



REGULATION FOR THE CERTIFICATION OF PRODUCT/SERVICE

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Rev. No.	SUMMARY OF CHANGES	DATE
9	Insertion of specific requirements for ISO 13009 and UNI 11911 standards, elimination of requirements on the use of trademarks and insertion in a specific Regulation, other minor changes	2025-11-19
8	Product certification specifications added	2025-01-09

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1. SCOPE AND FIELD OF APPLICATION

This Regulation describes the service as well as the operational methodology that governs the relationships between Kiwa Cermet Italia S.p.A. (hereinafter abbreviated to Kiwa Italia or Kiwa) and the Customer Organizations in the provision of activities of process/service Certification.

The requirements stated in this regulation are an integral part of the agreement stipulated with Kiwa Italia (quotation, *the Kiwa Regulation for Certification and General Terms and Conditions of Kiwa Cermet Italia for the performance of orders – hereinafter General Terms and Conditions*). These requirements refer solely to the aspects specifically connected with the scope of the requested certification.

The certification of conformity of process/service states that the process or the service subject to certification conforms to the requirements mentioned in the specific regulatory document (or Technical Document / Service Standard if issued by the Organization interested).

The agreement expressly excludes any form of consultancy to the Customer that could jeopardise the nature of independence of the carried-out assessments.

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

2. GENERAL PRINCIPLES AND GUARANTEES FOR THE CUSTOMER

In its certification activity, as well as the General Terms and Conditions, Kiwa Italia applies the following principles:

- a) Absence of discrimination: access to certification services is allowed to any Organization requesting them, in accordance with this Regulation, without any discrimination of commercial or financial nature or regarding membership of particular associations.
- b) Impartiality and independence: ensured through formalized rules and controls, including:
 - Certification activities are assigned to personnel with no interests in the Organization subject to certification, bound to observe the rules of conduct and independence set by Kiwa Italia; regarding this aspect Kiwa Italia undertakes to accept any justified concerns of the Customer concerning the existence of incompatibility of the duty assigned, which could compromise the impartiality or independence of judgement;
 - Precise application of formalised rules and procedures used by all the personnel of certification services and periodic consultation with suitable certification stakeholders;
 - Clear separation between the personnel carrying out the audit activity and the personnel responsible for the certification decision;
 - Total absence of any kind of assistance in defining and applying the requirements for obtaining the Certification of Management Systems.
- c) Prompt management of complaints and appeals, as defined in § 7 of this Regulation;
- d) Confidentiality: As well as set out in the General Terms and Conditions and in the Kiwa Regulation for Certification, Kiwa Italia requires all its personnel, including Auditors, to sign a confidentiality agreement as well as a document in which personnel commit to treat any information that comes into their possession in accordance with the provisions of the Privacy Act.
- e) Accreditations: Kiwa Italia undertakes to inform the Customer of any rejection, suspension or withdrawal of the accreditation, as well as to support the Customer during the transition to another accredited Body; in such cases Kiwa Italia will not be in any way responsible for any damage caused to the Customer by rejection, suspension or withdrawal of the accreditation; in the aforementioned cases, the Customer has the right to opt out of the contractual relationship with Kiwa Italia, without prior notification and without any additional cost.

3. REGULATORY REQUIREMENTS AND LIMITS OF LEGALITY CONTROL

The legal conformity of the Management System to which the certification refers shall be considered by Kiwa Italia an essential pre-requirement for issuing the certification.

The certification issued by Kiwa Italia does however only regard conformity with the reference standard(s), and so it does not constitute a guarantee of compliance with the statutory and regulatory requirements. Such compliance is

the specific competence of the Customer Organization, which retains responsibility towards itself and towards others for the legal obligations involved in the activities for which the certification is issued.

In this regard, the audit activities of Kiwa Italia shall not be considered as a form of waiver of responsibility with regard to possible assessments carried out by the Competent Authorities.

