



CERTIFICATION REGULATION FOR PERSONNEL INVOLVED IN WELDING AND METAL BRAZING, WELDING OPERATORS AND WELDING PROCEDURES

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Verification:

Compliance Manager

Dr. Laura Moro

Approval:

Compliance and Legal Affairs Director

Eng. Maria Anzilotta

1. SCOPE AND FIELD OF APPLICATION

This Regulation defines the rules for the Certification of the professional profile of “**Personnel involved in welding and metal brazing and welding operators**” in accordance with UNI EN ISO 9606 Parts 1-2-3-4-5, UNI EN ISO 14732 and UNI EN ISO 13585. These rules comply with the requirements of the standard for Certification Bodies, UNI CEI EN ISO/IEC 17024, and with accreditation rules.

The requirements set out in this regulation form an integral part of the contract entered into with Kiwa Cermet (hereinafter referred to as Kiwa) (application form, the *Kiwa Regulation for Certification and General Terms and Conditions of Kiwa Cermet Italia for the performance of the orders* - hereinafter referred to as the *General Terms and Conditions*). These requirements relate exclusively to aspects specifically connected with the scope of the certification requested.

This regulation is also available on the Kiwa website (www.kiwa.it).

For the purposes of this Regulation, the term “welder” refers to the professional profiles of welder, welding operator, brazer, brazing operator and resistance welding joint preparer.

2. GENERAL PRINCIPLES AND GUARANTEES FOR THE CUSTOMER

In its certification activities, in addition to the provisions set out in the *General Terms and Conditions*, Kiwa applies the following principles:

- a) Absence of discrimination: access to certification services is granted to any candidate who applies for them, in compliance with this Regulation, without any discriminatory condition.
- b) Impartiality and independence, ensured through formalised rules and controls, including:
 - Carrying out certification activities (examinations, decisions) assigned to personnel not having any conflict of interest, required to comply with the rules of conduct and independence established by Kiwa; in this regard, Kiwa undertakes to accept any reasoned reports from the Customer concerning the existence of any conflicts which could compromise impartiality or independence of judgement;
 - Strict application of formalised rules and procedures used by all certification services personnel and periodic consultation with appropriate interested parties relating to certification;
 - Clear separation between personnel carrying out examinations and personnel participating in the certification decision.
- c) Proper management of complaints and appeals, as defined in § 17 of this Regulation;
- d) Confidentiality: In addition to the provisions set out in the *General Terms and Conditions* and in the *Kiwa Regulation for Certification*, Kiwa requires all personnel, including its examiners, to sign a confidentiality commitment, as well as a document by which personnel undertake to process any data coming into their possession in compliance with Privacy legislation.
- e) Accreditations: Kiwa undertakes to inform the Customer of any renunciation, suspension or withdrawal of accreditation (in the case of a service covered by accreditation); in such cases Kiwa shall in no way be liable for any damage caused to the Customer by the renunciation, suspension or withdrawal of accreditation; in the above cases, the Customer is entitled to withdraw from the contractual relationship with Kiwa, without the need for prior notice and without additional charges.

3. REFERENCE DOCUMENTATION FOR CERTIFICATION

Document *	Issuing Body	Description
9606-1	UNI EN ISO	Qualification testing of welders - Fusion welding - Part 1: Steels
9606-2	UNI EN ISO	Qualification testing of welders - Fusion welding - Part 2: Aluminium and aluminium alloys

Document *	Issuing Body	Description
9606-3	UNI EN ISO	Qualification testing of welders - Fusion welding - Part 3: Copper and copper alloys
9606-4	UNI EN ISO	Welding - Qualification testing of welders - Fusion welding - Part 4: Nickel and nickel alloys
9606-5	UNI EN ISO	Welding - Qualification testing of welders - Fusion welding - Part 5: Titanium and titanium alloys, zirconium and zirconium alloys
14732	UNI EN ISO	Welding personnel - Qualification testing of welding operators and weld setters for fully mechanised and automatic welding of metallic materials
13585	UNI EN ISO	Brazing - Qualification testing of brazers and brazing operators
Law of 14 January 2013, No. 4	Presidency of the Council of Ministers	Provisions concerning non-organised professions
17024	UNI CEI EN ISO/IEC	General requirements for Bodies operating the Certification of Persons

* The above-mentioned standards are intended in their current revision.

