

1. PURPOSE

This instruction was created to determine obligations of the organizations certified by KingCert and obligations of KingCert.

2. SCOPE

This instruction covers the rules and obligations that KingCert and the organizations it certifies must comply with.

3. APPLICATION

3.1. Certification Application

KingCert will prepare the **FR.05. Offer and Contract Form** in accordance with the information declared by filling the **FR.01. Application Form** by the company and the certification request will be made by delivering other certificates of the **LS.03. List of Required Documents for Application**. (Certificates and forms related to the application are published on our website (www.KingCert.com)).

Applicants must fill out the application forms completely. In case of incomplete filling of the forms and all documents and documents listed in the **LS.03. List of Required Documents for Application** are not sent to KingCert, the application will not be processed.

Stage 1, which will be carried out on the stage by the date on which the company applies, shall be canceled within six (6) months if the company is not accepted and the application is canceled. However, in the case of coercive reasons, this period is not applied. Cancellation of the application can also be done by request of the company. In case the application is dropped again, the application and file inspection fee will be re-accrued.

For ISO / IEC 27001 applications, the organization's confidential or sensitive information record or document existence is questioned. If the documents or records containing confidentiality cannot be examined, the audit is not performed if the audit is not considered effective. Customer is informed.

3.2. Pre-audit (Optional)

Obtaining accurate information on the implementation of the management system to which the company is subject is carried out at the client's discretion prior to the certification audit in order to determine and verify that the company understands the certification procedure as a whole. Pre-audits do not have any positive or negative impact on the certification audit, such as not being able to reduce the certification audit duration.

3.3. Certification Audit

All certification checks are done in two (2) stages. Stages 1 of ISO 9001, ISO 14001 and ISO 45001 can be carried out at the desk or on the premises of the organization according to the risk group of the applicant organization. When the risk groups are determined, the risk table prepared according to the NACE codes in IAF MD 5 and IAF MD 22 is taken into account. High and highest risk groups in ISO 9001 certification audits, in the highest, high and medium risk groups in ISO 14001, in high and medium risk groups for ISO 45001 certification audits Stage 1 is conducted in the site. ISO 22000, ISO/IEC 27001, ISO 22301 and ISO 37001 audits are performed in all Stage 1 on-site. Only in exceptional cases, such as short-term seasonal production, the ISO 22000 can only perform part of the audit of Stage 1 of the ISO 22000 as part of ISO 22000 audits. Stage 1 can be carried out at the desk at low risk and medium risk groups in ISO 9001 certification audits and at low risk groups in ISO 14001 audits. However, the chief auditor may request the fulfillment of Stage 1 on the site, if approved, by the Certification Manager. At the same time, the company may request Step 1 to be performed on the site. Review of the management system certificates of the ISO 9001, ISO 14001 and ISO

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45001 Phase 1, the scope of the management system, the relevant statutory obligations, and the collection of necessary information on existing risks, review of internal audit or MR planning and execution is done in order to determine whether the customer is ready for Stage 2. The objective of ISO 22000 Phase 1 is to determine the food safety hazards of the customer, analysis, HACCP plan and pre-requisite programs, implementation of relevant food safety legislation, validation of control measures, improvement programs, availability of documents for internal and external communication, policies and objectives, etc. and to provide a focus for the planning of Stage 2 audit. The aim of Stage 2 is to measure the adequacy of the customer's management system. The purpose of ISO / IEC 27001 Phase 1 is the documentation requirements; ISMS policy and controlled documentation statements, scope of ISMS, ISMS supportive procedures and controls, definition of risk assessment methodology, risk assessment report, risk processing plan, identification of the effectiveness of the required procedures and controls, records required by this standard, applicability declaration and Stage 2 is made to determine whether it is ready. It is also carried out for the control of the criteria specified by the company in the application form and in particular affecting the inspection period.

Prior to the ISO / IEC 27001 certification audit, the organization is asked whether there is any confidential or sensitive information that the auditors do not want them to see. In the absence of these records, the auditor decides whether the ISMS may be adequately audited. If it decides that no audit can be made in the absence of such records, information is not given to the organization without any necessary arrangements for access to the organization.