4. REQUIREMENTS OF THE CERTIFICATION PROCESS

4.1 Access requirements for the Certification

Before starting the Certification process with Kiwa Italia, the Organization must meet the following requirements:

- Have a certification system that fulfils the requirements of the Reference Standard;
- Apply fully this System;
- Accept the conditions set out in this Regulation;
- Authorise access to premises, plants, areas and information necessary to carry out the Audit;
- Appoint an own Representative as main contact person of the Audit Team and guarantee that any consultant present during the audit maintains the role of observer;
- Be responsible for applying the requirements prescribed by the laws in force on matters of safety in the workplace. In absence of mandatory provisions, the Organization undertakes to provide Kiwa Italia with a complete and detailed report of the specific risks that exist in the workplace where Kiwa Italia personnel will be working and PPE necessary for carrying out the appointment, informing Kiwa Italia personnel concerning their correct use. In this regard, the Organization has to provide appointed Kiwa Italia personnel the Company documentation concerning the workplace safety (D.V.R., safety plan, procedures, etc.), limited to aspects of specific interest. If for those omissions, injuries occur or illnesses are contracted, no charge can be required for any reason to Kiwa Italia.
- Accept, without additional costs, the possible presence of auditor from the accreditation/control body as observers during the audit. Kiwa Italia will inform the Organization with regard to the possible presence of these auditors with a clear introduction of roles. Their presence has the aim of assessing that the evaluation methods used by Kiwa Italia are in accordance with the requirements for accreditation.

In addition for the accredited certification, in order to ensure that the assessment procedures adopted by Kiwa Italia comply with the applicable standards, the Accreditation Body may require to conduct a visit, called Market Surveillance Visit, directly through the use of their personnel at the certified Organization.

This possible visit, is communicated by the Accreditation Body to Kiwa Italia with 7 working days notice. Upon receipt of such communication Kiwa Italia will inform the Organization.

The audit plan is prepared by the Accreditation Body, which it will make available to Kiwa Italia; then Kiwa Italia will send it to the Client Organization.

If the Organization does not grant its approval, the validity of the certificate is suspended until it has not accepted the visit for a maximum period of 3 months. Expired 3 months, in the absence of consent to the visit, the certification is withdrawn.

The Organization shall make available to the Accreditation Body the documentation that Kiwa Italia has taken as a reference during the previous audits. The Market Surveillance Visit does not replace the normal maintenance certification audit provided by the Audit Programme.

The Market Surveillance Visit procedures are indicated in the document IAF ID 04 (free download from the IAF website: <http://www.iaf.nu>).

Other methods of control can be adopted by the accreditation Body, in order to verify the activities of Kiwa Italia, e.g. unannounced audit at the premises of certified subjects, request of information to Organizations or Consulting Companies, or other methods of control established by the accreditation body.

4.2 Scope of application and possible exclusions for certification under ISO 13009 and UNI 11911 standards

For ISO 13009 and/or UNI 11911 standards, beach operators holding one or more concessions for beach establishments may apply for certification, even if organized into groups, provided that each operator holds its own concession. Certification holders may also include organizations identified in Article 45-bis of the Navigation Code, which operate beach establishments as sub-concessionaires. Certification may be issued directly to the concessionaire only if the latter demonstrates that it has implemented and maintained an effective control system over the activities performed by the sub-concessionaire; in this case, Kiwa will expressly indicate subcontracting in the scope of the certificate. Furthermore, for the ISO 11911 standard, certification may be requested by any organization managing a beach establishment and falling within the following ATECO classification: beach establishments (ATECO 93.29.20). The certification will be issued by Kiwa to a legal entity. All services provided by the entity must be certified, with no possible exclusions. Free public beaches cannot be certified. Free, equipped beaches can only be certified in accordance with the ISO 13009 standard, and certification can be requested by the operator (if management has been outsourced to a private entity) or by the Municipality¹.

4.3 Starting of the Certification Process

Based on the information provided by the Organization, Kiwa Italia prepares an Offer for Certification, indicating the reference Standard/s and the scope of the Certification reported by the Customer Organization.