4. REFERENCE PROFESSIONAL PROFILE

The welder shall ensure the knowledge, skills and experience indicated in UNI EN ISO 9606 Parts 1-2-3-4-5, UNI EN ISO 14732 and UNI EN ISO 13585, to which reference is made.

The terms and definitions reported in the reference standards shall apply.

5. CODE OF ETHICS

The certified person shall undertake to comply with the PG_PRS Kiwa Code of Ethics, which can be downloaded from the website www.kiwa.it.

6. COMMUNICATIONS

Information and communications to and from the candidate or the certified person shall take place through the channels indicated in the examination application form, in which the candidate shall indicate his/her contact details; in the case of certification of welding procedures, communications to the requesting Organisation shall be made by electronic mail.

Communications shall predominantly be made by ordinary electronic mail, to the address specified by the candidate; where provided, they may be made to the certified electronic mail address indicated by the candidate.

The certified person, or the Organisation in which the welder is employed, shall undertake to keep such contact details up to date by promptly notifying Kiwa of any changes (within 5 working days of the change).

7. ACCESS REQUIREMENTS FOR THE CERTIFICATION SCHEME

7.1 Suitability

The profession of welder / brazer does not require any specific requirement with regard to education; however, the ability to understand a written text in Italian or in the language in which the professional technical standards and welding technical documentation are issued is an essential requirement.

The candidate shall demonstrate knowledge and understanding of the language of his/her customer and of the examiner.

7.2 Training (optional)

The candidate may decide to attend a theoretical and practical training course, recognised by Kiwa, relating to the operational fields of welding procedures for the metallic materials for which he/she intends to apply for certification.

The definition of the programme and its duration is based on the analysis of the candidates' curricular evidence in terms of skills and knowledge relating to the properties of metallic materials relevant to the joining technology of interest and the related operating procedures, as well as on previous experience. Training courses include cycles of practical and theoretical lessons and may be held at examination centres qualified by Kiwa or at the requesting Organisations.

At the end of the training programme, each participant is issued with a certificate of attendance.

8. CERTIFICATION PROCESS

Certification may be requested by an individual candidate or by a customer Organisation for its employees.

8.1 Certification application submitted by an individual candidate

The person interested in obtaining certification may find the information documentation relating to the scheme and the forms to be completed on the website www.kiwa.it or by direct contact, by telephone or e-mail, with Kiwa Customer Care. This scheme is available on the website together with the current price list.

The application form (MOD R 01 PRS_SLD):

- shall be sent to Kiwa completed with all the required information, signed by the candidate and bearing the date of completion;
- has contractual value for the services requested by the candidate from Kiwa and binds him/her to all the requirements set out in this certification regulation, in the *General Terms and Conditions of Kiwa Cermet Italia for the performance of the orders*, in the *Kiwa Regulation for Certification* and in the other documents referred to therein;
- contains information regarding the method adopted by Kiwa for the processing of personal data, according to the documentation available on the website. By submitting the application form, the candidate undertakes to keep confidential all information and materials received during the examination tests. He/she further undertakes not to disclose news or information concerning the examination tests, their conduct, the documents and the questions of which he/she becomes aware during the examination.

Attached to the application form, the candidate shall send the following documents to Kiwa:

- a) Copy of the certificate of attendance of the training course (if attended);
- b) Payment of the fee according to the price list in force.

Kiwa reserves the right to request for review, at its discretion, additional documents provided for by this regulation, for the integration and support of the information previously received.