Stage 2 does not occur when any nonconformity is detected as a result of Stage 1. It is planned by the Stage 2 Certification Manager, taking into consideration the time for eliminating the detected nonconformity. The nonconformities identified during Stage 1 are followed up and shut down during Stage 2. The time between Stage 1 and Stage 2 is determined based on the time requirement to find the customer's needs and the required solutions based on the results of Stage 1 and cannot exceed six (6) months. Stage 1 is repeated if it is six (6) months in Nonconformity. The application is canceled if Stage 1 is not accepted.

KingCert may need to revise the regulations for the Stage 2. With the Decision of the Certification Committee it can be assessed that there is need for the reconsideration of the entire Stage 1 or some part of it, if there is any material change from the date of the application or between Stage 1 and Stage 2 that would affect the management system. The organization is informed that the results of Stage 1 may lead to the cancellation or postponement of Stage 2.

FR.09. Audit Plan Form and, if requested, Resume of the Audit Team are forwarded to the company. If the company accepts the team and audit plan, the audit is carried out (It is notified to the customer through the FR.05. Offer and Contract Form about request to change or objection and adaptation to planning for Audit Plan). If the Audit Team or **FR.09. Audit Plan Form** is not accepted, the Company discloses the reasons in writing. The reasons for the company are assessed by KingCert. If the grounds are justified, the team will be changed. The proposed amendment to the company's audit plan is evaluated by the Lead Auditor. Audit Team and **FR.09. Audit Plan Form** cannot be audited without conformation from the company. When there is a change in the members of the audit team confirmed by KingCert for any reason, new CVs are reconfirmed.

The Certification Audit shall be carried out in accordance with the **FR.09 Audit Plan Form**. Audit includes the opening meeting, the audit, audit team evaluation meeting and the closing meeting stages.

The audit is carried out by examining the interviews, documents and records by sampling method, observing the works and conditions in the relevant fields to confirm that the company management system is applied in an acceptable manner according to the standard applied, the documentation covered and the documentation

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produced. (In ISO 45001 audits; Legal responsibility management for Occupational Health and Safety, the representative (s) carrying the Occupational Health and Safety responsibilities of the employees, the personnel responsible for monitoring the health of the employees, eg doctors and nurses, managers and permanent and temporary employees, and employees, management of contractors and employees)

The audit team assesses the evidence obtained as a result of the audit, reviews the findings, and agrees on the results. If nonconformities are detected from the standard conditions and the company certification, a separate **FR.13. Non-Conformity Report** is prepared which describes each non-conformity. Nonconformities can be assessed in two classes, Major (Large) and Minor (Small).

Major Nonconformity; Nonconformity affecting the ability of the management system to access desired results. Nonconformities can be classified as large if:

- If there is a significant doubt over the existing effective process control (or in meeting certain requirements of the products / processes),
- Identification of a small number of minor incompatibilities with the same standard condition or the same point, and this indicates a systematic error.
- Failing to comply with legal requirements or violations of ISO 45001 audits

The certification organization is free to define areas of different insufficiency ratings and areas to be developed (e.g. large and small nonconformities, observations, etc.).

A decision can not be taken without corrective action on Major Nonconformity and if the decision is made follow-up audit without verification after carrying out follow-up audit.

Minor Nonconformity; Nonconformity that does not affect the ability of the management system to access the desired results. If the auditor does not require follow-up supervision for minor incompatibilities, it can also be checked by reviewing the certificates and records for which the nonconformities have been resolved.

Observations; Are positive or negative written comments on the Management System, which is the basis for certifying the audit team to assist in the next audit.

The **FR.13. Non-Conformity Report** and its annexes are mutually signed by the Audit Team and the Department Officer and the *System Development Manager* or the organization's authority to demonstrate that non-conformances have been accepted. The organization shall send to KingCert no later than fifteen (15) days after the audit by specifying on the **FR.13. Non-Conformity Report** the corrective actions to be taken in relation to the nonconformities detected in the audit and the anticipated completion dates for these activities. A maximum of one (1) month is allowed for the elimination of nonconformities. If the identified non-compliance requires a resource requirement, the period of non-compliance can be extended to a maximum of two (2) months at the discretion of the lead auditor. If follow-up supervision is not recommended for minor nonconformities, the company is obliged to send information and certificates relating to corrective actions to KingCert for submission to the Certification Committee so that the nonconformity can be shut down at the end of the one (1) month. At the end of the period foreseen for major nonconformities, follow-up audit is carried out in accordance with Article 7. If, within one (1) month of the last day of Stage 2, the correction of major nonconformity or the application of corrective actions cannot be verified, another Stage 2 is carried out before the certification decision.

