

Date: 8th August 2019

CMI Advisory Notice – Updated Policies, Procedures and Documentation.

As a consequence of the internal review of our Policies and Procedures conducted by CMI, it has become clear that there is a need for an enhancement of the evidence of compliance from all our Certificate Holders. An example of this is where CMI notify our Certificate Holders of their Scheduled Surveillance and provide a list of documentation required; in a large number of instances, these requests are not complied with. Further to this, the Advisory Notices that CMI issues are largely ignored.

Consequently, CMI has updated and enhanced a number of documents, Policies and Procedures. These documents will be used at all next scheduled Annual Surveillance Audits and Product Reaccreditation Audits. Attached you will find our revised Policies & Procedures:

- 1. Verification of Product Technical Compliance for CodeMark Australia;**
- 2. Surveillance & Renewal Policy & Procedure; and**
- 3. Evidence in Support of Certifications (replaces CMIs Acceptance Criteria for Test Data).**

Further to this, CMI have updated its last **Advisory Notice issued to Clients – 07/2019**.

The above Policies and Procedures go into effect Immediately and as such, CMI requests that you make yourself aware of the content of these documents and your responsibilities.

It is a mandatory requirement that you have available for your next scheduled Annual Surveillance/Renewal/Recertification or wherever a change to Certification is requested, the required documentation as referenced within these documents.

Please see the below overview table which details your additional requirements as well as information required for the successful completion of your Scheduled Surveillance or Certification Change. This includes the requirements of the updated Policies & Procedures, as well as the Advisory Notice issued to clients July 2019:

CodeMark	WaterMark	Product Certification
Declarations: Due Date: Surveillance/Next Certification Activity	Product Quality Plan: Due Date: Surveillance/Next Certification Activity	Product Quality Plan: Due Date: Surveillance/Next Certification Activity
a. Declaration provided by each component Manufacturer/supplier not manufactured in-house; and	All Certificate Holders MUST conduct a review of their PQP. CMI notes that the WaterMark Scheme Specifies the requirements detailed in Appendix 1 of this letter. You are	All Certificate Holders MUST conduct a review of their PQP. CMI notes that the Product Certification Scheme Specifies the requirements detailed in Appendix 1 of this letter.

CodeMark	WaterMark	Product Certification
<p>b. Declaration from the Certificate Holder where the component is manufactured in-house; and</p> <p>c. Declaration provided by each material supplier for product manufactured in-house.</p>	<p>required to ensure that the requirements of the Advisory Notice and this Appendix is addressed.</p>	<p>You are required to ensure that the requirements of the Advisory Notice and this Appendix is addressed.</p>
<p>Declaration: Due Date: Surveillance/Next Certification Activity.</p>	<p>Marking Requirements & Certificate Holder Responsibilities: Due Date: 31/08/2019</p>	<p>Marking Requirements & Certificate Holder Responsibilities: Due Date: 31/08/2019</p>
<p>Declaration of Tested Specimen(s) verifying the tested specimen is as detailed in the relevant application/installation guide.</p>	<p>Review and ensure your compliance with the marking requirements of the Scheme, along with your Responsibilities under the scheme. CMI have provides a Declaration in Appendix 3. This declaration also requests confirmation as to your Batch Testing arrangements which is a requirement of the Scheme. You are required to Print and return this document ASAP.</p>	<p>Review and ensure your compliance with the marking requirements of the Scheme, along with your Responsibilities under the scheme. CMI have provides a Declaration in Appendix 4. This declaration also requests confirmation as to your Batch Testing arrangements which is a requirement of the Scheme. You are required to Print and return this document ASAP.</p>
<p>Product Quality Plan: Due Date: Surveillance/Next Certification Activity</p>	<p>Evidence in Support of Certifications: Due Date: ASAP as this may affect your next scheduled Surveillance or Certification Activity.</p>	<p>Evidence in Support of Certifications: Due Date: ASAP as this may affect your next scheduled Surveillance or Certification Activity.</p>
<p>All Certificate Holders MUST conduct a review of their PQP. CMI notes that the CodeMark Scheme Specifies the requirements detailed in Appendix 1 of this letter. You are required to ensure that the requirements of the Advisory Notice and this Appendix is addressed.</p>	<p>All Certificate Holders must read and understand CMIs updated Acceptance Criteria for 'Evidence in Support of Certifications' as this document will be used to assess your documentation. Any data relied upon which is contrary to this criteria, will be rejected. A Non-Conformity shall be issued detailing requirements to enable rectification.</p>	<p>All Certificate Holders must read and understand CMIs updated Acceptance Criteria for 'Evidence in Support of Certifications' as this document will be used to assess your documentation. Any data relied upon which is contrary to this criteria, will be rejected. A Non-Conformity shall be issued detailing requirements to enable rectification.</p>
<p>Engineering Reports: Due Date: Surveillance/Next Certification Activity</p> <p>Contact Engineering Firms who have provided reports which have been relied upon and ensure that these firms continue to endorse the report(s).</p> <p>Marking Requirements & Certificate Holder Responsibilities: Due Date: 31/08/2019</p>		