Registration shall be considered complete when the application form and the related documents have been submitted and the payments indicated in the price list have been made.

Any particular situations (e.g. late registrations) shall be adequately justified and authorised by Kiwa.

The above-mentioned registration documents, together with professional updates and any complaints and their management (see below), constitute the candidate's "file", which shall be kept by Kiwa.

8.2 Certification application submitted by an Organisation

Organisations shall send Kiwa a specific request containing at least the following information:

- a) name of the Organisation;
- b) reference standard;
- c) number of persons to be qualified;
- d) designation of the qualification requested, indicating at least the following information:

- welding process;
- type and thickness of base material;
- welding position.

On the basis of this information, Kiwa, after a preliminary review to verify the completeness of the information, prepares a quotation for the requested services.

Such quotation also lists the conditions for the performance of the service, the materials and the documentation, listed below, which the Organisation shall make available at the examination site:

- base materials for the preparation of test specimens with dimensions compliant with those indicated in the reference standards;
- type 3.1 certificates in accordance with EN 10204 for base materials and filler materials;
- technical data sheets of any shielding gases;
- valid identification documents of the candidates;
- relevant WPS/BPS.

Kiwa reserves the right to request for review, at its discretion, additional documents, such as: characteristics of the automatic equipment to be used for qualification in accordance with ISO 14732, technical details on how the welding is performed (joint drawings in accordance with ISO 15613), for the integration and support of the information previously received.

In any case, the application form MOD R 01 PRS_SLD shall be completed and signed by each individual candidate.

8.3 Analysis of Requirements for applications submitted by an individual candidate

Kiwa shall verify the documentation received at the registration stage in order to ascertain its completeness.

8.4 Analysis of requirements for applications submitted by Organisations

Following acceptance of the quotation by the Organisation, Kiwa shall carry out a review of the documentation (recorded on the dedicated form MOD R 02 PRS_SLD Quotation management and review activities) and shall subsequently send the Organisation written confirmation of the positive outcome of such review and the formal activation of the certification service.

8.5 Planning of the examination session

Registration for the examination session may be accepted **only** if the candidate has submitted the documentation required by the certification scheme and evidence of payment of the examination registration fee has been provided.

Once the date of the examination session has been established, Kiwa Customer Care shall, at least 3 days before the examination session, communicate in writing to all candidates and/or to the Organisation (requesting in this case that the information be forwarded to each candidate) the following information: date, times and place of the examination. Furthermore, in order to allow any justified objection to the appointed examiners, it shall also communicate the names of the examination committee.

A similar communication regarding the list of candidates shall be sent to the Examiners at least 3 days before the examination session, in order to allow the identification of any candidates with respect to whom conflicts of interest may exist.

Any candidate who considers that there is an incompatibility with the members of the examination Committee (e.g. having received training and/or specific instruction from them) shall communicate such incompatibility to Kiwa by sending an e-mail to processi.industriali@kiwacermet.it

8.6 Confidentiality Management

The candidate undertakes not to disclose examination documents and materials, which are the property of Kiwa. Any person or Organisation disclosing examination documentation and tests shall be subject to the sanction of immediate interruption of the certification process together with a prohibition on submitting a new certification application for the following three years.

All documentation produced by the applicant, together with the results of the assessment process and the outcomes of the examination tests, shall be subject to confidentiality obligation, which shall be implemented in accordance with Kiwa's Privacy management procedures in compliance with the legislation in force - Regulation (EU) 2016/679.

8.7 Composition of the examination committee and organisation of activities

The examination committee shall consist of Examiners qualified by Kiwa and entered in a dedicated register.

The Examiners shall sign a confidentiality commitment and a declaration of absence of conflict of interest.

Where an Examiner identifies the occurrence of a possible conflict of interest with one or more candidates during the examination preparation phase or at the beginning of the examination session, he/she shall refrain from participating in the examination and shall immediately notify Kiwa or the manager of the examination centre who, after analysing the circumstances of the case, shall take the actions necessary to remove the causes of the conflict.