3.4. Issuance of the Certificate

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The applicant company shall be entitled to **obtain a certificate** upon determination that the audit result management system is in conformity with the relevant standard conditions and that the Certification Committee makes a positive decision.

As a result of KingCert and company authorities signing the **FR.05. Offer and Contract Form**, the Management System Certificate is delivered to the company. Where the company has more than one certificated sites, all fields are specified in the **FR.05. Offer and Contract Form**. In case the company has more than one address, all company addresses must be stated on the contract. The audits are carried out at all site addresses declared by the organization's contract.

As a result of the **FR.05. Offer and Contract Form** signed by the Company, all the rules / requirements stated here and all possible reasons for the revision are deemed to have been accepted. The latest version of the Instruction is published on our website (www.KingCert.com) and is expected to be followed by the company.

The validity date of the certificate is **one (1) year** and if the certificate company complies with the **IN.07. Certification Rules** and is successful in the surveillance audits to be made at least once a year, It will go through three **(3) years** from the date of the first certification decision.

No changes are made in the validity period during the scope, address and position change audit, the first certificate date is taken as basis and the new **FR.05. Offer and Contract Form** is signed. When the Scope Change is made, the provisions of the contract prepared for the Certification Audit or Certificate Renewal Audit are valid. However, the date of the scope change is specified by re-contracting.

The company signing the **FR.05. Offer and Contract Form** with KingCert can use the certificate only for the production/service location/locations that are audited and certificated.

If there is organization in different places in the organization of the applicant company, auditing is planned and realized in the framework of the relevant instructions by sampling in such a way as to determine the suitability of the whole system.

The certificate is given to the scope of the system certification application and cannot be used outside this scope. Otherwise, proceedings shall be carried out in accordance with Article 3.13 by KingCert for companies that continue to use the certificate without following these criteria in case of a written warning.

The certificate is the property of the company referred to the certificate and cannot be transferred to any other entity or legal entity in any way. The liability arising from the unfair use of the certificates by third parties belongs to the company.

Ref.: IN.01. Certificate and Logo Usage Instruction

3.5. Surveillance Audits :

Surveillance Audits, shall be carried out at least one (1) time in each calendar year, except for the year in which the certified company has performed the Certificate Renewal. The first Surveillance audit shall be carried out based on the date of the initial certification decision and not exceeding a maximum of twelve (12) months

The review may cover all or part of the relevant management system standard. The Company is obliged to conduct at least one (1) yearly review of the management of the reference standard and its related internal audit items and submit the records of these applications to the audit team during surveillance audits.

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The Surveillance Audit Period is determined by the company at the end of the certification audit. Customer complaints reaching KingCert may be increased by the number of nonconformities found during the Surveillance Audit or by the Audit Team as stated in the Audit Report.

During the validity period of the certificate, all items of the reference standard are examined at least once (1). Deferral requests from companies for surveillance audits can be deferred by the Certification Committee for up to six (6) months for special cases (e.g., seasonal products / services, natural disasters, general economic crisis etc.). Postponement requests other than those specified shall be deferred by the Certification Manager to a maximum of one (1) month. The date of the surveillance audit conducted in the event of a suspension is not bound to the next audit date.

The **FR.13. Non-Conformity Report** is issued for all nonconformities (minor and / or major) in surveillance audits. The organization shall send to KingCert no later than fifteen (15) days after the audit by specifying on the nonconformity reports the corrective actions to be taken regarding the nonconformities detected in the audit and the completion dates foreseen for these activities. The period of corrective action determined for minor and major nonconformities shall not be longer than one (1) month.

If a major nonconformity is detected during the surveillance audit, a period of one (1) month shall be granted for the remediation and corrective actions related to the nonconformity. After one (1) month follow-up audit is performed. If it is determined that the activity is inadequate after the follow-up audit, the Certification Committee decides to suspend the company's certificate if the non-compliance is still at the major level. This situation is reported to the company in writing. Even if such nonconformity is shut down, the Certification Committee decides on the validity of the certificate.

