

PURPOSE:

It specifies the methods to be applied in the stages of receiving applications for management system certification, conducting audits, and preparing and delivering certificates to organizations that qualify for certification.

APPLICATION

Certification Application:

Applications for certification are accepted in person or electronically. The information requested during the application process by CERTECH GLOBAL is provided below:

- a) The scope of certification required,
- b) The name of the applicant organization, the address of its physical location, its general characteristics including significant aspects of its processes and operations, and relevant legal obligations,
- c) General information about the applicant organization's activities, human and technical resources, functions, and, if applicable, its relationship with a larger company in relation to the certification area applied for.
- d) Information regarding all external resources used by the organization that may affect compliance with the requirements,
- e) The standards or conditions the customer wishes to have certified,
- f) Information regarding the procurement of consulting services related to the management system.

The application is reviewed to ensure it meets the following requirements and is approved if appropriate:

- a) The information regarding the applicant organization and its management system must be sufficient for the audit to be conducted.
- b) Resolution of differences in understanding between CERTECH GLOBAL and the applicant organization,
- c) CERTECH GLOBAL must possess the necessary competence and capability to provide certification services (for accredited certification requests, this includes the organization's EA code, the EA code under which the application is made, and the capacity of auditors and technical experts).
- d) The scope of certification required, the location and number of the applicant organization's activities, the time required to conduct audits, and other factors affecting certification activities shall be taken into consideration.
- e) Keeping records of the justification for decisions to undertake audits.

During this review, if the organization does not have an auditor, technical expert, or personnel who will be involved in the certification decision in accordance with the EA codes, this personnel and the qualifications they must possess shall be specified in the Certification Request Review Form and provided.

At this stage, audit day durations and any reductions or increases made to audit day durations, if applicable, are explained in the Certification Request Review Form. Review and approval

Scope Change Request:

CERTECH GLOBAL conducts a feasibility study to determine whether the scope of the certification can be expanded in response to an application for expansion, and decides on the necessary audit activities for this purpose. At the organization that accepts the offer for scope expansion, the scope expansion audit is planned and carried out. Scope expansion may be carried out in conjunction with oversight monitoring, where appropriate. If the request is for scope reduction, a new certificate is issued without conducting an audit.

Address Change Request:

If an organization submits an address change request, an address change inspection is scheduled if the accepting organization is a manufacturing facility or if an activity that affects the service provided at the relevant address is carried out.

OFFER AND AGREEMENT

Preparation of the Offer

Applications are reviewed, the necessary calculations are performed from a technical standpoint, and the bidding process is carried out. If the Customer Organization requests a (financial) change to the submitted offer, the request is reviewed by the Certification Manager. If deemed appropriate, the Offer Form will be revised and faxed to the Customer Organization again.

Contract Formation:

After the Customer Organization approves the Offer Form, the applicant organization is assigned a "File Number," and a Certification Agreement is prepared and signed by the customer. After the contract is signed and returned by the customer organization's authorized representative, it is also signed by CERTECH GLOBAL's authorized signatory. One copy of the Agreement signed by the authorized signatory of CERTECH GLOBAL is sent to the organization, and one copy is kept in the organization's files. If the terms of the contract are not complied with, the contract will be terminated.

SCHEDULING, PLANNING, CONDUCTING, EVALUATING, AND PREPARING THE CERTIFICATEATION OF AUDITS:

Scheduling and Planning Audits:

Immediately following the signing of the contract, a program is prepared for the customer organization using the Audit Program Form, which will include a complete certificateation cycle. A full certification cycle refers to the organization to be certified;

- The Phase 1 and Phase 2 Audit to be conducted in the first year,
- The first surveillance audit, to be conducted within 12 months of the second-stage audit date,
- The second surveillance audit shall be conducted within 12 months from the date of the surveillance audit.
- It covers the "Re-certification Audit" to be conducted within 12 months from the date of the second surveillance audit.

