms are part of the VINÇOTTE nv quotation.

The relevant order forms must be returned to VINÇOTTE nv, if necessary attached to a standard purchase order. The provisions of the purchase order cannot contradict the requirements of the VINÇOTTE nv order forms, these current General Regulations or the requirements of the certification scheme.

If it appears that the quotation was not based on the right information of the applicant, the conditions of the offer, including the time of the assessment, may be reviewed based on the accurate information and will be submitted to the applicant approval.

7. CONFORMITY ASSESSMENT PROCESS

7.1. Registration

VINÇOTTE nv acknowledges all order forms received.

Before reviewing the documentation, VINÇOTTE nv communicates to the Applicant the name of auditor who will conduct the conformity assessment. The Applicant will be informed beforehand of any change in the assignment.

7.2. Conformity Assessment

During the conformity assessment, the appointed auditor verifies that the product, process or service is in compliance with the reference documents listed in section 3. For this purpose, the required documented technical information and, if applicable, the product are examined.
Conformity assessments shall be carried out in a proportionate manner, avoiding unnecessary burdens for economic operators. The Conformity Assessment Bodies shall perform their activities taking into consideration the size, the sector, the structure of the organization involved, the relative complexity of the technology used by the products and the serial character of production.
In so doing they shall nevertheless respect the degree of rigor and the level of protection required for the compliance of the product by the provisions of the relevant community harmonization legislation.

7.3. Conformity assessment report

The conformity assessment report includes a brief description of the organization, a description of the product, process or service evaluated and the results of the evaluation. If applicable, non-conformities are noted in this report.

7.4. Request for correction or corrective action (if applicable)

The deviations and observations that were identified during the initial or a surveillance audit will be recorded in reports. They represent a non-compliance with the requirements of the standard.

Major nonconformities (or severe shortcomings or serious defects) mean that there is no process link, or that a system fails completely.

Minor nonconformities (or slight deficiencies or small deviations) mean that a requirement of the standard or a provision in the applicable documents or remark in the procedures or work instructions of the organization is not met, but on the basis of objective evidence the conformity of the product is not in doubt. Several small deviations – usually against a common requirement of the system or standard – may be considered as a major nonconformity.

Observation or opportunity for improvement is a situation where the evidence presented indicates a requirement has been effectively implemented, but based on the auditor experience and knowledge, additional effectiveness or robustness might be possible with a modified approach.

A non-exhaustive list of major nonconformities can be found below :

- introduction of unapproved changes to the system ;
- other activities, also being subject to the Pressure Equipment Directive, than in the scope mentioned;
- incorrect use of qualified welders or the use of unqualified welders ;
- no or incomplete control over outsourced activities (when applicable) ;
- failure to comply with prior requested correction measures or not solving non-conformities ;
- non authorized use of the certificate as provided in Vsa's General Terms and Conditions and this document ;
- not maintaining the documented system up to date (manual and procedures) when the implemented system evolves ;
- when the system of implementing the necessary corrections in order to maintain the requirements of the corresponding standards proofs to be inadequate or inefficient ;
- insufficient planning of the quality management system considering the objectives to be reached: insufficient, unsuitable or non-existent management plan or lack of resources to realize the established objectives (missing capability) ;
- lack of an essential QMS component: no evidence of documentation or of implementation of a criterion (or of a significant part thereof) of the reference standard ;
- when only a part of a system component is missing and when the missing part has a critical influence on the global operation of the system or on the delivered product, and this to such an extent that the negative consequences of this failure are established in the past period.
- evident / deliberate non-conformance with statutory or regulatory requirements ;
- breach of a statutory or regulatory requirement which can call into question consumer safety (or the general interest) ;
- when a non-conformance is such that the balance of the system and its global working is harmed ;
- accumulation of minor non-conformities which leads to a lack of confidence in the system's efficiency ;

- too long a period for the resolution of the correction or corrective action requests established by the auditors, in such that the Organization's capability to handle them may be in doubt.

A non-exhaustive list of minor nonconformities can be found below :

- incomplete documentation of an applicable criterion of the reference standard, on the condition that the missing documentation is not essential for the operation ;
- incomplete implementation of an applicable criterion of the reference standard, on the condition that the missing implementation is not essential for the operation ;
- lack of evidence demonstrating the conformity with a criterion of the reference standard, if this does not harm confidence in the implementation of an essential element of the system.

