

1. Certification of the Customer

i. In order to recommend the certification of an organization, the organization's system must comply with the following conditions. To be certified, the organization must be able to demonstrate that the system / product established in accordance with the relevant standard operates properly, is produced, and that the relevant control mechanisms have been established. In practice, the system must possess the following features.

- a. It must have been in operation for at least 3 months
- b. The internal audit mechanism must be functional and carried out
- c. Management review must have been conducted at least once. (When requested in the relevant standard)

ii. The certificate can only be published under the following conditions

- a. Closure of all non-conformities identified at the end of the certification evaluation or submission of an acceptable and appropriate corrective action plan-schedule to KAS Certification
- b. Determination by KAS that all requirements of the relevant standard have been met and that the organization has developed effective methods to comply with its policy and achieve its objectives
- c. All personnel being informed about the organization's policy and objectives
- d. Training needs of key personnel having been identified and necessary trainings having been received
- e. Ownership of the published certificates belongs to KAS Sertifikasyon Ltd. Şti.
- f. For ISMS, the STATEMENT OF APPLICABILITY must be approved and published by the authorized person of the organization. (The version of the statement of applicability will be included in the ISMS certificate.)

2. Rights and Responsibilities of the Certified Customer, Use of Logos and Brands

2.1 Rights and Responsibilities of the Certified Customer

- g. The certificate can only be displayed at the locations specified within the scope of product/production/service. Responsibility covers all affiliates, branches, departments, contracted subcontractors, etc., with which the Customer is associated and under its control.
- h. The certificate can only be used at the locations written on the certificate.
- i. Certificates are valid for three years from the initial issue date throughout a total 3-year cycle, with their validity extended by 1 year as a result of positive annual surveillance audit results. From each re-certification process, the 3-year cycle process starts anew.
- j. The Certified Customer is obliged to comply with the requirements of KAS or the relevant private Standard owner when referring to its certification status in communication media such as internet, brochures, documents or advertising.
- k. The name of KAS Certification, Certificate, certification mark, Logo and Brand cannot be used in whole or in part, or permitted to be used, in a misleading, incomplete manner, or in a way that casts a shadow on its reputation or public trust, causing misunderstandings by other persons.
- l. The customer; Reference to the Certification of the Management System cannot be made in a way that implies that it is applied to activities outside the certification scope, such as the certification of a product, process or service.
- m. The certified organization is obliged to notify KAS Certification of all kinds of changes (Address, Organizational, contact, communication, etc.) within the scope of production/service/product.
- n. In the event that the certification scope is narrowed down by KAS, the organization must modify all advertising and publication, brand, logo, mark, etc. usage activities accordingly.
- o. The Certified Customer is obliged to send the certificate immediately to the KAS Office in case the Certificate is withdrawn or suspended by KAS, and to cease all advertising and publications including references to certification, brand, logo, mark, etc. usage activities.
- p. In case of a change in Product/Production/Service locations, the Customer will report the changes to KAS, and KAS will perform an assessment at the new location to check the compliance of the organization's activity with the relevant standard.

2.2 Rules for the Use of Certificate, Logo, and Brand

The KAS Certification logo is the KASCERT, KASCERT International logo with the relevant standard statement. These logos can be used by our customers who have been audited (ISO/IEC 17021-1:2015) by KAS Certification and awarded a Certificate. If the validity of the relevant certificate cannot be maintained, the CUSTOMER loses the rights to use the Certificate, Brand, and Logo.

The KAS Certification logo-brand can only be used for commercial purposes for activities within the scope of the Certificate on letterheads, computer software, advertising, brochures and stationery materials when referring to the certification status, under the following conditions only.

The certified customer is obliged to comply with the following matters regarding brand and logo usage.