The examination Committee shall be composed in such a way as to include all areas of competence required by the standard and by the rules of the certification scheme. The number of Examiners shall also depend on the number of registered candidates, taking into account the duration provided for by the scheme rules for written tests and oral examinations. In any case, Kiwa shall ensure an adequate total number of persons between examiners and any assistants in order to guarantee the smooth running of the examination activities. The number of examiners shall be established according to the number of welding machines available at the facility.

Where the committee consists of more than one Examiner, a Chairperson shall be elected; where there is only one Examiner, he/she shall automatically assume the role of Chairperson.

The Chairperson shall ensure his/her presence at least half an hour before the start of the examination session and, before the start of the session, shall verify the premises in which the examination is to be conducted in order to ensure a comfortable arrangement of participants and reasonable confidentiality for oral tests.

Candidates shall be arranged in such a way as to ensure the absence of interference between them and that written or practical tests can be carried out safely and with the necessary comfort.

Candidates shall notify Kiwa in advance of any particular needs connected with the conduct of the examination tests. In such cases the Examiner shall be informed by Kiwa before the examination and, during the examination, shall determine any necessary intervention measures.

Kiwa Personnel shall be entitled to attend the examination tests as observers. Representatives of the Accreditation Body shall retain the same right and may be present for the purpose of verifying the correct operation of Kiwa.

In any case, observers shall not in any way interfere with the conduct of the examinations, nor participate in the assessment of candidates, and shall comply with the instructions of the examination committee.

8.8 Identification of candidates

Kiwa Customer Care shall provide the Chairperson of the committee with the list of persons registered for the examination tests.

Identification of participants shall take place by means of the presentation of a valid identity document; association membership cards or other documents not classified as identity documents shall not be accepted.

The tests shall be in Italian unless specific prior arrangements have been made with Kiwa Customer Care personnel, who shall evaluate such requests and provide a response to the candidate following instructions from their manager.

8.9 Equipment, Instruments, Devices and Documents available for consultation

Examinations may be carried out by Kiwa at examination centres or at the premises of the requesting Organisations.

Where the examination session is carried out at the premises of the requesting Organisation, the examiner shall verify the suitability of the infrastructure and equipment for the production of the test pieces and for the tests, before the start of the examination session, recording the outcome of such assessment on form MOD PO 02_08_PRS SLD.

During the written examination tests, the candidate shall not consult any written or electronic document. Any direct or indirect communication with other candidates shall constitute grounds for interruption of the examination.

Personal devices such as computers, smartphones or tablets shall be reported to the committee and may not be used except in exceptional cases and with the explicit authorisation of the committee. Any mobile phones shall be switched off.

Any infringement of this requirement shall be assessed by the Chairperson and the sanction shall be determined according to the seriousness of the infringement.

8.10 Programme and composition of the tests

The certification examination for welding operators consists of a theoretical test and a practical test, whereas the certification examination for welding and/or brazing personnel of metallic materials is mandatorily based on a practical test, which may be combined, at the request of the Organisation or based on specific requirements of the reference standard, with a theoretical test to assess technical competence.

1. **Multiple-choice written test** → consists of 20 closed questions with 3 possible answers, only one of which is correct. The questions are prepared according to the operational fields of the welding procedures for the metallic materials of interest to the candidate and are divided among the various subjects indicated by the reference standards (e.g. Annex A of UNI EN ISO 14732).

The maximum time allowed for the written test is 30 minutes.

Practical test → consists of carrying out the test pieces prepared and processed in the presence of the examination committee. The examiner shall supervise the performance of the tests by verifying that the equipment, materials and operating parameters comply with the requirements of the standard and other reference documents (WPS/BPS) and shall identify each completed joint. At the end of the practical test, the examiner shall carry out a visual examination in accordance with UNI EN ISO 17637. This inspection shall always be carried out by a competent and qualified examiner, but certification as a VT examiner in accordance with ISO is not mandatory. Joints found to be compliant during the visual examination shall be subjected to the additional tests required by the reference Standards in order to verify the conformity of the test pieces.