After the audit program is sent to the client, the Planning Department makes an audit proposal to the client to finalize the audit details. Upon acceptance of the audit proposal, the lead auditor prepares an audit plan and communicates it to the client. During the preparation of the audit program and plan, the Planning Procedure, the application made, the risk group, man-days, EA codes, the status of auditors and technical experts, the requests of organizations, the type of audit, and ISO 17021:2015 Annex F - Audit program, scope, or plan are taken into consideration.

The dates of recertification audits are determined based on the validity period of the certificate. The next certification may continue for a 3-year period if the certification decision is issued no later than 3 months prior to the expiration date of the current certification. Re-certification audits are conducted up to 3 months prior to the certificate decision date.

If the audit is conducted after the certificate's last validity date, the audit is performed according to the initial certification audit. In exceptional circumstances, the decision to re-certify may be issued within a maximum period of three months following the last validity date. During this period, the status of the relevant organization is indicated as 'uncertified'. Subsequent certification always begins on the date the certificate was issued, but the expiration date of the subsequent certification corresponds to the 3-year period up to the present date (the expiration date of the previous certificate + 3 years).

At the end of the certification period, CERTECH GLOBAL may reinstate the certification for 6 months, provided that the outstanding recertification activities are completed; otherwise, it will conduct at least a Stage 2 audit. The certification date is the re-certification date or later, and the validity period is based on the date of the previous certification decision.

Conducting Audits:

Audits are conducted and reported in accordance with the Audit Procedure.

Initial Certification Audits: The initial certification audits for ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 27001, ISO 27701, and ISO 22000 are conducted in two stages: "Stage 1" and "Stage 2." Details regarding the implementation of Phase 1 and Phase 2 audits are available in the Audit Procedure. Phase 1 audit may take place "on-site" or "in-office" depending on the customer organization's risk group.

When making an audit proposal, if the audit information is specified as "On-site" for the client organization, it means that the audit team will conduct the first phase of the audit at the client's own location. When specified as "at the office," it means that the audit team will conduct the first stage of the audit by gathering at the office rather than at the client's premises and reviewing the client organization's certificates. However, if the audit team deems it necessary, they may contact the customer organization's authorized representative to request additional information/certificates. In this case, the customer is obligated to provide any additional information/certificates requested by the audit team. When determining the interval between Phase 1 and Phase 2 examinations, the time required by the customer to resolve the issues identified during the Phase 1 examination is taken into account. The period between Stage 1 and Stage 2 audits cannot exceed 6 months. If the period in question needs to be extended, the stage 1 audit is repeated. It is understood that the results of Phase 1 may lead to the postponement or cancellation of Phase 2. In such a case, the customer will be informed.

Supervision Inspections:

Surveillance activities include on-site audits to determine whether the certified customer's management system meets the specific requirements of the standard on which the certification is based. The initial certification must be completed within 12 months of the date of the second-stage audit. Details regarding the implementation of supervision audits are available in the Audit Procedure.

Recertification Audits:

Recertification audits are conducted to assess continued compliance with the requirements of the relevant standard or other certificate expressing requirements. The purpose of the recertification audit is to confirm that the management system continues to be appropriate and effective as a whole and that the scope of certification remains relevant and applicable. Details regarding re-certification are available in the Audit Procedure.

Short-Term Audits:

CERTECH GLOBAL may need to subject its certified customers to audits within a short period of time

in order to investigate complaints, address changes, follow up on suspended customers, or conduct unannounced audits.

- a) Notifies the client organization of the conditions under which short-term visits will be conducted via the Certification Agreement and informs the client organization in advance of these visits,
- b) Since the client organization will not have the opportunity to object to the members of the audit team, it is more careful in appointing the audit team.

Details regarding the conduct of Short-Term Audits are available in the Audit Procedure.

Follow-up Audit:

Inspections are conducted to determine whether identified nonconformities requiring follow-up have been resolved and whether the related corrective actions are effective.

Transfer Audit:

Transfer audits are conducted as either a supervision or re-certification audit based on the information obtained in the transfer application.