- Accredited and/or unaccredited certified customers cannot under any circumstances use the IAF MLA Mark and Türkak Logo separately and/or combined.
- Unaccredited Certified customers cannot use the Türkak brand under any circumstances.
- Accredited certified customers may use the Türkak brand together with the registered KAS logo, in accordance with instructions and guidelines, provided that it is within the certification scope. (Please confirm via plan@kascert.com before using).
- In cases where the Brand/Logo is used, it can never be implied that KAS or the Accreditation (Türkak) body is responsible, nor can the brand/logo be used in a way to imply such meaning.
- The accreditation mark and number cannot be used on vehicles, buildings, flags, or business cards. (See www.turkak.org.tr/R10.06).
- Marks/Logos cannot be used in a way that would be understood as the conformity of an assessment (e.g., in Test, laboratory tests, calibration and inspection reports, personnel exams, organization evaluations, management systems audits, etc.).
- The shape and color of the Accreditation body (Türkak) and KAS certification logos-brands cannot be changed.
- When certified customers use KAS Certification brands, there should be no uncertainty in the mark or accompanying text regarding the certified matter and which certification body issued the certificate.
- The Certified Customer cannot use the Accreditation Body Mark containing the Accreditation Body's accreditation number and the relevant Accreditation subject alone anywhere.
- The KAS Certification and Accreditation Body mark cannot be used on the product or on product packaging seen by the consumer. It cannot be used in a way that can be interpreted as the product being compliant.
- The certified customer cannot make or allow misleading promotions, publications, any mechanisms, or statements regarding its certification.
- The certified customer cannot use or allow the use of its certificate or any part thereof in a misleading manner.
- Brands and logos cannot be used in a way that gives the impression that KAS Certification certifies a product (including service) or process by virtue of the certified customer's management system being certified.
- The KAS Certification logo-brand can only be used for activities/products included in the scope of the certificate. It cannot be used for facilities, departments or organizations whose addresses are not written on the certificate.
- It cannot be implied that the certification applies to activities/products outside the certification scope
- The certified customer cannot use the Certificate it has received in a manner that would cast a shadow on the certification body or the reputation of the certification system and cause loss of public trust.
- The use of the KAS Certification logo-brand terminates in case of expiration of the Certificate validity period, suspension, cancellation, or withdrawal of the Certificate. In such cases, the certified customer shall immediately stop all advertising work that includes reference to certification.
- When the certification scope is narrowed down, the certified customer must modify all advertising materials accordingly.

In case of incorrect or incomplete use of the KAS Certification, Accreditation Body, IAF MLA, and (if any) relevant Brand/logos belonging to the standard, or certificates by the customer, the incorrect/incomplete use will be prevented immediately and measures will be taken. KAS Certification reserves the right to prohibit the use of certificates and logos and to initiate legal action. When necessary, the relevant Accreditation Body or relevant secretariat will be informed about the subject.

3. Violation of Certificate, Logo, and Brand Usage Rules

Upon receipt of rule violation information by KAS Certification, KAS Certification places the customer under monitoring regarding the Certificate, Logo and Brand Usage Rules. In this context, feedback and data in the press, publications and media are examined. Furthermore, complaints from customers are reviewed. When a non-compliant situation with the "Certificate, Logo and Brand Usage Rules" is detected, the customer is requested to perform corrective action immediately. If corrective actions are not fully carried out within the specified period, the following actions listed below are implemented by KAS Certification.

- May suspend its certificate.
- May cancel (withdraw) its certificate.
- May choose not to renew its certificate.
- When necessary, the accreditation body or relevant secretariat is informed,
- The withdrawal or suspension of the issued Certificate is announced to the public (web vs.)
- Necessary initiatives are undertaken to initiate legal prosecution.

KAS Certification notifies the certified organization in writing of its decisions and justifications regarding these matters. However, in case of misuse by the CUSTOMER, the misuse will be prevented immediately and measures will be taken. KAS reserves the right to prohibit the use of certificates and logos and to initiate legal action. When necessary, the relevant Accreditation Body or secretariat will be informed about the subject.

4. Maintenance of Validity of Management Systems Certificates

The 3-year certification cycle process begins from the initial certification decision date. In order for the certificates to remain valid, the surveillance audit conducted every year must be completed successfully. Prior to the expiration of the cycle period (approximately 2 months), the recertification audit must have been carried out and any non-conformities, if present, must have been closed. At least one surveillance audit is conducted per year during the certificate validity period. The first (First) surveillance audit following the initial certification must be completed within 12 months at the latest from the certification decision date. As a result of surveillance audit non-conformities, Certificate validity continues upon submission of a corrective action plan by the customer (maximum 1 month) and submission of evidence of closure of opened corrective actions (maximum 4 months). If the time limits for surveillance audits are exceeded or standard conditions cannot be met, the certificate is suspended (maximum 6 months suspension; cancelled if non-conformity persists). The certificate is cancelled in case of non-compliance with contract terms, failure to perform audits, or upon the customer's own request. The customer loses all rights associated with the certificate. Customers whose certificates are cancelled are processed like initial certification in case of re-application.

5. Suspension of Certificates

Certificates are suspended in the following cases.