It is sent to KingCert for submission to the Certification Committee at the end of the date of corrective action foreseen by the information and certificates on corrective actions for minor nonconformities identified during the surveillance audit. Such information and certificates of nonconformities shall be reported to the Lead Auditor for evaluation before accepting the committee decision.

Minor nonconformities, which have been identified in the previous audit and shut down by audit of the certificate or record, are converted to major nonconformity as a result of in-place verification and a nonconformity report is issued. After one (1) month follow-up audit is performed. If the nonconformity is at the minor level, the procedure is carried out according to the previous paragraph. If the nonconformity has not been shut down, the Certification Committee decides whether to continue the validity of the certificate or if the certificate is not shut down. The company is notified in writing.

3.6. Certificate Renewal Audits:

The company shall be warned in writing that the termination of the validity of the Management System Certificate at the end of three (3) years and three (3) months before the termination. If the company does not reply within three (3) months from the date of notification and / or sends a letter stating that the certificate does not request continuation, the certificate will be canceled at the end of the certificate termination.

If the company requests a certificate renewal, if the changes in information in the **FR.01. Application Form** contain, the company will update this information and forward it to KingCert. In accordance with the written request of the company, certificate renewal audit is carried out in accordance with Articles 3 and 4. Stage 1 does not occur if there is no major change in the management system certificates. Stage 1 is performed in case of major changes. During the certificate renewal audits, firstly the corrective actions carried out for the

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elimination of the nonconformities detected during the last audit are examined. In addition, certificates revised or included in the system are audited and their applications are audited. Certificates and brand usage of the company are reviewed.

If the re-certification audit cannot be performed before the expiration of the certification, or if the correctives/corrective actions for any major non-conformity cannot be verified, no recommendation is made and the validity of the certification is not extended. In such case the company is informed by the Certification Manager.

If there is gap of maximum six (6) months in the certification after the end of the validity period, for some exceptional cases where re-certification activities have been initiated but not completed or cannot be completed (for example, the re-certification audit has been completed but the nonconformities have not been shut down before the expiry date) the certificate may be taken to "Passive State" at www.KingCert.com by the Certification manager.

In order to activate the certification within six (6) months from the expiration of the validity date of the current certification, the KingCert certification committee must have received a decision to re-certify within this additional six (6) month period. In this case, the effective date on the Certificate shall be the date of or after the date of the certification decision and the previous certification cycle shall be based on the expiration date of the certificate. However, the starting and expiration date of the existing certification activity is clearly indicated on the certificate and the date of the re-certification audit together with the validity date of the last certification.

Certification will be activated within six (6) months from the effective date of the current certification; otherwise at least one Stage 2 is carried out. In this case, since the certification decision is taken after the validity of the Certification at the later date and after the Stage 2 audit, the document does not have a history and the new certificate for the organization is published with a new certificate number. In this case, the validity of the new certification is three (3) years following the date of certification decision after Stage 2.

The organization, whose certificate is in the form of a passive state;

- Cannot use the certificate, logo, and trademark.
- It cannot benefit from rights that belong to the certificate.

3.7. Follow-up Audits:

Failure of the company to acquire the certificate in Stage 2 is the audit carried out due to suspensions of the certificate because of determining the effectively applied corrective actions related to the detected nonconformities carried out during audits or is the audit performed in due to the reasons stated in the Article of the Suspension of the Certificate of the company.

In the case of Follow-up Audit after Certification Audit, auditing may be carried out as limited or full audit taking into account the importance of non-conformities. A three (3) month period shall be granted following the date of certification audit, which requires company follow-up audit. In the case of the company's request for additional time (it may be verbal or written) after 3 (three) months, the related request is examined by the certification committee and if it is deemed appropriate an additional period of three (3) additional months shall be granted. If the follow-up audits show that the major nonconformities have not been remedied, or if the follow-up audit notice sent by KingCert is not confirmed by the company for at the latest fifteen (15) days before follow-up audit date, the application of the organization is canceled.

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If the major nonconformity has been converted to a minor, it shall be processed in the follow-up audit report and the company shall be required to terminate the nonconformity stated in the revised Nonconformity Report within one (1) month. If there is any nonconformity that cannot be shut down within this period, the application of the company is canceled. After the nonconformities are verified by the lead auditor, the audit file is sent to the certification committee.

