



Guide to Product Certification

This document has been produced by the Administration Department of CertMark International (CMI).

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ASSESSMENT AND CERTIFICATION

GENERAL

CertMark International (CMI) is Australasia's leading CodeMark™ certification body. Our services are based on a practical and helpful approach that supports our client in their Code Compliance activities. CodeMark™ certification with CMI provides increased confidence in the quality and performance of your company's build and construction products and systems. The extensive use of technical specialists drawn from industry, academic bodies, or regulatory bodies ensures that CMI provides its clients with the most comprehensive and relevant service.

Certification by CMI of your product or building system provides National and International Recognition that your product or building system complies with the relevant Building Code requirements.

THE CERTIFICATION PROCESS

The following section outlines the steps that may apply during the CMI Certification process and are dependent upon the Standard or Building Code clauses which are applicable to your product or system.

CMI will respond to either, verbal or written expressions of interest from individuals or organisations interested in one or more of our certification services.

APPLICATION FOR CERTIFICATION AND ASSESSMENT

The first stage of the certification process is when you make your application to CMI.

The quality of your application and the accompanying supporting evidence are the pivotal factors that determine how quickly the certification process will take.

Your application should be accompanied by, at a minimum the following:

- (1) The CMI application form with all the fields filled out including a concise statement of exactly the Standard or Building Code clauses you are claiming compliance with.

For example:

- Building Code Of Australia Volume One BP1.1 (b) (ii) Wind Action
- Building Code Of Australia Volume One CP2 Spread of Fire
- Building Code Of Australia Volume Two P2.1.1 Structural Stability and resistance to actions
- Building Code Of Australia Volume Two P2.2.2 Weatherproofing
 - (a) Clause 3.5.1 Roof Cladding
 - (b) Clause 3.5.3 Wall Cladding

- (2) You will need to supply testing and engineering reports to support all of the Standards and clauses that you claim compliance within your application. Note: all test reports must be to the relevant Australian Standards and in English. The testing must have been done by a NATA or ILAC certified testing facility that has the relevant test standard included in its scope.)

- (3) You will need to supply a Product Quality plan to ISO10005 that details your process for controlling the quality of your product from raw material to deliver and installation.

- (4) You must also supply an installation manual for the product that is compliant with the norms for your product in the Australian or New Zealand building industry.

- (5) If you are a Distributor who is relying on reports from a manufacturer you are also required to supply a letter from the manufacture allowing your company to use their test data.

Upon receipt of your organisation's Application form CMI will prepare a detailed certification proposal that will include a gap analysis of your supporting evidence with recommendations for any further testing (if applicable).

A Risk Analysis of your product against the requirements of the Building Code. Time lines for certification along with a breakdown of the proposed certification team and the cost structure for the certification process.

CLIENT CONTACT

As soon as practicable after receipt of your signed application/proposal is received, an CMI Client Manager will contact your organisation. The Client Manager will seek to establish a working relationship between your organisation and CMI to confirm your Certification requirements in terms of the certification services, standards or codes of practice, locations, and activities and/or products to be included in the scope of certification.

The Client Manager will seek to gain an appreciation of the structure of your organisation and the activities being conducted. In particular the Client Manager will:

- (a) Seek an appreciation of the nature and scope of the organisation's activities, structure and location(s), including any activities for which confirmation is being excluded; and
- (b) Determine the status of system documentation and implementation including organisational policies, objectives and targets.
- (c) If you are working with a consultant it is often useful for that person to be party to the communication process.

TECHNICAL DOCUMENTATION REVIEW

Prior to, the onsite Certification Audit CMI undertakes a review of your organisation's system documentation, including your Product Quality Plan (PQP) other relevant test reports and supporting documentation.

This step gives your organisation the opportunity to demonstrate that all documentation required by the relevant standard or Building Code Clause has been prepared, is controlled where necessary, and is monitored and updated as required.

A Technical Document Review report is provided, and outlines any perceived deficiencies in documentation, relevant to the Standard or Building Code Clause, as well as any opportunities for improvement. Deficiencies raised in this report must be addressed in a timely manner as advised in the report.