7.5. Response and implementation of correction and/or corrective action (if applicable)

Within a fortnight after the audit the Organization provides answers to the Requests for Correction or a Corrective Action along with an action plan. The auditor checks if the proposed measurements are suitable for remedying the non-conformities discovered and their causes.
Both the major and minor nonconformities must be resolved - and their implementation verified if necessary - before the audit is finalized. For an initial certification audit, this means that the certificate itself can only be issued when **all** the nonconformities are duly treated and approved.
For **major nonconformities**, corrections should take place as soon as possible (preferably immediately or within a few days) while the corrective actions should be implemented and verified within 6 weeks after the audit.
For **minor nonconformities**, corrections should take place as soon as possible (preferably immediately or within a few days) while the corrective actions should be implemented and verified (if deemed necessary) within three months after the audit.
If the correction or implementation of the corrective action takes more than indicated above, than Vsa may decide to suspend the audit, in which case Vsa will let the manufacturer know that the audit team will return after the corrections and corrective actions have been taken and implemented.
The nonconformities identified during the subsequent surveillance audit(s) are subject to the same measures with the distinction that the certification need not be interrupted as long as the implementation of the correction(s) or corrective action(s) will not take longer than the above mentioned time(s).

7.6. Conformity assessment file

The auditor prepares the conformity assessment file. This file contains (not exhaustive):

- ✓ The technical documentation
- ✓ the conformity assessment reports and if relevant other documents linked to the conformity assessment process (assessment plan for example)
- ✓ the document with the recommendation of the auditor after his assessment.

This conformity assessment file is presented to an independent reviewer of VINÇOTTE nv.

7.7. Independent review

The independent review of the conformity assessment file and the certification decision are completed concurrently by an independent reviewer who is independent to the file to review. He was not involved in the conformity assessment process and is technically familiar and competent with the product, process or service to assess and with the reference documents considered.

The independent reviewer reviews all files that have been submitted. If necessary, the auditor who prepared the conformity assessment file is consulted.
The independent reviewer decides either to grant conformity, with eventual restrictions, or to deny it and shall detail reasons.

Conformity is denied when the independent reviewer concludes that the product, process or service does not meet with the requirements of the reference document.

Where requirements have not been met by the manufacturer, it shall require the manufacturer to take appropriate corrective measures and it shall not deliver any certification document.

The independent reviewer ‘s decision is communicated to the organization.

Once the organization has taken the corrective measures, A new assessment will be required if the organization still wants its product, process or service conformity to be assessed.

Specific requirements for Directive PED 2014/68/EU – Module H

The complete certification file (including the audit reports, together with the recommendation of the Lead Auditor) are then reviewed by a recognized independent person. This independent reviewer will formulate his advice towards granting or otherwise of the certificate to the Certification Committee.

The concerned auditor(s) is (are) heard when necessary. In each case, the Certification Committee will decide either to grant a certificate stating the conditions, or to refuse the certification stating the reason(s).
The granting or maintaining of a certificate is refused when the Certification Committee judges that the management system implemented substantially derogates from the requirements of the reference normative document. This judgment is based upon the following factors :

- Evidence of critical / major non-conformities.
- Accumulation of minor non-conformities giving rise to a lack of confidence in the operability of the management system.
- Attitude of the Applicant towards the resolution of Corrective Action Requests.

If awarded, the effective date of issuance of the certificate is the date of the positive review by the Certification Committee. The certificate is generally valid for 3 years, except for changes in reference normative documents or legislation).

The certificate is made available to the manufacturer but remains property of VINÇOTTE nv, subject to satisfactory surveillance and as long as the 'Conditions of Validity' defined in the General Regulations are maintained.

For Directive 2014/68/EU, VINÇOTTE nv in its role as Notified Body will also communicate the granting/issuance of a certificate/attestation to both the FOD Economy as Notifying Authority and the Conformity Assessment Bodies Forum (CABF PED/SPVD).

7.8. Conformity document characteristic

If applicable, a conformity document is published when decision is positive.