If the Certification Committee has not applied for follow-up audit within six (6) months following the date of the decision to issue the suspension, the **FR.05. Offer and Contract Form** shall be terminated and the certificate shall be withdrawn.

3.8. Scope Change Audits:

The company may request to extend or constrict within the scope of the certificate it has. **The FR.27. Certificate Change Request Form** is sent to the company by the Certification Management to change the request.

In the Scope Change Audits the certificates are examined. On-site audit is carried out during the audit period, which changes depending on the requested coverage.

If it is decided to expand or constrict the scope in accordance with the Decision of the Certification Committee as a result of the Scope Change Audit, a new certificate will be prepared by requesting the old certificate back.

3.9. Address Change Audits:

This is the audit performed when there is a change in the facility address of the certificate that the company has. Change request is sent to the company through the **FR.27. Certification Change Request Form** by the Certification Management.

The company has to submit the certification changes caused by the address change to KingCert.

If the change of address affects the field of activity, full audit is carried out at the company and, if necessary, the old certificate is canceled and a new certificate is issued.

3.10. Short notice Audit and Company Visits:

In the case of complaints involving objective evidences for the company, the Certification Manager may decide to conduct an uncommon audit that is not in the program by communicating with the company. In such audits, the company is informed some time before that does not allow the company to change the current situation and is the is conducted. When an audit team is appointed to perform the audit, the system assigns a Certification Manager who is different from the previous audit and an audit team that is able to interpret the complaint. When the audit team is selected, it is of utmost importance that there will be no opportunity to appeal to the team members of the company. If the audit of the company is not accept, the document is suspended with the decision of the Certification Committee and the case is reported to the company.

Customers who have been certified to ISO 45001 standard by KingCert; Regardless of the participation of the competent regulatory authority, it may carry out a special audit if a serious incident related to occupational health and safety, for example a serious accident or management system, is not compromised and is functioning effectively and recognizes that there is a serious breach of regulation. Information on such special inspections is available is registered in the FR.29. Company Visit Form.

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In addition, KingCert has the right to audit regular or irregular company management systems outside of the period of surveillance audit where deemed necessary. According to the findings obtained as a result of the visit to the company, follow-up audit can be performed to the company. The company's certificate is suspended until it will be proved that the follow-up audit and the company's management system are suitable.

KingCert provides its customers with necessary preliminary information related to the short-notice audits and/or company visits with FR.05. Offer and Contract Form.

Also, according to clause 9.6.4.2 of the ISO 17021-1: 2015 standard, the company will be informed about the short notice audit and/or company visit and audit personnel before the visit with the letter to be sent by the Certification Manager. Because the firm cannot have time to appeal to the audit personnel, the certification manager will take maximum care during planning in order to avoid any inconvenience regarding impartiality, conflict of interest and other subjects.

3.11. Certified Company Obligations:

3.11.1 Implementation of Management System: The Company is obligated to implement the Management System standard requirements based on certification.

It is an obligation to follow and comply with the changes to the documents related to certification applications updated by King Cert in our website www.KingCert.com.

It is an obligation of the organization to fulfill and comply with the necessary amendments within the period of transition after being notifying the certified organizations the amendments to the Reference standard based on the contract or Certification requirements.

3.11.2. Assisting the Audit: The applicant company shall inform the auditors of all activities related to the evaluation of the relevant Management System in the audits to be carried out before and after the certification and to give them the information to be requested in a timely and accurate manner and to provide any kind of facilitation in their work and when it is necessary, to approve participation of observers (accreditation auditors, etc.), especially in cases where the accreditation body deems it necessary, to visit the companies that KingCert has certified and to approve to revise the quality management systems.

3.11.3. Appointment of the Contact Personnel: The applicant company shall designate two persons with the competency that can be guided during the inspections, one of which is the company authority, and declare it in the **FR.01. Application Form**. Responsible personnel are present at the time of audit and assist the auditors with the necessary information and documents.