CodeMark	WaterMark	Product Certification
Review and ensure your compliance with the marking requirements of the Scheme, along with your Responsibilities under the scheme. CMI have provided a Declaration in Appendix 2 . You are required to Print and return this document ASAP.		
Evidence in Support of Certifications: Due Date: ASAP as this may affect your next scheduled Surveillance or Certification Activity.		
All Certificate Holders must read and understand CMIs updated Acceptance Criteria for 'Evidence in Support of Certifications' as this document will be used to assess your documentation. Any data relied upon which is contrary to this criteria, will be rejected. A Non-Conformity shall be issued detailing requirements to enable rectification.		

Please be advised that, CMI will continue to require the declarations & information as stated in CMIs notification emails to clients regarding their upcoming audits. This is in addition to the above and must be supplied in order for the audit to be scheduled. CMI **WILL NOT** schedule your audit until the required information is supplied.

SCHEME TRANSITION REQUIREMENTS - DOCUMENTATION

In order to transition our clients onto new documentation, CMI has produced an Internal Transition Process which identifies the following for each scheme:

CodeMark	WaterMark	Product Certification
<ol style="list-style-type: none"> 1. Request for additional documentation in line with New Verification Procedure. 2. Review of current Application on file 3. Unrestricted Building Certifier (UBC) Review and confirmation of the Evaluation Plan. 4. Agreement update 5. Technical Review 6. Onsite Administrative audit 7. Additional Activities 8. Summary report 9. UBC Review 	<ol style="list-style-type: none"> 1. Receipt of required Batch Test Regime, Type Test Plan etc. Declaration of Batch Testing Capabilities. 2. Review of current Application 3. Confirmation of the Evaluation Plan. 4. Agreement update 5. Technical Review 6. (Scheduled Surveillance) Manufacturing audit to verify Batch Testing Regime & Capabilities, obtain samples, Marking compliance 	<ol style="list-style-type: none"> 1. Receipt of required Batch Test Regime, Type Test Plan etc. Declaration of Batch Testing Capabilities. 2. Review of current Application 3. Confirmation of the Evaluation Plan. 4. Agreement update 5. Technical Review 6. (Scheduled Surveillance) Manufacturing audit to verify Batch Testing Regime & Capabilities, obtain samples, Marking compliance

10. Review and Decision	7. Summary report	7. Summary report
11. New Certificate of Conformity (CoC) issue.	8. Review and Decision	8. Review and Decision
	9. New Certificate of Conformity (CoC) issue.	9. New Certificate of Conformity (CoC) issue.

Additional fees or charges resultant of the transition shall be billable to the Client, as incurred, and shall be issued prior to Certificate issuance.

CMI makes no apologies for the enhancement of its Policies and Procedures and the subsequent additional requirements. While we are sure all our Certificate Holders strive for excellence, there is an unprecedented amount of scrutiny associated with all building & plumbing products being sold into the marketplace. It is in everybody’s best interest that the compliance trail of all products be rock solid and able to stand up to the most rigorous scrutiny.

CMI will be tracking this notification to ensure its receipt. Failure to supply the requested information by the due dates may result in CMI issuing a Non-Conformity.