Returning the Certification quotation to Kiwa Italia, signed by the Organization, constitutes the official request for the activities of Certification, as well as the acceptance of the contractual and economic conditions (set out in the quotation), of the conditions contained in this Regulation, in *the Kiwa Regulation for Certification*, as well as in the *General Terms and Conditions* (also available on the website www.kiwa.it)²

When Kiwa Italia receives these documents, Kiwa Italia examines them verifying that:

- ◆ the requirements of the certification service have been clearly defined and understood by both parties;
- ◆ Kiwa Italia is able to perform the activities requested;
- ◆ data and documents requested are all complete;
- ◆ there are no differences from the information supplied at the time of requesting the quotation.

In this phase, Kiwa Italia identifies the personnel of the Organisation and the departments involved in provision of the process/service being certified, where the assessment activities needed to issue the conformity certificate will be carried out.

The applicant Organisation must guarantee that all persons involved in supplying the service being certified are willing to accept inspection audits from the certification Body.

If the result of examination is positive, Kiwa Italia assigns the Customer an order number. If the result is negative, Kiwa Italia shall have the right to request the necessary additions or modifications before officially beginning the process or to give notification of the impossibility of beginning it, giving the customer the reasons.

Once the certification process has begun, while the service is being supplied in case of any variations to the conditions declared by the Customer (on which basis the quotation was issued and the contract agreed), Kiwa Italia reserves the right to modify the contractual conditions as a consequence. The Customer shall nevertheless be entitled to refuse the new conditions, paying Kiwa Italia the required remuneration for the activities carried out up to that point.

Kiwa Italia notifies the Organisation in advance concerning the members of the Audit Team; if there are any conflicts of interest, the Organisation can request substitutions, within 3 working days, by submitting a formal and substantiated request. Kiwa reserves the right to decide whether or not the formal reasons require the replacement of the audit team.

4.3 Preliminary Audit

If the Organization asks for a Preliminary Audit to be carried out, which is an option available at the time of requesting the quotation (optional audit), this can be carried out in order to assess the level of adequacy of the system of the service certification subject to certification requirements.

¹ With reference to the definitions of beach, bathing establishment, etc., please refer to Annex 2 referred to in the Accredia technical circular of 05/22/2025 prot. DC2025MGR040

² [Kiwa Italia](http://www.kiwa.it) will inform the Customer concerning the possible subsequent amendments to the contractual documents; it is responsibility of the Customer always having the update version of these documents, downloading them from website www.kiwa.it.

The results of the Preliminary Audit are documented but are not considered for the aim of the certification process and of issuing the certificate. They are therefore expressed only in terms of non-conformities, do not require the Organization to notify Kiwa Italia concerning the corrective actions it intends to take and they are not subject to analysis for issuing the certification.

4.5 Approval of Technical Document or Service Standard

For process/service certification in conformity to a Company Technical Document (TD) or Service Standard (SS), examination and approval of the TD or SS are necessary. Approval by Kiwa Italia is an obligatory step for continuing the certification procedure.

The Technical Document (or Service Standard) must guarantee at least the following:

- Not contain elements in contrast with the current applicable legal obligations;
- Clarify the elements that enhance the process/service, whether they are requirements characteristic of the process/service, or requirements that represent a restrictive application of the obligations deriving from the laws in force;
- Allow the application of a possible voluntary certification scheme that promotes the recognition of the value by direct and indirect Customers (stakeholders in general).

These aspects will be subject to specific assessment by Kiwa Italia, for the aim of approving the TD and/or SS put in place by the Organisation.

4.6 Documental analysis³

Depending on the type of process/service certification, Kiwa Italia may request an analysis of the documentation before proceeding with the subsequent assessment activities (this aspect will be clarified in the offer).

The documental analysis may be carried out on the premises of Kiwa Italia or at the premises of the applicant Organisation, according to the object of certification and the agreements between the parties.

Among the documents to be examined, there is the documentation (Manual and/or equivalent documents) that describes how the Organisation intends to meet the requirements relevant to process/service for which certification is requested.