CERTIFICATION AUDIT

The purpose of the Certification Audit is to establish whether your organisation's Product Quality Plan has been implemented and complies with the requirements of the CodeMark™ scheme rules. The audit process is, effectively an undertaking to establish that your documented policies and practices are understood by your personnel and have been effectively implemented.

Audit teams will be led by appropriately qualified and experienced auditors and where required, witness auditors, observers and/or technical specialists acting as advisers to the audit team may also be present. These specialists bring current specialised knowledge of the activities being audited to the audit team, to ensure that the audit provides a relevant and practical review of aspects critical to the business. When specialists are used, care is taken to ensure that your commercial confidentiality is not jeopardized. Your organisation has the right to reject any specialist who is not acceptable to your organisation, provided that an alternative may be substituted.

AUDIT REPORT

At the conclusion of the audit, the audit team will prepare a written report on the audit findings and the audit team leader will present these findings to your organisation's senior management at the exit meeting. The audit findings include a summary of the overall compliance of your Product Quality Plan. The final report may be subsequently provided after completion of the Audit.

Specific audit findings are generally categorised as follows, although there may be variations specific to the standards in question:

- **Conditions for certification** (e.g. critical or major) will be defined in your Audit Report. In some circumstances, suspension of certification may be recommended. System deficiencies arising from the absence or total breakdown of part of the Product Quality Plan must be rectified in a timely manner before certification is granted. Refer to Section 6 in this document for more information.

- **Minor nonconformities** will be defined in your Audit Report and require a Corrective Action Plan (comprising correction, cause identification and long term corrective action to be taken to prevent recurrence) including an implementation time frame prior to certification being granted.

- **Observations** are comments on aspects of the Product Quality Plan and may include praise, opportunities for improvement, or comments that may be relevant for the next audit. Your CMI Client Manager will advise you of the specific time within which the Corrective Action should be closed and notified to CMI. Times vary between certification services as do the implications of inaction. Please contact your CMI Client Manager or website for more information.

CERTIFICATION DECISION

Following confirmation that any necessary corrective actions have been appropriately addressed, (which may involve a chargeable follow up visit by the CMI auditor/audit team), the findings and recommendations made in the audit report are subject to an internal review process prior to certification being granted.

Once your organisation has achieved the requirements for CMI certification against the CodeMark™ scheme you will be issued with the appropriate certificates and/or scopes of certification. Details of the certification will be uploaded on to the CMI register along with the installation manual referenced on the CodeMark™ certificate. The ABCB and or MBIE will also upload your certification to their respective registers.

REFUSAL OF CERTIFICATION/CERTIFICATION

In the event that your organisation is unable to comply with the requirements of the CodeMark Scheme or the Building Code, CMI may refuse to grant certification. The decision to refuse certification and the grounds for that decision, will be communicated to your organisation in writing.

APPEALS AND COMPLAINTS

Appeals against certification decisions made by CMI and complaints against the service provided by CMI, may be raised with your CMI Client Manager in the first instance. If you remain dissatisfied, contact the CMI Chief Executive in writing.

CONFIDENTIALITY

CMI's documented operating procedures require that, apart from publishing details of specific certifications and their scope and the referenced installation manual as required under the CodeMark™ scheme rules. All information relating to an applicant or a certified organisation be treated as privileged information by CMI staff, subcontract auditors, technical assessors, witnesses, observers, consultants, committee members and Directors. Signed Declarations of Confidentiality for these individuals are retained within the CMI records. Note however that, CMI may be required to divulge information to CMI's accreditation bodies JAS-ANZ or to the ABCB and or MBIE. CMI as an accredited certification body has clear procedures in place, to ensure that our Certification Services are provided professionally and impartially.

One aspect of this impartiality is the provision of clear direction that staff including auditors, shall not accept inducements, material gifts, commerce or profit in any way from the audit. This is addressed in both our internal Staff Guide and our Auditor's Code of Conduct which is available publicly.