As a guideline, the maximum time allowed for the practical test is 2 hours, although this may vary depending on the WPS submitted by the examiner to the candidate.

If adequate equipment is not available at the examination site, the additional tests shall be organised elsewhere; the test pieces, appropriately identified by the examiner, shall be sent to a laboratory accredited in accordance with ISO/IEC 17025.

The appointed laboratory shall carry out the test plan indicated by the examiner on the relevant form.

8.11 Assessment of the tests

Multiple-Choice Written Test

Each correct answer shall be worth one point; incorrect or unanswered questions shall be worth 0 points. No negative marking shall be applied.

Assessment of the written test shall be carried out against the model answers (marking schemes).

A pass mark shall be achieved with at least 75% correct answers.

Practical Test

The practical test shall be deemed passed where the visual examination of the weld performed and the laboratory tests have a positive outcome.

Passing the examination

At the end of the overall assessment of the candidate, the committee shall inform him/her of the examination result, reminding him/her that, if the result is positive, the final certification decision rests with Kiwa. Where tests are carried out in a laboratory, the candidate shall be informed of the examination result at a later stage, once the final result has been received.

A candidate who does not pass the practical test shall repeat the entire examination, both the written test and the practical test, without the need for specific training, but may repeat it only once.

8.12 Preparation of the Report

Once all examination tests have been completed, the Chairperson shall prepare the report, which shall contain the significant and qualifying information relating to the conduct and results of the examination.

9. CERTIFICATION DECISION

Kiwa decision-making personnel, having verified the examination results and the evidence produced by the candidate, shall decide on certification where the relevant conditions exist, namely where all the requirements of the certification process have been satisfied and the certification examination has been passed.

The issue of the certificate attests the qualification of the person but does not confer any authority to operate. Such authority is conferred by the employer through a written attestation, based on the competence of the operator, as specified by the certificate, the employer assuming responsibility for the control results. Where the certified person is self-employed or an employer, he/she shall assume all the above-mentioned responsibilities of the employer.

Following issue of the certificates, Kiwa Customer Care personnel shall update the list of certified welders/brazers and of the Organisations that have obtained certification of their personnel and shall keep it available to those requesting it. Such list shall contain the details of the certified personnel, indicating the date of issue and expiry of the certificate, as well as the company name of the organisation, if employees.

10. CERTIFICATE

Kiwa shall send the certificate to the contact details provided by the professional in his/her application form.

The certificate for welders shall be valid for the period indicated in the various standards, starting from the date prescribed by the reference standard.

The certificate shall remain the exclusive property of Kiwa, which grants its use to the certified person for the entire validity period of the certification.

11. PUBLICITY OF CERTIFICATION

11.1 Use of the Certification Mark

Not Permitted.

11.2 Use of the certificate

The certificate bearing the Kiwa logo is provided to the User in paper format; however, its reproduction may only take place in its entirety and in compliance with its proportions. Partial reproduction, either graphically or in terms of content, is not permitted.

The certificate may be published in electronic form (as a document available for consultation on the internet or downloadable from the User's website) but only in its entirety and always with reference to the certified natural person and not to legal entities. There shall be no risk that the certificate may be confused with, or associated with, the certification of a company, professional practice or any entity other than the individual certified professional. Where the certified person is a partner, owner, employee or collaborator of a company or professional practice, his/her certification may be publicly promoted, but always with clear reference to the certified natural person.

It is permitted to reproduce (including in colour) the certificates of conformity issued by Kiwa Italia, provided that they reproduce the original in its entirety; partial reproduction is not permitted.

Following expiry, renunciation or withdrawal of the certification, use of the certificate is prohibited and, if published on the internet, it shall be removed. Any promotion of the certification shall also be removed from all media or communication channels used.