3.11.4. Proper Usage of the Certificate: The Company may use the certificate in its business, offers, tenders, for advertising purposes, in disputes regarding product liability, to demonstrate that the product/service is produced/offered under the management system on which the application is based. The System Certificate issued by KingCert to the companies can only be used for the scope and settlement/locations mentioned above. The document cannot be transferred in any way to any other establishment or legal entity. The System Certificate issued by KingCert to the company does not exempt the company from legal obligation.

3.11.5. Stop Using an Invalid Certificate: The Company is obliged to stop using and to stop referring to the certificate after suspension of the System Certificate or termination of the Certificate agreement. It should stop any document that states that it is licensed, promotional materials, advertising activities and those that hold the relevant System Certification Logo. KingCert has reserved all legal sanctions for this matter.

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3.11.6. Keeping and Assessment of Customer Complaint Recordings: The Company will keep records of customer complaints about the products, services, processes and service performance, if any, resulting from nonconformities in the Management System and will submit them to KingCert when needed. Complaints about the management system of certified companies reaching KingCert are notified in writing to the company certified by the Certification Manager and the opinion on the complaint is requested. The incoming opinion may be assessed by the Certification Manager and an audit can be carried out within the framework of the Article 3.10 or during the audit of the company at the time of normal audit it is checked whether customer complaints records are kept regularly.

3.11.7. Using the Brand Properly: The firm entitled to receive the certificate may use KingCert Management System Logo/Logos specifying that it is given to the Management System as it is defined in the **IN.01. Certificate and Logo Usage Instruction**, but not to the product.

3.11.8. Fulfilling Financial Obligations: The Company is obligated to pay the fees related to the Management System Certification within ten (10) days following receipt of the invoice as specified in **IN.02 Pricing Instruction**. Legal regulations may be applied if payment is not done within this period.

Documents will not be released until the initial certification fee or re-certification fee is paid. When surveillance fees are not paid, the document is either suspended or recalled.

Extra costs for non-contractual certification activities, unplanned visits are invoiced in fees related to additional audits in order to verify that the management system continues to be competent in practice.

3.11.9. Fulfilling the legal requirements: In case of a serious incident that affects occupational health and safety, the involvement of the competent authority or the violation of the regulation, it is obliged to inform KingCert without delay.

3.12. KingCert's Obligations:

3.12.1. Confidentiality: KingCert is obligated to keep confidential all information and documents, procedures related to company and to make to sign auditors and technical experts the contract that includes confidentiality clauses. If the firm does not have any restrictions on access (such as confidentiality); KingCert provides information on the "Company Title, City and Country of Activity, Certification Management System Standard and Scope, Certificate Number, Certificate Status (cancellation, suspension, continuation)" belonging to the organization that it certifies on the web page in the certificate inquiry module. KingCert with the exception of this information is obligated to keep confidential all information and documentary procedures related to the company, to make to sign Certification Personnel, auditors, committees and experts the contract that includes confidentiality clauses. However, this information can be shared with the accreditation organization when requested by the accrediting organization. This is always reported to organizations when it comes to providing information to third parties for obligations related to the disclosure of confidential information due to the authority arising from contractual arrangements, such as the Law or the Accreditation Agreement.

3.12.2. Notification and Assessments of Customer Complaints About Certified Companies: KingCert informs in writing the customer complaints that arise out of the nonconformities in the management system of the relevant company that were communicated to KingCert. KingCert can request information about conducted regulations from the company that has been complained. Based on the basis of the complaint, it is possible to audit the company under Article 3.10. KingCert is not responsible for meeting customer requests for these complaints. If the customer complaints cannot be resolved, the matter will be sent to the Appeal and Complaint

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Committee. On the specified date, interested parties are invited to the meeting to come together to evaluate the customer complaint.

3.12.3. Notification of Amendments in Instructions: KingCert has the right to make changes in the **PR.05. Audit Procedures** and the **IN.02. Pricing Instructions**'. However, the previously acquired rights are valid and the implementation date of the changes is based on the date of the change in the relevant document. KingCert announces changes to documents referenced for documentation to all firms that are certified or in the application stage. Documents and their annexes of referenced certification in the relevant Management Systems are given below.

- | | |
|---|---|
| ✓ IN.02. Pricing Instruction | ✓ FR.01. Application Form |
| ✓ IN.01. Certificate And Logo Usage Instruction | ✓ LS.03. List of Documents Required for Application |
| ✓ PR.11. Appeal and Complaints Situations Procedure | ✓ IN.07. Certification Rules Instruction |

Written copies of these documents can be obtained from KingCert or from our website (www.KingCert.com).