The conformity document states:

- ✓ the Name, address, logo and identification of the notified body
- ✓ the name and signature of the independent reviewer.
- ✓ the name and address of the certified Organization,
- ✓ The applicable scope covered by the conformity document
- ✓ The reference document(s),
- ✓ the BELAC symbol
- ✓ Identification of the approved type / item
- ✓ The issue date and the period of validity (if any)
- ✓ a unique identification reference.
- ✓ a reference to this General regulation

specific requirements for Dir 2006/42/EC:

If the type satisfies the provisions of Directive 2006/42/EC, VINÇOTTE nv shall issue the applicant with an EC type-examination certificate. The certificate shall include:

- the name and address of the manufacturer and his authorized representative,
- the data necessary for identifying the approved type,
- the conclusions of the examination
- the conditions to which its issue may be subject.

The manufacturer shall request from VINÇOTTE nv the review of the validity of the EC type-examination certificate every five years.
If VINÇOTTE nv finds that the certificate remains valid, taking into account the state of the art, it shall renew the certificate for a further five years. In the event that the validity of the EC-type examination certificate is not renewed, the manufacturer shall cease the placing on the market of the machinery concerned

8. Conditions of validity of conformity document

8.1. The validity of the conformity document is maintained provided that the certified product, process or service remains in compliance with the applicable requirements.

8.2. Where, in the course of the monitoring of conformity following the delivery of the conformity document, a Notified Body finds that a product does not comply any more, it shall require the manufacturer to take appropriate corrective measures and shall suspend or withdraw its conformity document if necessary.

8.3. Where corrective measures are not taken or do not have the required effect, the notified body shall restrict, suspend or withdraw any conformity document, as appropriate.

8.4. The required technical documentation is stored per the requirements of the reference document.

Directive 2000/14/EC: According to blue guide, organization and VINÇOTTE nv keeps the technical documentation and the EU declaration of conformity for at least 10 years after the product has been placed on the market or for the period specified in the relevant Union harmonization act, unless legal action is pending.

Directive 2006/42/EC:
The manufacturer and VINCOTTE NV shall retain a copy of the certificate, the technical file and all the relevant documents for a period of 15 years from the date of issue of the certificate.

8.5. Any significant, modification, is communicated with no delay to VINÇOTTE nv

Examples (not limited to):

- ✓ Changes in the Organization's name or address,
- ✓ Significant changes within the Organization,
- ✓ Changes to the certified product, process or service
- ✓ Stopping of the production of certified products, process or services

8.6. VINÇOTTE nv is authorized to carry out any unscheduled assessment at any time and without prior notice when foreseen in the Directive. If the assessment of the product, process or service is carried out within a regular framework, this assessment will be carried out when public authorities issue a reasoned complaint concerning the requirements of the applicable standards and normative documents listed in section 3.

8.7. All financial obligations with regards to VINÇOTTE nv are covered.

8.8. The conformity document can be restricted, suspended or withdrawn under the circumstances mentioned in section 11.

9. SPECIFIC CASES

In addition to the standard conformity assessment process described above, special cases can also be accommodated. The most common examples are detailed below. The independent reviewer may be requested to take a decision.

9.1. Change to the conformity document

A Certified Organization may request that modified product, process or service may be covered by its current conformity document. This request may involve new product (new variants/versions) process or service, or another reference document. In such a case, a specific conformity assessment process is developed, taking the nature of the request into account. In principle, the program is limited to the Certified Organisation's new product, process or service.
If the modification is granted, either the initial conformity document is adapted to the new situation or it is withdrawn and replaced by a new conformity document with new conditions, or an additional conformity document is established.

When the certification scheme of a reference document introduces new or revised requirements that may affect conformity of the product, process or service, VINÇOTTE nv will communicate changes to all its clients affected and evaluate impact of modifications. VINÇOTTE nv withdraws certificates which are no longer valid.

9.2. Transfer of conformity document

If authorized by the requirements of the reference document, upon the Certified Organisation's request wishing to transfer a conformity document issued by another notified body to VINÇOTTE nv, VINÇOTTE nv may, under certain conditions, issue a conformity document based on previous assessment results and take over the conformity assessment process.
The original conformity document and the latest conformity assessment report of the other notified body are examined and assessed.
The results of this Transfer Review are submitted to the independent reviewer, which grants (or not) a VINÇOTTE nv conformity document, expiring on the same date as the original conformity document delivered by the other notified body.