12. VALIDITY OF CERTIFICATION

12.1 General requirements

The validity period of the certificate starts from the date of execution of the examination and remains valid for the period indicated in the various standards, provided that it is signed every six months by the responsible personnel (e.g. employer, welding/brazing coordinator, ...) to attest that the following conditions are fulfilled:

- the welder shall regularly perform welding/brazing work by producing joints falling within the range of validity described in the certificate issued to him/her;
- interruptions for a continuous period exceeding six months are not permitted;
- the welder's work shall generally be in accordance with the welding/brazing conditions used in the qualification test;
- there shall be no particular reasons to doubt the welder's skill and technical knowledge;

Certificates for welding procedures are valid from the date on which the examination test is carried out and do not expire, provided that the Organisation maintains the capability to replicate the operating and environmental conditions stated therein.

13. RENEWAL OF CERTIFICATION

For renewal of certification, the certified professional shall formally submit a renewal request to Kiwa before expiry of the certificate, in accordance with the provisions of the reference standards.

Renewal requires the execution of an examination session in accordance with the same procedures described in § 8.10.

14. SUSPENSION AND WITHDRAWAL OF CERTIFICATION

14.1 Suspension of Certification

Certification may be suspended for the reasons indicated in the *Kiwa Regulation for Certification* or at the request of the customer Organisation or the certified professional.

Except in special cases (in any case established by Kiwa), the suspension period may not exceed 6 months; otherwise, the certification shall be withdrawn.

During the suspension period, the certified professional loses the right to use the Kiwa Certification Mark and the certificate and is removed from the lists of certified personnel. The conditions for reinstatement of the suspended certification shall be established by Kiwa on the basis of the reasons that led to the suspension and on the basis of the duration of the suspension.

Should the certified professional fail to implement the actions indicated by Kiwa for reinstatement of the suspended certification, the certification shall be withdrawn.

Kiwa reserves the right to communicate the suspension measure to accreditation bodies and/or other third parties that request it.

14.2 Withdrawal of certification

Certification may be withdrawn for the reasons indicated in the *Kiwa Regulation for Certification* or at the request of the customer Organisation or the certified professional.

Kiwa may carry out monitoring or control activities on the work of certified personnel and on the application of certified welding procedures within the framework of its institutional activities, such as:

- Surveillance at construction sites and production workshops;
- Certification or periodic visits on company quality systems in accordance with UNI EN ISO 9001 standard;
- Certification or periodic inspections of regulated products under mandatory requirements (e.g. EU Directives);
- Third-party certification activities.

Within the scope of these activities, Kiwa may proceed with the withdrawal of certificates if:

- One or more of the conditions indicated in § 12.2 are found to exist;
- Documented objective evidence demonstrates that the Organisation has lost the capability to replicate the operating and environmental conditions referred to in the issued welding procedure certificates, or demonstrates the inability of qualified personnel to maintain the quality of execution demonstrated during qualification.

The withdrawal of the certificate shall be notified in writing by registered letter or certified e-mail to the Organisation and to the certified personnel and entails the removal of the person concerned from the list of certified personnel.

Withdrawal of certification entails automatic termination pursuant to article 1456 of the Italian Civil Code of the contract to which this regulation applies, without prejudice, in any case, to compensation for any damage suffered by Kiwa.

In the event of withdrawal of the certificate, the certified personnel and the Organisation undertake not to publicise the certification and may not make use of the certificate(s) and its/their copies.

Certified personnel whose certificate has been withdrawn and the Organisation may not submit a new certification application before 6 months have elapsed from the date of withdrawal, and only provided that the causes giving rise to the withdrawal decision have been removed or resolved.

15. TRANSFER FROM ANOTHER BODY

Transfer of personnel certifications from one certification body to another is not permitted; therefore, where a candidate holding a certification issued by another certification body submits an application, the certification process to be applied shall be the complete process described in the preceding paragraphs, without any simplification.