3.12.4. Financial Obligations: The Company may appeal the Certification decisions as specified in Article 3.13. If the Appeal and Complaint Committee decides that a mistake resulting from KingCert is the reason for the objection, the company will not be charged for the costs of the work to be done.

KingCert has been assured of damages and misdemeanor claims due to defects in the quality, environmental, occupational health and safety, food safety and information security management system auditing and certification service (such as suspension of accreditation / cancellation) within the conditions specified in the occupational liability insurance policy.

3.12.5. Reference Standard Amendments Based on the Contract : Changes to the standard conditions on which the certification is based shall be informed in writing to the certified company, KingCert is authorized to identify an appropriate transition period that does not contradict with the provisions of the legislation and cannot create an unfair competition environment so that the companies can apply the new conditions and the validity of the certificate continues until the end of the transition period.

3.12.6. Impartiality Commitment: We will ensure that all applicants will be treated equally and objectively in all circumstances, all audit and decision making mechanisms, committees and employees will be adhered to the principles of confidentiality and impartiality and will work away from any kind of commercial, financial and other pressures, it is committed that our personnel will provide reliable system certification service based on objective data without being exposed to the pressure of any party in our activities, without looking out for interests of any institution or person, all possible conflicts of interests are analyzed and precautions are taken and system certification activities of the analysis are impartial and nothing will be done to undermine the credibility, the audit personnel will be different from the people involved in the audit decision mechanism, the top management will not have any positive or negative effect on the certification decision-making process.

3.12.7. Stopping of KingCert's Activities for Any Reason: If KingCert terminates its activities or if KingCert's accreditation is suspended or withdrawn for any reason, KingCert will leave the companies that have been certified by it to the custody of another certification organization affiliated to IAF (International Accreditation Forum).

3.12.8. Announcement of changes made by KingCert:

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KingCert informs its certified customers by e-mail via FR.102 Change Notification Form in case of changes in the certification documents and certification process. In case of a change affecting the existing documents, KingCert notifies the customer of the reason for the change and the change and requests notification of the changes made by the customer in its own system.

3.13. Assessment of Objection and Complaint:

Requests and complaints about the KingCert certification process can be made through the appropriate form on our website at www.KingCert.com and / or by direct application to KingCert.

If the objection is related to KingCert's decisions, the issue is assessed on the agenda of the Appeal and Complaint Committee and the results are reported to the company in writing.

If there is no consensus on all the decisions taken by the Appeal and Complaint Committee, the place of settlement is Sofia Courts of Bulgaria Republic.

3.14. Suspension of the Certificate Contract, Reduction of the Scope, Termination of the Contract:

3.14.1. Suspension of the Certificate Contract and Reduction of the Scope

KingCert may suspend the use of the company's Management System Certificate, all or part of the certificate scope for a specified period of time, according to the decision of Certification Committee or when there is a continuous or serious failure to meet the system requirements for part of the company's scope, the certification scope of the company can be reduced excluding parts that do not meet the requirements.

Reasons for suspension;

- ✓ Non-fulfillment of contractual obligations by the company,
- ✓ Failure in fulfillment of the certified management system, including the management system efficiency requirements, constantly or severely meeting the certification requirements,
- ✓ A written request for the company to voluntarily withdraw from the document,
- ✓ Detection of major nonconformities being not shut down in follow-up audits
- ✓ No acceptance by the company the short-term visits referred in Article 3.10,
- ✓ Not shutting down the incompatibilities identified as a result of the audits by the company within fifteen (15) days,
- ✓ By the request of the company due to activity break due to the change in the certified facility address,
- ✓ By the request of the company, in cases such as strike, lockout, reorganization, natural disasters, shortage of raw materials, failure to order, or other force majeure situations that cause stop of the production of the company,
- ✓ With the decision taken by the Certification Committee as a result of the company's requests for postponement of the determined dates of the surveillance or certificate renewal audit without a valid reason, or no acceptance of conduct,
- ✓ Company's failure to comply with Certificate and logo usage requirements.
- ✓ The occurrence of a serious incident affecting the occupational health and safety, requiring the participation of the competent authority or not informing KingCert of the situation in case of a violation of the regulation,
- ✓ In the event that he / she realizes that there is a serious incident related to Occupational Health and Safety and a serious regulation violation.