The documentation must contain or make reference to the following elements:

- Identification and definition of the process/service being certified;
- Identification of the personnel of the Organisation and all the departments involved in managing the process/service;
- Identification of who the service is intended for and of the needs and expectations of Customers and interested parties;
- Identification and clarification of the methods of assessing and managing risks associated to managing the process/service;
- Clarification of the characteristics and results of the process/service;
- Definition of the indicators for assessing the results of the process/service;
- Description of the measuring system used for verifying the results of the process/service;
- Clarification of the human resources (in terms of professional competences), technological resources (in terms of adequacy and availability for use) and structures necessary for managing the process/service;
- Clarification of the rules (regulations, procedures, protocols) that guarantee the characteristics and results of the process/service;

Kiwa Italia may request additional documents to carry out the documental analysis in relation to the object of certification.

The results are written up according to the classifications mentioned in § 4.6 and presented in the form of audit report to the applicant Organisation.

³ For some certification schemes, this activity may be identified with the term Stage 1.

Depending on the result, before continuing with the subsequent activities, the Customer is obliged to make any necessary modification or integration. Kiwa Italia may request evidence of the modified documents to be submitted for a new evaluation before proceeding with the subsequent activities.

The Customer must make the documentation available on request, for the entire period of the assessment contract with Kiwa Italia and during all the assessment activities.

4.7 General requirements for Audits

Audits must be carried out at the locations where the certified activities are carried out. Therefore, particularly in the case of service certifications, the audit must be conducted during periods in which the Client Organization is operational and able to demonstrate to Kiwa the provision of the service in progress (e.g., in the case of certification of bathing establishments/beaches, the audit must necessarily be conducted during the opening hours of the establishment).

Every Audit involves an initial meeting in which the following are shared: objectives, the methods of carrying out the activities, the classification criteria for non-conformities with the consequent corrections and corrective actions and the obligation of confidentiality to which Kiwa Italia personnel are bound; and a closing meeting at which the result of the Audit is announced and clarifications are given on the results formalised in the report.

In case, during the audit, significant deviations are found between the company situation and what has been communicated by the Organization, the Audit Team immediately notifies Kiwa Italia concerning this deviation in order to decide possible contractual modifications with consequent updates of the duration of the Audit⁴.

Each finding issued during the Audits is classified as follows:

Major non-conformity: non-fulfilment that compromises the effectiveness of the product / service. It may concern:

- A deviation or total absence of conformity in relation to a specified requirement, found on the basis of objective evidences;
- A failure to comply with legal requirements applicable to the scope of certification.

Minor non-conformity: non-fulfilment of a standard requirements or the partial failure to comply with one or more requirements of the Standard and/or of the agreement stipulated with Kiwa Italia, not falling within the category of the major non-conformities previously described.

Several minor conformities pertaining to the same requirement of the Standard, depending on the contents and the general result of the Audit, can lead to a major NC.

Minor non-conformities not resolved and/or not taken in hand by the Organization can lead to the issuing of a major NC.

Opportunity for improvement: a situation highlighted during the Audit that can provide an opportunity for improving the process/service object to certification.

For the UNI 11911 standard only, the classification of findings differs from that indicated above, but will be represented by findings classifiable as follows:

Non-conformity: deviation or lack of conformity with a certification requirement.

Element for Improvement: see the definition above.

At the end of each Audit, the Audit Team meets to evaluate the evidence recorded, to classify it and to write the report.

In the final meeting, the Audit Team introduces to the Management the results of the Audit and the conclusions regarding the Management System complying with the Reference Standard, highlighting any Non-conformities found. At the end of the meeting, Lead Auditor issues a Report that outlines the results of the Audit. Any difference of opinions between the Audit Team and the Organization, concerning the results of the Audit or its conclusions, must be discussed and resolved, wherever possible. In the event of any non-resolved differences of opinion, the Organization can express its reservations on the results of the Audit.

4.8 Certification Audit⁵

⁴ The term “significant deviation” means a difference that requires a change in the duration of the audit.

⁵ For some certification schemes, this activity may be identified with the term Stage 2.

The Certification audit is always carried out on the premises where the activities being certified are carried out. This audit is extended to all requirements of the norm or TD and/or SS object of this contract.