CertMark International

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APPENDIX 1 – PRODUCT QUALITY PLANS

A *Quality Plan* must include, **but is not limited to**, consideration and inclusion of the following:

1. Does the product have a Quality Plan for its manufacturing?
2. What are the Quality Plan inputs? For example, what are the requirements on resources, and what are the product specifications?
3. What are the quality objectives as set out in the Quality Plan? As a minimum, the quality objectives must ensure that certified products released in the marketplace are the same as those that are submitted for certification, meet the Certificate of Conformity requirements and are expressed in measurable terms.
4. What are the individual management responsibilities for the Quality Plan?
5. How are documents and data for the Quality Plan controlled, for example, identified, reviewed, approved, distributed and accessed?
6. How are records related to the Quality Plan controlled? For example, what records are established and maintained? How long records must be stored for? What records will be made available to product users?
7. How are resources provided to meet each requirement in the Quality Plan? In particular:
 - a. material resources;
 - b. human resources; and
 - c. facility resources.
8. What does the *Quality Plan* state are the requirements to be met for the *product*? All requirements must be stated in measurable terms.
9. Are the production provisions, related monitoring and measurement processes for the *product* set out in the *Quality Plan*?
10. Does the *Quality Plan* specify how non-conforming *products* will be controlled?
11. Does the *Quality Plan* have recall procedures complying with, or similar to, the 'ACCC Consumer Product Safety Recall Guidelines 2015' that would effectively deal with non-conforming *certified products*?
12. What are the internal audit processes set out in the *Quality Plan* and are they suitable for the *product*?

APPENDIX 2 – CODEMARK AUSTRALIA

CERTIFICATE HOLDERS RESPONSIBILITIES

ISO/IEC 17065:2012

In accordance with the requirements of ISO/IEC 17065:2012, Section 4.1.2.2 the Applicant/Certificate Holder confirms their ability to, and intention to, comply with the following as a minimum:

- a. The Applicant/Certificate Holder always fulfils the certification requirements, including implementing appropriate changes when they are communicated by the Certification Body;
- b. If the certification applies to ongoing production, the certified product continues to fulfil the product requirements;
- c. The Applicant/Certificate Holder makes all necessary arrangements for:
 1. The conduct of the evaluation and surveillance (if required) including provision for examining documentation and records, and access to the relevant equipment location(s), area(s), personnel, and client's subcontractors;
 2. Investigation of complaints;
 3. The participation of observers, if applicable;
- d. The Applicant/Certificate Holder makes claims regarding certification consistent with the scope of certification;
- e. The Applicant/Certificate Holder does not use its product certification in such a manner as to bring the Certification Body into disrepute and does not make any statement regarding its product certification that the Certification Body may consider misleading or unauthorised;
- f. Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g. the return of certification documents) and takes any other required measure;
- g. If the Applicant/Certificate Holder provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
- h. In making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of the Certification Body or as specified by the certification scheme;
- i. The Applicant/Certificate Holder complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product;
- j. The Applicant/Certificate Holder keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to the Certification Body when requested, and
 1. takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification;
 2. documents the actions taken;
- k. the Applicant/Certificate Holder informs the Certification Body, without delay, of changes that may affect its ability to conform with the certification requirements.

Note – Examples of changes can include the following:

- the legal, commercial, organisational status or ownership;
- organisation and management (e.g. key managerial, decision-making or technical staff);
- modifications to the product or the production method;
- contact address and production sites; and
- major changes to the quality management system.

CODEMARK AUSTRALIA SCHEME RULES VERSION 2016.1

In accordance with the requirements of the CodeMark Australia Scheme Rules version 2016.1 section 35, A Certificate Holder must:

- a. comply with the Scheme Rules;
- b. comply with any procedures required by the Certification Body who issued the Certificate Holder with a Certificate of Conformity;
- c. prepare and maintain a Product Quality Plan (in accordance with AS ISO 10005:2018 & Appendix 1 of the CodeMark Australia Scheme Rules Version 2016.1);
- d. ensure a Certified Product is:
 - i. manufactured in accordance with the Product Quality Plan and any conditions associated with the Certificate of Conformity; and
 - ii. materially the same as any sample that was evaluated by the Certification Body who evaluated the Product prior to certification;
- e. notify, in writing, the Certification Body who issued the Certificate Holder with a Certificate of Conformity in relation to a Certified Product of any:
 - i. intended change, modification or alteration to the Certified Product, its method of manufacture, Product Quality Plan or installation instructions;
- f. reason to suspect the Certified Product may not comply with the NCC; and
- g. intended change to the name, address or contact details of the Certificate Holder's place of Certified Product manufacture as detailed within the Certificate of Conformity;
- h. where a Certified Product is found not to be compliant with the NCC or claims stated on the Certificate of Conformity, then the Certificate Holder must:
 - i. activate the recall procedures of the Product Quality Plan relating to the Certified Product;
 - ii. notify the Certification Body, Scheme Administrator and Scheme Accreditation Body of the non-compliance; and
 - iii. report to the persons specified in Rule 35(f)(ii) on the recall actions activated.
- i. where certification of a Certified Product is suspended or withdrawn – notify existing customers of this suspension or withdrawal and immediately cease use of the Certificate of Conformity, Mark of Conformity and Certificate of Conformity number;
- j. when using the Certificate of Conformity ensure it is reproduced only as set out in these Rules and in its entirety;
- k. ensure that the Certified Product is identified as such by applying the Mark of Conformity to the Certified Product or its packaging;
- l. use the Mark of Conformity in accordance with Section 5;
- m. ensure the Certified Product meets, and continues to meet, the requirements on which the certification is based;
- n. comply with a Certification Body's renewal process; and
- o. have, and be able to demonstrate, effective control over the manufacture, testing, packaging, branding, delivery, installation and commissioning of a Certified Product.

