

CerTrust Inspection and Certification Ltd.

Verification Regulation

A handwritten signature in blue ink, appearing to read 'Tasnádi', is positioned above a horizontal dotted line.

Gábor Tasnádi

Managing Director

(valid from 2025.09.04.)

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1. Introduction

This document describes the quality management system procedures used by CerTrust Inspection and Certification Ltd. (hereinafter: CerTrust) which are related to verification, according to Regulation 2018/2067/EU and other normative documents. This document is available to our customers on our website: www.certrust.eu. CerTrust is independent from the customer. The verification is carried out impartially and without discrimination and is accessible to all parties. All information related to the verification process is considered confidential.

2. Contracting

The Quotation and the Contract are issued in the same form. As soon as the customer accepts the offer and signs it, it becomes a contract.

In order to enter into an official contract, the customer must accept the General Terms and Conditions, which must be done through the customer signature.

The contract is valid only for the period indicated. During this period, CerTrust is entitled to perform all necessary evaluations at the customer's premises.

3. Verification procedure

3.1 Offer and contract

CerTrust provides an offer in accordance with the Customer's needs and obligations, which, upon acceptance and signature, constitutes the conclusion of the contract.

3.2 Appointment of group leader

The head of the Verification-body appoints a head for the verification group. The Customer may object to the appointed group.

3.3 Pre-verification

The results of the strategic and risk analysis based on customer data are documented in the Pre-verification reports.

3.4 Verification plan

The Verification-body sends the verification plan to the Customer of the planned times and activities.

3.5 On-site verification / remote assessment

The Verification-body performs the on-site verification or remote assessment to gather the appropriate objective evidence.

3.6 Independent review

The Verification-body performs the independent review with a person who did not participate in the evaluation.

3.7 Issuance of a verification clause

The Verification-body issues the verification clause.

4. Obligations of the customer

The Customer is obliged to fulfill the conditions contained in the contract.

The Customer will always comply with the requirements related to verification, including making the appropriate changes when notified by CerTrust.

The Customer must at least fulfill the following:

- verification requirements,
- taking all necessary steps to carry out the verification, including arrangements for verification of documentation and access to all relevant processes, areas, records and personnel;

- where appropriate, taking measures regarding the involvement of observers;
- all facts that may affect the validity of the issued report must be communicated to the Verification-body.
- compliance with the rules set by the Verification-body for reference to verification, as follows:
 - ❖ the Customer may refer to the number/year of the given contract in connection with the verification clause applicable to it;
 - ❖ in the case of disclosure of the Customer's verification, opinions or reports containing factual findings may be disclosed in their entirety;
 - ❖ the Customer may not use the statement, opinion, or report in a way that may mislead the intended users or damage the reputation of the Verification-body.

Complaints and/or appeals can be sent to the following e-mail address:
tamas.puskas@certrust.eu

At CerTrust's request, the Customer must ensure involvement of observer(s).

The Customer must never make any claim that could jeopardize CerTrust's reputation.

The employee and representative of the current accrediting authority/organization may participate in the conformity assessment (Witnessaudit) conducted by CerTrust at the Customer, and the Customer must accept this.

5. Complaints and appeals

The Customer has the right to complain and / or appeal if is not satisfied with CerTrust's service and / or decisions.

The complaint and/or appeal is investigated by the CerTrust Management Team. If the complaint/appeal is justified, CerTrust will take corrective measures.

CerTrust handles complaints and appeals in accordance with the CT 02 procedure, which is available on the website.