At the start of the audit, the resolution of any findings highlighted in the previous phase is assessed in the document analysis (if present).

Any unresolved minor non-conformity is recorded as such in the audit report.

At the end of the audit, the Audit Team issues a copy of the audit report to the Customer, who signs it.

The report is submitted for internal examination and approval by Kiwa Italia, in order for the certification decision to be made.

It is permitted the reproduction (including color) of the certificates of conformity issued by Kiwa Italia, as long as it reproduces the original in full. Partial reproduction is not permitted.

4.9 Certification Decision

4.9.1 General Requirements

The certification application cannot be analyzed by Kiwa for the purposes of a certification decision until it has received the proposed resolutions and corrective actions for any nonconformities found.

If a certificate is issued, Kiwa will send a communication, including the certificate and any requests arising during the Certification Decision phase.

If a certificate is denied, Kiwa will notify the Organization, which will outline the decisions made during the Certification Decision phase and the resulting actions.

In the certificates issued, Kiwa may only indicate the products/services that have been verified. For the services to be listed in the ISO 13009 certificate, please refer to § 6; for the UNI 11911 standard, please refer to §§ 5 and 6. Furthermore, according to these standards, any services offered by third parties, over which the beach resort operator has no direct control, cannot fall within the scope of the certification, and Kiwa must indicate such exclusions in the certificate (this exclusion does not apply to mandatory services).

Any requests for changes to the certificate content must be submitted to Kiwa in writing and prior to the next applicable audit.

The list of certificates covered by accreditation is also provided upon request to the Accreditation Body, according to the frequency and methods established by the Accreditation Body itself.

The Certificate is valid for three years from the date of issue or last reissue.

4.9.2 Requirements for issuing the UNI 11911 certificate

For the UNI 11911 standard, certification is subject to a degree of compliance with the standard's requirements, as indicated in the standard itself. Specifically, Kiwa will evaluate each applicable requirement, assigning a score from 0 to 3, according to the following classification:

3 - complete compliance

2 - presence of a minor criticality that could lead to a non-conformity if not addressed

1 - part of the requirement is not implemented

0 - the requirement is not implemented.

Requirements with a Yes/No answer will be assigned a score of three or zero.

Requirements that are not applicable or optional (and therefore not mandatory for issuing the certificate) will not be assigned a score.

To issue the certificate, considering that a total score of 3 for all requirements of the standard represents 100% compliance, the audited organization must ensure the following:

- with reference to the total maximum score achievable for all requirements of the standard, the average of the scores obtained must be at least 65% of the maximum achievable score; and

- for each individual macro-area (chapter) of the standard, the average of the scores obtained must be at least 50% of the maximum achievable score.

4.9.3 Requirements for issuing the certificate with reference to other product/service standards

To issue the certificate, the resolution of all major nonconformities must be verified, according to the assessment methods established by Kiwa (customer inspection and/or through documentary evidence). This assessment must be completed no later than 6 months after the certification audit; otherwise, a new full certification audit will be required.

Kiwa may instead carry out verification of the implementation and effectiveness of corrections and corrective actions relating to minor non-conformities during the subsequent periodic surveillance audit.

4.10 Surveillance Audit

4.10.1 General requirements

Surveillance audits are conducted annually, with the exception of certifications pursuant to Regulation (EU) 333/2011 and Regulation (EU) 715/2013, for which no surveillance activities are required, but only renewal audits every three years.

They are always performed at the locations where the certified activities are performed, ensuring verification of all certified activities/aspects during the certification cycle (for the ISO 13009 and UNI 11911 standards, full verification of governance, structure, and service requirements must be guaranteed).

During the course of the surveillance audits, an assessment is made concerning the resolution of the non-conformities emerged in previous audits, as well as a review of the implementation and effectiveness of the corrective actions taken.

At the end of the surveillance audit, the Audit Team issues a copy of the audit report to the customer, who signs it.

The report can be considered confirmed if within 60 calendar days no further notification is given to the Organisation.