1. *The CodeMark Logo must only be used with that certificate number.*
2. *The Mark must only be used on Certified Products, and the packaging or labels associated with those Certified Products.*
3. *Upon suspension or withdrawal of a Certification, the use of advertising material that contains any reference to the Certification shall discontinued immediately.*

Important Note: It is the responsibility of the Certificate Holder to ensure they are not in breach of the Scheme Rules. It is a requirement of your Certification that you read and understand the CodeMark Scheme Rules. CMI recommends that you obtain a copy of these rules and ensure you are familiar with your requirements to ensure your continued compliance. If you have any questions regarding anything within this document, please forward your concerns or questions via email to office@certmark.org.

A copy of the rules can be found here:

<https://www.abcb.gov.au/Resources/Publications/Certification/The-CodeMark-Australia-Certification-Scheme-Rules>

CLIENT ACKNOWLEDGEMENT:

On behalf of (company _____), I (Point of Contact) _____ confirm my acknowledgement and understanding of the above, regarding the Marking and Logo usage pertaining to the CodeMark Scheme, against which I am certified. I confirm that I have read and understood these, and all, requirements as detailed in the Scheme Rules.

In addition to the above, I confirm that I understand my responsibilities as detailed in ISO/IEC 17065:2012 stated above, as well as those stated above as per Section 35 of the scheme rules.

I confirm that (company _____) is fully compliant with these requirements.

(sign)	(dd/mm/yyyy)
Name: _____ Organisation _____	Date

APPENDIX 3 – WATERMARK

CERTIFICATE HOLDERS RESPONSIBILITIES

ISO/IEC 17065:2012

In accordance with the requirements of ISO/IEC 17065:2012, Section 4.1.2.2 the Applicant/Certificate Holder confirms their ability to, and intention to, comply with the following as a minimum:

- a. The Applicant/Certificate Holder always fulfils the certification requirements, including implementing appropriate changes when they are communicated by the Certification Body;
- b. If the certification applies to ongoing production, the certified product continues to fulfil the product requirements;
- c. The Applicant/Certificate Holder makes all necessary arrangements for:
 1. The conduct of the evaluation and surveillance (if required) including provision for examining documentation and records, and access to the relevant equipment location(s), area(s), personnel, and client's subcontractors;
 2. Investigation of complaints;
 3. The participation of observers, if applicable;
- d. The Applicant/Certificate Holder makes claims regarding certification consistent with the scope of certification;
- e. The Applicant/Certificate Holder does not use its product certification in such a manner as to bring the Certification Body into disrepute and does not make any statement regarding its product certification that the Certification Body may consider misleading or unauthorised;
- f. Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g. the return of certification documents) and takes any other required measure;
- g. If the Applicant/Certificate Holder provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
- h. In making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of the Certification Body or as specified by the certification scheme;
- i. The Applicant/Certificate Holder complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product;
- j. The Applicant/Certificate Holder keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to the Certification Body when requested, and
 1. takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification;
 2. documents the actions taken;
- k. the Applicant/Certificate Holder informs the Certification Body, without delay, of changes that may affect its ability to conform with the certification requirements.

Note – Examples of changes can include the following:

- the legal, commercial, organisational status or ownership;
- organisation and management (e.g. key managerial, decision-making or technical staff);
- modifications to the product or the production method;
- contact address and production sites; and
- major changes to the quality management system.