10. USE OF LICENCE, CERTIFICATE LOGO AND CONFORMITY MARK

The Certified Organization may not make any use of the BELAC accreditation logo and the VINÇOTTE nv logo.

The CE marking must be applied as described in the specific directive.

The certified organization is entitled to use the conformity documents, the NoBo number in Belgium and abroad, provided that it is the user.

11. CERTIFICATE SUSPENSION OR WITHDRAWAL

Conformity of a product, process or service can be suspended or withdrawn for the following reasons:

- ✓ On voluntary request by the organization
- ✓ On no respect of the General Regulations
- ✓ Non- compliance of the product, process or service with the applicable reference documents.

Only VINÇOTTE nv's independent reviewer (or Certification Committee in case of Directive 2014/68/EU – Module H) has the authority to suspend or withdraw conformity.

A suspension has a temporary meaning. Restoration will be done at the condition that the situation at the origin of the suspension is corrected by the applicant.

In case of withdrawal, including from the own initiative of certified Organization, all original conformity documents should be returned to VINÇOTTE nv and the organization must immediately inform its actual and potential customers and take all the relevant measures to protect its actual and potential customers.

For Directive 2014/68/EU, any suspension or withdrawal is notified to the FOD Economie as notifying Authority and the Conformity Assessment Bodies Forum (CABF PED/SPVD).

12. APPEALS AND APPEAL PROCEDURE

Any party concerned may object to a decision made by the independent reviewer.

Objections are handled by the Appeals Committee.

To be considered, all objections must be sent to VINÇOTTE nv by registered mail to the chairman of the Appeal Committee within 15 working days after the communication of the conformity decision. The initial conformity decision remains valid during the appeal procedure.

The chairman of the Appeals Committee is the Chief Quality & Safety Officer (CQSO) of VINÇOTTE nv. The chairman will compose the appeal committee. The members are technically competent with the technics, the conformity assessment procedure and are independent of the considered conformity assessment file.

The composition of the Appeals Committee will be communicated to the appellant, who has the right to contest it by registered mail within 8 days.
A (remote) meeting of the Appeals Committee is called within two weeks of the final agreed constitution of the Committee members. The Appeals Committee may also hear any other individual who may be relevant to the appeal. Each interviewee will be given one week's notice of the time and place of the meeting.

The Appeals Committee shall evaluate if the contested conformity decision was taken in respect of the reference requirements and the conformity documents or not and shall release its decision on the appeal within two weeks of the meeting. The decision, taken by majority of the Appeal Committee, as declared by its Chairman, will be final. The appealed decision will stand for the duration of the appeal procedure.

During all the process and after, confidentiality will be guaranteed as well as non-discrimination.

13. CONFIDENTIALITY

All information about the applicants and the Certified Organizations is treated as confidential and measures are taken to restrict access to the conformity assessment documents.

VINÇOTTE nv commits to not disclosing any confidential information about the applicant or Certified Organisations nor any information collected during the conformity assessment, except for the data directly related to the status of the conformity (all the data mentioned on §8.7).

However, VINÇOTTE nv may have to communicate parts of the files or complete files to its accreditation body BELAC or to the notifying authorities.
In particular, VINÇOTTE nv shall inform the notifying authority of the following
1. any refusal, restriction, suspension or withdrawal of conformity of a product, process or service
2. any circumstances affecting the scope and conditions of the notification
3. any request for information received from market surveillance authorities concerning conformity assessment activities
4. upon request, the conformity assessment activities carried out within the scope of their notification and any other activities carried out, including cross-border activities and subcontracting.

Under Community harmonization legislation, VINÇOTTE nv is also required to provide other notified bodies carrying out similar conformity assessment activities covering the same products, products or services with relevant information on matters relating to negative conformity assessment results and, on request, positive results.

All members of the various committees acting for and within VINÇOTTE act in accordance with the principles and rules of confidentiality.

VINÇOTTE nv respects in all cases the applicable laws and regulations related to privacy (GDPR).

14. IMPARTIALITY

It is VINÇOTTE nv's policy to conduct all conformity assessment activities with impartially and that all personnel is free from any internal and external pressure of any nature.