4.10.2 Requirements for maintaining certification

In case of Non-conformities, the Organisation must send Kiwa Italia, within 20 working days and on the relevant forms, its proposal of corrections and of corrective actions established (after analysis and formalisation of the causes that generated them), with the timing for implementation. Kiwa Italia will review the corrections and corrective actions proposed and will send written notification to the Organisation.

For major non-conformities, if the Organisation is unable to demonstrate the immediate resolution of the major non-conformities, according to the assessment methods set by Kiwa Italia (audit at the Customer premises or, where possible, through documented evidences), the certification will be suspended or in more serious cases withdrawn (ref. § 5).

For UNI 11911 certification, if the calculated score is lower than the minimum values required for certification (ref. § 4.9.2), the client organization must promptly define and implement a corrective action plan aimed at restoring the minimum certification threshold. This will be verified by Kiwa through a specific supplementary audit to be conducted according to the timeframe and evaluation methods established by Kiwa. If the organization is unable to restore the minimum level of compliance within this timeframe, Kiwa will suspend or revoke the certification. In cases where the minimum compliance threshold is not met, depending on the specific situation, Kiwa reserves the right to immediately suspend or revoke the certification.

4.10 Renewal Audits

Within three years of the Certification audit, Kiwa Italia carries out an audit for reviewing in general the process or service certified, also concerning the documental aspects and an analysis of its effectiveness. To this end, the audit is extended to all requirements and to all services contemplated in this contract. It is always carried out on the premises where the processes covered by the certification take place. The methods of conducting the audit and managing the results, including any non-conformities, are the same as those of the surveillance audits.

If any major non-conformities are found, where no resolution is possible before the certificate expires, Kiwa Italia will decide the suspension of the certification (cfr. § 6) or, in more serious cases, withdrawal of the certification (cfr. § 5).

For the renewal of the certification relating to the UNI 11911 standard, the rules for the minimum score to be obtained for the purposes of renewing the certificate are similar to those envisaged for the issuing of the certification (ref. § 4.9.2).

If the result is positive, the certification decision can be made and the certificate subsequently renewed; while in the event of a negative outcome, or if the certificate expiry date is exceeded, the certificate will not be renewed and the Organisation will be charged accordingly, including expenses. If the Organisation intends to reactivate the certification, a new certification process must be embarked upon, as described in the preceding paragraphs of these Regulations.

For certifications according to Regulation (EU) 333/2011 and Regulation (EU) 715/2013 (End of Waste), certification cannot be renewed if the Organization is unable to provide evidence of having carried out activities pertaining to the applicable End of Waste Regulation during the three-year period of validity of the certification.

The date of the renewal audit may not be postponed beyond the certificate expiry date. Once the certificate is renewed its validity is confirmed for a further three years.

5. SUSPENSION, WITHDRAWAL OR REDUCTION OF THE CERTIFICATION

5.1 Suspension of Certification

The certification can be suspended for the reasons mentioned in *the Kiwa Regulation for Certification* or on request of the Customer Organization.

In case of suspension of the certification, the period of suspension may not last beyond a year, otherwise the certification will be withdrawn, or where possible reduced⁶.

During the period of suspension, the Customer Organization loses the right to use the Kiwa Italia Certification mark, the certificate and is deleted from the lists of the Organizations with process/service certified. The conditions for restoring the suspended certification (including the necessary Audit processes), will be set by Kiwa Italia based on the reasons that led to the suspension and depending on the duration of the suspension.

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

5.2 Withdrawal or reduction of the certification

The Certification can be withdrawn or reduced for the reasons mentioned in *the Kiwa Regulation for Certification* or on request of the Customer Organization.

The reduction of the certification determines the issuing of a new certificate, indicating the scope to which the certification remains valid, and the withdrawal of the old certificate. The Customer have to align immediately all the modalities of communication and advertisement of the certification to the new scope.

In the event of a reduction or revocation, based on the certification purpose (e.g., for product certification), Kiwa reserves the right to request the Organization to promptly communicate any stocks of products bearing the Kiwa trademark; the Organization will have to await instructions on this matter.