WATERMARK CERTIFICATION SCHEME VERSION 2016

In accordance with the requirements of the WaterMark Certification Scheme 2016 Section 7.8, as well as Appendix 2 Schedule 3 Approved User's Obligations.

Section 7.8, Approved Users are responsible for ensuring a certified product meets, and continues to meet, the requirements on which the certification is based in accordance with the details of their Approved User Agreement with the Approved Certifier, including:

- a.** compliance with the Scheme Rules and this Manual;
- b.** compliance with the conditions of use of the WaterMark and requirements for an annual declaration; and
- c.** payment of all fees by the due dates.

For the purpose of the Scheme the Approved User shall have and be able to demonstrate effective control over the manufacture, testing, packaging, branding, delivery, installation/commissioning instructions and Scope of Use of the product.

Approved Users shall enter into an Approved User Agreement (refer Appendix 2) with an Approved Certifier.

In accordance with Appendix 2, Schedule 3, The Approved User must also comply with:

- a.** the terms of the WaterMark Approved User Agreement to be supplied by CMI;
- b.** the Rules as they relate to an Approved User or the use of the WaterMarks (including ensuring that Plumbing Products comply with Applicable Specifications and compliance with the dispute settlement procedures set out in the rules); and
- c.** any instructions, requirements, directions and specifications of the Scheme Owner or the Approved Certifier from time to time with respect to the use of the WaterMarks.

The Approved User must:

- a.** only apply the WaterMark on Plumbing Products that comply with Applicable Specifications;
- b.** not apply the WaterMark in a way that might be misleading or deceptive;
- c.** if requested by the Approved Certifier or the Scheme Owner, promptly submit for inspection samples of the Plumbing Products and materials on which it has applied the WaterMarks;
- d.** keep and maintain accurate records and documents to show that it is complying with its obligations under this agreement;
- e.** if requested by the Approved Certifier or the Scheme Owner, promptly grant them access to its premises and/or records and documents (including copies of the records and documents) to see if it is complying with its obligations in relation to the use of the WaterMarks;
- f.** provide all assistance and information as may be required by the Approved Certifier or the Scheme Owner in relation to the WaterMarks; and
- g.** make a declaration that the Plumbing Products comply with the relevant Applicable Specifications.

Marking and Logo Usage:

- 1. The WaterMark shall be applied to the product prior to despatch from the manufacturing site or on arrival at the manufacturer's agent or distributor's Australian warehouse.*
- 2. In exceptional cases where the product is too small to receive a WaterMark, Approved Users may make application for an exemption to display the WaterMark. The Approved Certifier shall make application for exemption to the Administering Body.*
- 3. When applied, the WaterMark shall be clearly visible and legible. In addition to the Mark of Conformity, any other marking called up by the applicable specification must be included.*
- 4. The WaterMark shall only be shown on or be associated with a product that has been duly certified and where the Approved User has been appropriately licensed.*
- 5. The WaterMark shall only be used in communication media, such as documents, brochures and advertising that is specific to the certified product. When more than one product is featured, the WaterMark shall only be used in association with the certified product.*

6. Upon suspension or withdrawal of a WMCC, the use of advertising material that contains any reference to the WaterMark shall discontinue immediately.

Important Note: It is the responsibility of the Certificate Holder to ensure they are not in breach of the Scheme Rules. It is a requirement of your Certification that you read and understand the WaterMark Scheme Rules. CMI recommends that you obtain a copy of these rules and ensure you are familiar with your requirements to ensure your continued compliance. If you have any questions regarding anything within this document, please forward your concerns or questions via email to office@certmark.org.

A copy of the rules can be found here: <https://www.abcb.gov.au/Resources/Publications/Certification/Manual-for-the-WaterMark-Certification-Scheme>

CLIENT ACKNOWLEDGEMENT:

On behalf of (company) _____, I (Point of Contact) _____ confirm my acknowledgement and understanding of the above, regarding the Marking and Logo usage pertaining to the WaterMark Scheme, against which I am certified. I confirm that I have read and understood these, and all, requirements as detailed in the Scheme Rules.

In addition to the above, I confirm that I understand my responsibilities as detailed in ISO/IEC 17065:2012 stated above, as well as those stated in Appendix 2 Schedule 3 & Section 7.8 of the scheme rules. I confirm that (company) _____ is fully compliant with these requirements.