The Company shall cease use of documents, logos and trademarks from the notification of the decision to suspend the document.

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The company will return the documents and attachments to KingCert no later than fifteen (15) days. If it does not return, it is firstly warned in writing, and if the warning is not taken, the legal procedure is started. If the company declares that it has lost its certificate, annex or contract, it will be required to notify KingCert of the published loss announcement with a petition.

During the suspension, the company can not benefit from the rights of the certificate. During this time, all rights of KingCert reserved.

As required by clause 9.6.5.4 of ISO/IEC 17021-1:2015 standard; if the issue that has resulted in the suspension of certificate is resolved (by reviewing documents in audits, etc.) suspended certificate will be restored by the decision of the Certification Manager. If the issue that resulted to the suspension will not be resolved in timeframe provided by KingCert, withdrawal or reduction of the scope of certificate will be the result. In most cases, the suspension would not exceed six months.

The companies whose documents are suspended will notify KingCert in writing that the reasons for suspension have been removed. KingCert conducts an audit on the company with the object of confirming that the reason for the suspension has been removed. The type, content and duration of the audit performed within the scope of the suspension is determined by the reason to suspend the document. However, this period cannot be less than the duration of the periodic audit and not more than the re-evaluation period. At the end of the audit, the certificate of the company that's conformity has been attested is withdrawn from suspension according to certification procedure. If the reasons for the suspension have been not withdrawn yet, Article 3.14.2. is applied.

3.14.2. Termination of the Contract and Withdrawal of the Certificate

The contract for the use of the company's KingCert Management System Certificate may be terminated at the discretion of the Certification Committee.

Reasons for termination of the contract and withdrawal of the certificate;

- a) Disallowance by the company to perform the audit until the end of the given suspension period,
- b) Not shutting down the nonconformities in activities carried out to remove the suspension state (audit, document review, etc.) within prescribed periods.
- c) Bankruptcy of the company or the end of the activity within the scope of the document,
- d) Use of the product or service in different areas that are not specified in the Company's Management System Certificate
- e) Providing incomplete and misleading information during audits by the company,
- f) Misleading and unjust use of the certificate,
- g) Non-payment within ten (10) days following the invoicing of charges accrued by KingCert,
- h) Determining that the company's management system has completely lost the conformity during the validity period of the certificate,
- i) The company's absence in the facility address that is specified in the document,
- j) Change of legal entity owned by the company,
- k) Company's actions contrary to the provisions of this document,
- l) Falsification of the Company's documents and attachments,
- m) The company's is request to postpone the surveillance audit date reported by KingCert without any time limit for any reason or request to cancel the surveillance audit,
- n) Might be by the request of the company. The company will notify KingCert in writing if it wishes to terminate the contract.

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o) In the case of multi-site audits, if any person from headquarter or the site does not comply with the above items, the contract is terminated and the certificate is withdrawn.

KingCert has the right to publish decisions related to certificate withdrawal and contract termination on its website (www.KingCert.com). When the certificate is withdrawn, the name of this company is removed from the **LS.08. List of Certified Organizations**.

The company ceases the use of the certificate and the logo from the date of withdrawal of the certificate and notification of the dissolution of the contract. The company must return to KingCert any kind of document given to it by contract within fifteen (15) days at the latest from the date of notification.

In the case of reapplication of the company whose contract was terminated;

- a) It is charged for Application and File Review and the audit procedures are applied as if they were in the first application.
- b) No new application will be processed until thirty (30) days have passed since the date of termination.

4. RELATED DOCUMENTS

- PR.05. Audit Procedure
- IN.01. Document and Logo Instructions for Use
- IN.02. Fee Instruction
- LS.03. Required Documents for Application
- LS.08. List of Certified Organizations
- FR.01. Application form
- FR.05. Offer and Contract Form
- FR.09. Audit Plan Form
- FR.13. Non-compliance Report
- FR.27. Document Change Request Form
- *FR.102 Change Notification Form*

Preparer

System Development Manager

Approver

CEO