Upon written notification to the customer of a justified reason for a complaint received about a Certified Customer

If it is determined after a short-notice on-site assessment that the customer's compliance with the requirements of the relevant standard is not maintained

Following the customer's failure to comply with the corrective action plan-schedule committed

If it is determined after a surveillance assessment that the customer's compliance with the requirements of the relevant standard is not maintained

i. For management systems; If evidence that corrective actions-action plans are closed is not submitted to KAS Certification by on-site audit or another method at the end of the completion periods, a final written warning regarding the closure of corrective actions is given in writing to the customer. Evidence is requested within 2 weeks, and a single warning by phone is given. If the customer does not respond within 2 weeks, another phone call is made, and the certificate is suspended by decision of the certification manager (maximum 6 months), the customer is warned in writing, and the suspension status is announced to the public on the www.kascert.com website. If the customer proves that non-conformities have been closed after being suspended, the suspension state is lifted by decision of the Certification Manager, and the customer is informed. If non-conformities are not closed at the end of the suspension period, the Certificate is cancelled.

ii. The certificate of the customer whose surveillance audit cannot be conducted on time because the customer does not undergo surveillance audit or recertification audit with the required frequency is suspended for a maximum period of 2 months and published on the www.kascert.com website. If the surveillance audit or recertification audit cannot be performed by the end of this period, its certificate is cancelled.

iii. As a result of the customer's request for voluntary suspension

iv. In case of failure to comply with contract terms

The suspension period is a maximum of 6 months.

6. Cancellation (Withdrawal) of Certificates

- i. The certificate is cancelled as a result of address change of production / service activities indicated on the certificate of the Customer/Sites. There is no obligation for written notification of Certificate cancellation to the customer for customers whose address changes have been identified as a result of extraordinary visits (complaints, short-notice announced-unannounced audits, etc.).
- ii. In case of a change in the customer's title or registration number (even if company owners are the same), the old certificate is cancelled.
- iii. If the customer requests cancellation of its certificate of its own accord, the certificate is cancelled.
- iv. For management system certifications, the certificates of customers whose Surveillance audits cannot be carried out are cancelled.
- v. The certificate is cancelled when non-compliance with contract terms is determined.

7. Non-Accredited Certificates and Scope Partially Outside Accreditation

Certificates issued as a result of non-accredited audits cannot bear the logo of any accreditation body. In such cases, customers may only use the KAS Certification logo-brand (provided that they comply with all conditions specified above).

8. Scope Extension and Reduction

If the customer requests a change in the certification scope as a result of a change in production / service activities, a re-assessment is performed.

Extension: In the event of an application for extension to the scope of certification, a review of the application is conducted to determine the necessary assessment activities required to decide whether the extension can be made. On-site assessment is required for scope extension. In cases that do not involve scope extension, i.e., phrasing changes made in the scope sentence (spelling errors, typos, etc.), it is performed without an on-site assessment. After scope extension is made, the certificate is renewed with the current date, but the surveillance audit date-visa dates and Certificate validity date remain as on the old Certificate.

Reduction: (Depending on the subject of production, service) Upon a request for change towards reduction by the customer on its own accord regarding activities within the certification scope or when the customer shows persistent or serious failure to meet certification requirements for part of its activities within the certification scope, the certificate scope is reduced (provided that it complies with the requirements of the relevant standard), and re-issued according to the reduced scope while keeping the certificate validity date the same.

Address Change: If the change is a change of production service location address stated on the certificate, an on-site assessment is definitely performed.

Title Change: In Management System Certifications; In cases of title changes in the Trade Registry Gazette (for a customer established with a new registration number and new title whose company owners, employees, address, organization remain the same), the Certificate is renewed with a new date without being subjected to an audit, but the surveillance audit date-visa dates and Certificate validity date remain as on the old Certificate.

Note: A change made in the ISMS Statement of Applicability that does not alter the scope of controls does not require updating the Certification scope or certification document.

9. Customer Rights and Responsibilities

Procedures regarding the certification process and issuance of certificates, etc., can be accessed from the guide documents section at www.kascert.com website. The validity of the certificate can be queried and verified by scanning the QR code on the certificate. In case of any issues, you can obtain information regarding verification from plan@kascert.com address.

I declare and accept that by fulfilling the above conditions and responsibilities, I will comply with the requirements of the certification body, and that if the conditions and responsibilities fail to be fulfilled intentionally or unintentionally by our side, the certification body may suspend or withdraw the certificate, stop the use of certificate, logo, or brands, and announce this situation to the public via internet or other means.

AREA OF USE	IAF MARK	ACCREDITATION MARK	KAS MARK/LOGO
On Product	Cannot be used	Cannot be used	Cannot be used
Advertising and Promotional Materials	Cannot be used	Used together with company trade title and KAS accreditation mark. Cannot be used on business cards	Can be used together with company trade title
Promotional products	Cannot be used	Cannot be used	Cannot be used
Flag	Cannot be used	Cannot be used	Can be used
Vehicle/Transport	Cannot be used	Cannot be used	Can be used
On Packaging	Cannot be used	Cannot be used	Cannot be used
Window Sticker	Cannot be used	Cannot be used	Can be used
Reports/Inspection/calibration/Certificate	Cannot be used	Cannot be used	Cannot be used
Calendar Planner	Cannot be used	Cannot be used	Can be used

Authorized Person of the Certified Customer:

Signature :

Date :