Batch Testing:

I confirm that Batch testing is conducted:

- In-house
- Externally

(sign)	(dd/mm/yyyy)
Name: _____ Organisation _____	Date

APPENDIX 4 - PRODUCT CERTIFICATION SCHEME/TYPE TEST:

CERTIFICATE HOLDERS RESPONSIBILITIES

ISO/IEC 17065:2012

In accordance with the requirements of ISO/IEC 17065:2012, Section 4.1.2.2 the Applicant/Certificate Holder confirms their ability to, and intention to, comply with the following as a minimum:

- a. The Applicant/Certificate Holder always fulfils the certification requirements, including implementing appropriate changes when they are communicated by the Certification Body;
- b. If the certification applies to ongoing production, the certified product continues to fulfil the product requirements;
- c. The Applicant/Certificate Holder makes all necessary arrangements for:
 1. The conduct of the evaluation and surveillance (if required) including provision for examining documentation and records, and access to the relevant equipment location(s), area(s), personnel, and client's subcontractors;
 2. Investigation of complaints;
 3. The participation of observers, if applicable;
- d. The Applicant/Certificate Holder makes claims regarding certification consistent with the scope of certification;
- e. The Applicant/Certificate Holder does not use its product certification in such a manner as to bring the Certification Body into disrepute and does not make any statement regarding its product certification that the Certification Body may consider misleading or unauthorised;
- f. Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and takes action as required by the certification scheme (e.g. the return of certification documents) and takes any other required measure;
- g. If the Applicant/Certificate Holder provides copies of the certification documents to others, the documents shall be reproduced in their entirety or as specified in the certification scheme;
- h. In making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of the Certification Body or as specified by the certification scheme;
- i. The Applicant/Certificate Holder complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product;
- j. The Applicant/Certificate Holder keeps a record of all complaints made known to it relating to compliance with certification requirements and makes these records available to the Certification Body when requested, and
 1. takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification;
 2. documents the actions taken;
- k. the Applicant/Certificate Holder informs the Certification Body, without delay, of changes that may affect its ability to conform with the certification requirements.

Note – Examples of changes can include the following:

- the legal, commercial, organisational status or ownership;
- organisation and management (e.g. key managerial, decision-making or technical staff);
- modifications to the product or the production method;
- contact address and production sites; and
- major changes to the quality management system.

PRODUCT CERTIFICATION SCHEME:

In accordance with section 1.6.2 of the Scheme Rules, the Client shall:

1. *Comply with the requirements of the scheme as advised by the Certification Body.*
2. *Clients are responsible for ensuring a certified product meets, and continues to meet, the requirements on which the certification is based in accordance with the requirements of the scheme as advised by the Certification Body.*
3. *Compliance with the conditions of use of the Product Certification Scheme and requirements for an annual declaration.*
4. *Ensure all fees are paid as directed by the Certification Body.*
5. *For the purpose of the Scheme the Client shall have and be able to demonstrate effective control over the manufacture, testing, packaging, branding, delivery, installation/commissioning instructions and Scope of Use of the product.*
6. *Comply with the Terms and Conditions set by the Certification Body, which shall be available to Client.*
7. *All rules and governance of the Scheme Rules and the Certification Body are to be abided by at all times.*
8. *The Certification Body shall not use supporting evidence not owned by the Client, without express written authorisation by the owner.*
9. *The Client has the right to lodge a complaint and/or appeal with the Certification Body during any stage of the certification activities, this shall be completed in accordance with the Certification Bodies process.*

Marking and Logo Usage:

1. *The Product Certification Mark & License number shall only be shown on or be associated with a product that has been duly certified and where the Approved User has been appropriately licensed.*

CLIENT ACKNOWLEDGEMENT:

On behalf of (company) _____, I (Point of Contact) _____ confirm my acknowledgement and understanding of the above, regarding the Marking and Logo usage pertaining to the Product Certification Scheme, against which I am certified.

I confirm that upon receipt of the revised rules, I will read and understand these, and all, requirements as detailed in the Scheme Rules.

In addition to the above, I confirm that I understand my responsibilities as detailed in ISO/IEC 17065:2012 stated above, as well as those stated in section 1.6.2 of the scheme rules (above).

I confirm that (company) _____ is fully compliant with these requirements.

Batch Testing:

I confirm that Batch testing is conducted:

- In-house
- Externally

(sign)	(dd/mm/yyyy)
Name: _____	Date
Organisation _____	