16. SCHEME REVIEW AND VALIDATION

Periodically, at least every three years, Kiwa, with the support of suitably competent professionals, reviews the scheme documentation in order to verify its compliance with regulations, laws and professional practices, and to ensure the validity of the professional specifications.

Kiwa monitors the use of examination tests, ensuring adequate variety thereof, in order to mitigate the risks deriving from repeated use of the same examination materials.

According to changes in the applicable regulatory and/or legislative framework, examination results and their periodic monitoring, the relevant Director may decide to revise the examination documentation and the composition of the tests even before the above-mentioned three-year period has elapsed.

17. COMPLAINTS AND APPEALS

Certified persons or other personnel making use of the services of professionals certified by Kiwa may submit complaints concerning elements that they consider inadequate within the entire certification process and appeals to the Kiwa structure concerning decisions taken by the personnel in charge.

17.1 Complaints concerning Kiwa certification services

The complainant may submit a documented complaint concerning his/her contractual relationship with Kiwa.

Such complaint may arise from inconveniences occurring during the certification process, such as, for example, delays in carrying out the various stages and improper conduct by examiners or other Kiwa personnel.

Kiwa shall record complaints, analyse them and inform the complainant of the actions undertaken within thirty days of receipt of the complaint.

In order to ensure impartiality, all complaints shall be handled by personnel not involved in the activities that are the subject of the complaints.

Kiwa shall establish with the complainant whether, and to what extent, the content of the complaint and its resolution shall be made public.

17.2 Complaints from third parties concerning services provided by persons certified by Kiwa Italia

Any complaint submitted by third parties concerning services provided by a person certified by Kiwa shall be recorded and promptly notified by Kiwa to the Customer for joint analysis.

Within thirty days of receipt of the above-mentioned complaint, Kiwa shall inform the complainant of the actions undertaken, establishing with the complainant and the certified person whether, and to what extent, the content of the complaint and its resolution shall be made public.

During the analysis phase and until its conclusion, the certified person shall ensure full cooperation and availability to Kiwa regarding matters within his/her competence.

17.3 Appeals

Where the [complainant](#) is not satisfied with the response received, or intends to oppose a decision taken by Kiwa, he/she may submit an appeal in writing.

The [appellant](#) shall state the reasons for the appeal and, where the appeal relates to a decision taken by Kiwa within the Certification process and may concern the granting, non-granting, suspension, etc. of certification, it shall be submitted to Kiwa within 10 calendar days from the date on which the decision was communicated.

[Appeals shall be handled by personnel not involved in the activities that are the subject of the appeals.](#)

Kiwa shall provide the [appellant](#) with a written response and shall notify any actions to be undertaken within 30 working days of receipt of the appeal.

Detailed procedures for submitting complaints and appeals are available on the website www.kiwa.it.

18. RIGHT OF UNILATERAL WITHDRAWAL FROM THE CONTRACT

Kiwa may withdraw from the contract with the Customer by giving written notice six months prior to the effective date of withdrawal, in order to allow the Customer a reasonable period of time to contact another Certification Body.

In such circumstances, Kiwa undertakes to reimburse the amounts already received from the customer for services not yet performed, and the customer undertakes to pay Kiwa the amounts due for (any) services received, in accordance with the provisions of the contract.

Should the customer wish to withdraw from the contract, unilateral withdrawal during the validity period of the Certification shall require compliance with the notice periods set out in the *Kiwa Regulation for Certification*.

19. UNILATERAL AMENDMENT OF THE CONTRACT

Kiwa reserves the right to amend this Regulation at any time. Any new clauses/amendments introduced shall become effective from the moment they are communicated to the customer in writing.

The customer who does not intend to accept the amendments may withdraw from the contract by giving written notice by registered letter with acknowledgement of receipt or certified e-mail within 30 calendar days, under penalty of forfeiture, from the day following the communication to Kiwa.

The withdrawal shall become effective on the last working day of the month in which the communication from the customer is received.