Therefore:

- ✓ VINÇOTTE nv ensures that conformity assessment activities are executed in an objective manner without any prejudice.
- ✓ VINÇOTTE nv identifies actual and potential conflicts of interest and actively manages them so that objectivity is guaranteed. If impartiality cannot be guaranteed, VINÇOTTE nv will refuse the conformity assessment assignment.
- ✓ VINÇOTTE nv ensures that its personnel is independent with regard to any other organisation or person with an interest in the result of conformity assessment activities.
- ✓ VINÇOTTE nv is aware of the responsibility and liability associated with conformity assessment activities, the decisions taken and the statements and conformity documents delivered.

To ensure impartiality, an auditor cannot be assigned to and participate in the conformity assessment process if there has been any relationship of any kind (consulting, internal audit services, in-house training, employment, financial, personal, first or second degree family) between an audit team member and the applicant within the last 2 years.

The independent reviewer acts independently and autonomously from the auditor ensuring the principle of the four eyes.

VINÇOTTE nv has also installed a Committee for Impartiality. This committee's objectives are:

- ✓ Supervise the certification policy with respect to impartiality,
- ✓ Ensure the conformity assessment process are impartial, transparent and objective,
- ✓ Issue opinions and recommendations through examining conformity assessment files,
- ✓ Conduct a review of the impartiality of the conformity assessment and decision making processes and of the financial independence. For that reason, the Committee members have access to all the necessary information and have to respect the confidentiality rules
- ✓ Take any steps deemed necessary, such as notifying the accreditation bodies when its recommendations are not acted upon.
- ✓ Discuss and approve:
  - conformity assessment, validation and verification rules,
  - specimen contract documents,
  - the quality manual
  - the qualification criteria for auditors and technical experts.
  - the technical basis for granting conformity

Committee members are appointed by specific bodies representing a variety of sectors for which VINÇOTTE nv has obtained accreditation.

15. LANGUAGES

VINÇOTTE nv normally operates in French, Dutch, English. Technical files and audits may be conducted in any other language by mutual agreement.

The language(s) to be used during the audit will be defined by the Applicant at the time of contract acceptance. If the chosen language for the report is not the language mentioned above, a translation will be provided in one of them (bilingual report). The report and, if applicable, the conformity document will be issued in English only.

16. CONFORMITY ASSESSMENT FEES

The conformity assessment fees fixed by VINÇOTTE nv are defined in lump sums and/or a set of daily and hourly rates.

The sums notably cover:

- ✓ the audit preparation and documentation review
- ✓ the conformity assessment and report
- ✓ the independent review, registration and publication of the conformity documents

A sum is fixed per product, process or service for conformity assessment, registration and publication. All sums are invoiced after completion of the corresponding conformity assessment process (generally after sending the decision result of the independent reviewer and, if applicable, the conformity document to the Organization).

Supplemental activities are invoiced at the daily and hourly rates (based on the same principles as the standard costs).

17. REFERENCE DOCUMENT CHANGES

If surveillance activities are applicable, when a revised reference document is published, the transitional provisions mentioned (if any) will be taken into account. A transition period is defined in compliance with the criteria defined by the competent authorities. During this period, Applicants and Certified Organizations will have the choice between the previous or revised version of the normative document. Beyond this period, the latest edition will apply for the purpose of assessing conformity and preparing conformity documents.

18. LOSS OF ACCREDITATION OR NOTIFICATION

VINÇOTTE nv is overseen by one or more accreditation bodies and notifying authorities and takes all the necessary measure to maintain the accreditations and notifications that have been awarded. Should VINÇOTTE nv lose all or part of an accreditation or notification for a reference document, all the relevant contractual obligations with the applicants are immediately terminated and dissolved.

19. APPLICABLE LAW & DISPUTES

The current general regulations are governed by Belgian law.

Subsequent to an attempt to reach an amicable settlement, any dispute about the validity, interpretation and implementation of the regulation shall be judged by the Brussels first court of instance.

20. COMPLAINTS

It is VINÇOTTE nv's policy to take into account, to evaluate and to give an appropriate reaction/answer to each received complaint. This is done in the respect of the confidentiality rules. Identity of the complainant will be preserved toward third parties.

VINCOTTE nv guarantee also the no-discrimination during and after the complaint treatment process.

Any complaint can be addressed at the following e-mail: complaints@vincotte.be.

21. REVISIONS

The last Revision of this document is always available on the VINÇOTTE nv's website https://www.vincotte.be/en/terms-conditions.