The withdrawal of the certification determines the automatic resolution ex art. 1456 c.c. of the agreement to which this regulation applies, except, in any case, the refund of any damage suffered by Kiwa Italia.

Following withdrawal of the certification, the Organization loses the right to use the Kiwa Italia Certification mark and is deleted from the register of Organizations with certified process/service.

Kiwa Italia will communicate the withdrawal or the reduction to the Accreditation Body and/or to other third parties that may request it.

6. USE OF THE CERTIFICATION MARK

The Customer with a certified process/service by Kiwa Italia can choose whether or not to use the certification mark granted by Kiwa Italia.

Using the certification mark the Customer has to fulfil all the applicable rules mentioned in *the Kiwa Regulation for Certification* and the Regulations for Use of the Mark, to which reference is made (www.kiwa.it).

⁶ The reduction of the certification determines the issuing of a new certificate, indicating the scope for which the certification remains valid, and the withdrawal of the old certificate. In addition, the Customer has to align immediately all the modalities of communication and advertisement of the certification to the new scope.

7. EXTENSION OF THE CERTIFICATION SCOPE

The Organization may request an extension of the certificate's scope, which may include the inclusion of new services and/or new sites. The extension requires an audit, performed at the Organization, which will cover the elements/activities being extended. The duration of the audit depends on the requested extension and may involve a complete repetition of the certification process; the extension audit may be held concurrently with surveillance or renewal audits. The audit procedures and findings management are similar to those for surveillance audits. If successful, the certificate of conformity will be reissued with the new extended scope, maintaining the original expiration date. No changes to the certification scope may be discussed during the audit unless the Organization has previously informed Kiwa in writing and Kiwa has accepted the change.

8. CRITERIA FOR FACTORY QUALIFICATION ACCORDING TO THE UNI 11911 STANDARD

Upon the customer's request, Kiwa can also issue facility qualification as required by the UNI 11911 standard.

The prerequisite for obtaining qualification is obtaining accredited certification.

Facilitation qualification involves assigning a number of stars consistent with the assessment:

- 1) One Star
- 2) Two Stars
- 3) Three Stars
- 4) Four Stars

In order to obtain a star, a beach establishment must meet all the mandatory requirements of the UNI 11911 standard.

To obtain a star rating higher than one, the beach establishment, in addition to meeting the mandatory requirements, must also comply with the additional improvement requirements listed in Appendix E of the standard. Specifically, it must meet at least 65% of the improvement requirements for the relevant category (which will correspond to a similar number of stars).

If the establishment also provides two or more additional services listed in Appendix E (as well as those described in Chapter 6 of the standard), the qualification will be assigned with the stars achieved and the word "plus."

The declaration regarding the beach establishment's qualification, as per Appendix E of UNI 11911, will be attached to the certificate, but no logo will be included that might suggest it was issued under accreditation, as the qualification activity is not performed under accreditation.

The number of stars assigned will be updated every three years upon certificate renewal.

In the event of suspension or revocation of the certificate, the qualification will also be automatically suspended or revoked.

9. TRANSFER OF CERTIFICATIONS ISSUED BY OTHER BODIES

Kiwa recognizes the validity of certificates issued by other Certification Bodies accredited by recognized bodies and participating in the Mutual Recognition Agreement (IAF MLA Multilateral Agreement), unless the transfer of certification is explicitly prohibited by the rules of the applicable certification scheme.

Certification transfer occurs following an explicit request from the Organization and requires at least verification of:

- reasons for the transfer request;
- previous audit reports of the outgoing Certification Body (verification of the absence of major non-compliances, absence of additional audits to be performed);
- validity status of the certificate to be replaced;
- existence of any pending complaints and their management;
- any legal disputes with the Public Administration, court complaints, or pending legal actions (pertaining to the subject of the certification). Ü

The transfer must always include a review of the Organization's documentation. Kiwa reserves the right to arrange for an on-site visit to the Organization if, following a review of the documentation, further on-site investigations are necessary.