Scope Extension Audit:

The scope extension audit is conducted in accordance with the new scope requested by the organization. The application is reviewed, and depending on the agreed-upon situation, a surveillance audit is performed at the relevant organization, or an audit covering all clauses of the reference standard or normative certificate is conducted.

Address Change Verification:

The address change audit shall be conducted in such a way that all items of the reference standard or normative certificate that may be affected by the address change are audited.

Audit of Multi-Enterprise Organizations:

In multi-site organizations, the scope of certification must be the same at every site (branch), and the organization must use the same quality system for these sites. Similar products must be manufactured or similar services must be provided at all establishments (branches) where the audited entity conducts its activities. The relevant management system should be established and directed at the organization's headquarters. Internal audits must be conducted in all businesses (branches). The system of each business covered by the certification must undergo internal auditing prior to the certification body's audit. Details regarding the auditing of multi-unit establishments are available in the Audit Procedure.

Evaluation and Certificate Preparation:

Following certification surveillance and recertification audits, an assessment is conducted in accordance with the Technical Review Procedure. Following the Certification Committee's positive decision regarding the issuance of the certificate, the certificate is prepared. The processing time for the certificate is, under normal circumstances, approximately one week.

Inspection reports related to inspections conducted due to supervision, monitoring, transfer, scope, or address changes, as well as title change requests, are reviewed, evaluated, and, following a positive decision, the Certificate is issued. In the certificates of multi-establishment organizations, the addresses of all establishments deemed appropriate for certification may be indicated on the certificate itself or in an appendix, where required.

The certificates are signed, a copy is retained at CERTECH GLOBAL, and a copy is filed with the relevant organization. In the certificates, the date of the certification decision is written as the "First Publication Date." In cases where the certificate must be republished due to changes in title, scope, or address, the "Publication Date" is written in parentheses next to the new "Publication Date." The "Date of First Publication" is used as the basis for the certificate's validity period. The establishment's

certificate is sent by courier or delivered in person against signature following payment of the invoice by the establishment. At this stage, the contract signed by the CERTECH GLOBAL authorized signatory is also sent to the relevant organization. Organizations that are certified are recorded in the "List of Certified Organizations." Certificate delivery can also be made by courier, mail, etc.

Use of the Certificate:

CERTECH GLOBAL management system certificates are valid for three (3) years, subject to the positive outcome of surveillance audits. The rules governing the use of the certificates are specified in the Agreement signed by CERTECH GLOBAL and the organization. The company undertakes to comply with the rules specified in the contract entered into. Organizations may only use system certificates within the framework of the rules specified in the contract. CERTECH GLOBAL monitors organizations regarding the use of the certificate after it has been issued. In this context, the press, publications, and media are monitored. Additionally, when complaints are received from customers or a violation of established rules is identified, corrective action is requested from the relevant organization. If corrective action is not taken within the specified timeframe, CERTECH GLOBAL will carry out the following activities:

- The accreditation body is informed,
- The public is hereby informed that the certificate has been withdrawn.
- Legal proceedings are initiated.

Suspension of the Certificate:

Certification shall be suspended for a period not exceeding six (6) months if the following conditions are met:

- The customer's certificateed management system failing to meet the certification requirements, including the conditions for management system effectiveness, either continuously or seriously.
- Failure to allow the certified customer to undergo surveillance or recertification audits at the required frequency,
- The certified customer voluntarily requests a temporary suspension.
- The identification of major nonconformities as a result of the audits conducted,
- Failure to correct minor nonconformities identified during audits within the specified timeframes,
- Failure to comply with certificateation rules,
- Failure to pay audit fees.

The decision to suspend the certificate is made by the Certification Committee. The suspension of the certificate shall be notified in writing to the relevant organization. CERTECH GLOBAL may extend the suspension period once more for up to three (3) months, if deemed necessary, by decision of the Certification Committee.

During suspension, the customer's management system certificate is temporarily invalid. CERTECH GLOBAL guarantees that its customers will not promote/advertise their certification in the event of suspension, as stipulated in the Certification Agreement. If it is determined that the customer has failed to comply, a written warning is issued and legal measures are taken if necessary. CERTECH GLOBAL may take all other measures it deems appropriate, including the publication of the suspension on the web or in the press.