The transfer is subject to the Certification Decision, as with initial releases, and if successful, the Certificate of Conformity will be reissued, maintaining the history and expiration date of the original Certificate of the outgoing Certification Body.

The relevant surveillance/renewal audit, depending on the takeover phase, can only be performed once the takeover has taken place, respecting the visit date set out in the audit program.

If the above requirements are not met, the request must be treated as a new certification.

10. COMPLAINTS AND APPEALS

10.1 Complaints

The Organization may present documented complaint regarding its dealings with the certification activities provided by Kiwa Italia.

The complaint may arise from problems encountered during the certification process, such as for example, delays in completing the various phases and/or incorrect conduct by Auditors of the Body.

Kiwa Italia records all complaints, examines them and informs the claimant of the actions taken, within thirty days of receiving the complaint.

Complaints are handled by personnel not involved in the activities that are the subject of the complaints.

Kiwa Italia will establish with the claimant whether and to what extent the content of the complaint and its resolution should be made public.

10.2 Appeals

If the claimant is not satisfied with the response received, or intends to appeal against the decision of Kiwa Italia, he can present an appeal in writing.

The petitioner must state the grounds for his appeal and, where the appeal refers to a decision made by Kiwa Italia (e.g. the expression of a Major non-conformity), it must be presented to Kiwa Italia within 10 calendar days of the decision being communicated.

Appeals are handled by personnel not involved in the activities being appealed.

Kiwa Italia will give the petitioner a written reply and will give notification of any actions to be taken within 30 working days of the date of receiving the appeal.

A detailed description of how to present complaints and appeals is given on the website www.kiwacermet.it.

11. CHANGES TO THE ORGANISATION

The certified Organization must inform Kiwa Italia promptly in writing in case of significant changes as that indicated in point 5.2 of the *Kiwa Regulation of Certification*, including the site(s), the scope, the documentation, significant changes to the products/services and/or the number of involved personnel.

In response to such changes, Kiwa Italia will assess the consequent actions to be taken (such as: the need to conduct a supplementary audit, if necessary accompanied by a revision of the certificate, or to undergo a new certification process).

The Organisation is furthermore obligated to inform Kiwa Italia promptly of exceptional circumstances, court and or administration proceedings, accidents, emergencies that have occurred, or legal non-conformities.

Failure to comply with these conditions can lead to suspension, or in more serious cases withdrawal of the certification.

12. RIGHT OF UNILATERAL WITHDRAWAL FROM THE CONTRACT

Kiwa Italia may freely withdraw the agreement with the Customer Organization by giving written communication to the Customer Organization with a notice of six months from the effective date of withdrawal. The withdrawal by Kiwa Italia determines the withdrawal of the issued certification. The Organization is in any case obliged to pay Kiwa Italia the amounts due for the services received during the notice period, as established in the last valid quotation.

In the case the Organization wishes to terminate the agreement, the unilateral withdrawal, during the period of Certification validity, requires the respect of notice times established in *General Terms and Conditions* and in the *Kiwa Regulation for Certification*.

In particular, for notice of less than three months from the scheduled Audit and greater than two weeks, the Customer must pay 50% of the cost for the instalment scheduled for the subsequent activity as agreed in the agreement. For periods of notice of less than two weeks, the conditions specified in the *General Terms and Conditions* shall apply.

The withdrawal request must be sent in writing to Kiwa on the Organization's letterhead, signed by the legal representative and bearing the Organization's stamp, and sent to Kiwa via certified mail or registered mail with return receipt.

In case of termination of the Agreement, Kiwa Italia will issue an invoice for the expenses of closing the certification file, in accordance with the last valid quotation.

13. UNILATERAL CHANGE OF THE CONTRACT

Kiwa Italia reserves the right to modify this Regulation at any time. Any new clauses / changes made will be effective from the time they are communicated to the customer, in writing.

The Organization that does not intend to accept the changes, can withdraw from the contract, by giving written notice by registered letter with return receipt or certified mail within 30 calendar days, under penalty of forfeiture, from the day following the communication to Kiwa Italia.

The withdrawal will take effect from the last working day of the month in which the customer's communication is received.