If the customer fails to meet the certification requirements continuously or seriously for part of the certification scope, CERTECH GLOBAL may narrow the customer's certification scope by excluding the part that does not meet the requirements. In such a restriction, compliance with the requirements of the standard used for certification is taken into account. If the issues causing the suspension cannot be resolved within the timeframe specified by CERTECH GLOBAL, the certification will be withdrawn or the scope will be narrowed accordingly.

Removal of Suspension of a Certificate:

Organizations whose certificates have been suspended must notify CERTECH GLOBAL in writing that the reasons for suspension have been resolved. Upon such notification, CERTECH GLOBAL will conduct an audit of the organization to confirm that the reasons for suspension have been resolved.

The scope and duration of the audit conducted to lift the suspension shall be determined based on the reason for suspending the certificate.

At the end of the audit, the suspension of the customer organization's certification, which has been verified by the audit team, is removed after the certification committee meeting. If the reasons for suspension are not eliminated, the certificate will be withdrawn.

The removal of the certification's suspension shall be notified to the organization via written format.

Withdrawal of the Certificate:

The certificate is withdrawn in the following cases:

- The organization's request,
- Bankruptcy of the entity or cessation of its activities covered by the certificate,
- Change in the legal entity of the organization,
- Failure to accept the suspension conditions of the organization,
- Failure to eliminate the grounds for suspension of the organization,
- The organization's failure to provide confirmation to enable follow-up audit at the end of the suspension period,
- Failure to rectify identified nonconformities within the specified timeframes during follow-up audits conducted to lift the suspension status.
- The organization's misleading and unfair use of the certificate in areas other than the product or service specified in the certificate,
- Failure to locate the organization at the facility address specified in the certificate,
- As a result of the organization tampering with the certificates and attachments,
- As a result of the organization's refusal to accept oversight and supervision.

If no application for follow-up audit is submitted within six (6) months after the organization's certificate is suspended, an extension may be granted or the certificate may be revoked. In the event of the withdrawal of the certificate, the organization must fulfill the obligations specified below and set forth in the Agreement:

- CERTECH GLOBAL shall cease using the certificate and logo,
- Waiver of all rights under the canceled certificate,
- Payment of unpaid certificate or audit fees.

Within one month following the withdrawal of the certificate, the organization must remove the logo from all correspondence and promotional materials. Aksi takdirde CERTECH GLOBAL;

- Notifies the relevant accreditation body and other certification bodies,
- Announces in various media outlets that the organization has used the certificate illegally by violating the terms of the agreement.
- Therefore, it will take legal action to remedy any material and moral damages that may arise.

Additionally, if the organization does not submit a request for certificate renewal, or if the production of products/provision of services covered by the certificate is discontinued, or if the organization closes, the certificate will be revoked and announced to the public.

NOTIFICATION OF CHANGES

Notification of Changes Made by CERTECH GLOBAL to the Customer Organization:

CERTECH GLOBAL informs its certified customers of any changes to the certification requirements via its website. CERTECH GLOBAL verifies the compliance of each certified customer with the new requirements by obtaining written information or through visits/audits. All these applications are guaranteed by contracts with certified customers.

Notification of Changes Made by the Customer Organization to CERTECH GLOBAL:

Customer Organizations are obligated to inform CERTECH GLOBAL in writing within 7 business days at the latest regarding the following changes.

- a) Legal, commercial, or organizational status or ownership,
- b) Establishment and management (key management, decision-making and technical staff, etc.),
- c) Contact address and fields,
- d) The scope of operations under the certified management system,
- e) Major changes in management systems and processes.

Notification of Changes in CERTECH GLOBAL's Accreditation (Suspension/Cancellation) to the Client Organization:

CERTECH GLOBAL is obligated to notify its current customers, potential customers, and the general public of any changes in its accreditation (Suspension/Cancellation) via its website within a maximum of 3 business days.

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General Manager
Fulya ARIN