CERTIFICATION DOCUMENTS

CERTIFICATE

When your organisation has achieved certification, CMI will provide you with a *Certificate* as a statement that your organisation has achieved certification to the CodeMark™ Scheme. The certificate will include important data such as your organisation's certification number, the standard for which certification has been granted, and the date of certification, relevant compliance and installation information to enable the reader to understand your products uses and compliance. The CodeMark™ is owned by the Australian and New Zealand Government and there are strict rules in place for how you display and publicise your certification. Your Client Manager will provide clear direction in relation to these requirements. When copies or elements of the certificate are used in tenders or offered to potential or existing customers, the certificate should only be presented in its entirety as it is important for them to understand the scope of activities for which certification has been granted (see 'scope' below). Incorrect use of the certificate can result in a customer being misled as to the extent of your organisation's certification. Clients are obliged to ensure that CMI has been formally notified of the latest address, ownership, changes to key management responsibilities, major Product Quality Plan changes and capability information so that the certificate maintains its currency. Failure to do so may compromise your organisation's certification status.

All original certificates remain the property of CMI and must be returned on request.

SCOPE OF CERTIFICATION

The format of the CodeMark™ certificate is mandated by the ABCB and MBIE respectively. The fields the template are mandatory and it is a requirement of certification that applicant agree to allowing all the mandatory information required under the scheme to be up loaded onto the template. This includes any "critical" design or installation details, the exact manufacturing location of the product, all relevant test reports and details of the approved use of the product.

YOUR INSTALLATION MANUAL

It is also a mandatory requirement for certification that your version controlled installation manual is up loaded to the CMI register along with your Certificate of Conformity. Your Installation manual will be referenced on your Certificate of Conformity and as such it cannot be changes without first applying to CMI for a review of the proposed changes.

It should be noted that any change to the Installation Manual will require a revision of your certificate and there are costs associated with these changes. Your Client Manager can assist with any enquires in this regard.

Clients are obliged to ensure that CMI has been formally briefed in a timely manner when any variations occur to their product design or manufacture. Clients should not wait until the next scheduled assessment to notify CMI. Failure to do so may compromise the organisation's certification status.

POST-CERTIFICATION DOCUMENTS

OBLIGATIONS OF CERTIFIED ORGANISATIONS

Following certification, the following responsibilities are incumbent on the certificate holder in order to maintain their CodeMark™ certification.

Certificate Holder Responsibilities

The Certificate holder shall:

- (a) Comply with the CodeMark Scheme Rules;
- (b) Comply with the procedures of the CMI;
- (c) Maintain a Product Quality Plan that details the procedures and associated resources that are applied by whom and when to a specific Product and its manufacture, and is consistent with ISO 10005:2005 (AS/NZS 10005:2006);
- (d) Ensure the certified Product is manufactured in accordance with the Product Quality Plan and any conditions associated with the Certificate of Conformity and that it is materially the same as any sample that was evaluated;
- (e) Notify the CMI of any intended change, modification or alteration to the certified Product (or its method of manufacture, Product Quality Plan, installation instructions, etc.);
- (f) Notify the CMI of any reason to suspect the certified Product may not comply with the BCA;
- (g) Notify the CMI in writing of any intended change to the name, address or contact details of the Certificate holder's place(s) of Product manufacture;
- (h) Issue public disclosure statements through means acceptable to the CMI and the ABCB and or MBIE where certified Product that is found not to comply with the BCA or the NZBC as applicable has been released on to the market;
- (i) If certification has been suspended or withdrawn — notify existing customers of this change in status and immediately cease the use of the Certificate of Conformity, Mark of Conformity and Certificate of Conformity number;
- (j) Reproduce the Certificate of Conformity only in its entirety;
- (k) Ensure that the supporting information required for a Certificate of Conformity as set out in Appendix 2 is available on request;
- (l) Ensure that the certified Product is identified as such by applying the Mark of Conformity to the certified Product or its packaging; and
- (m) Use the CodeMark™ mark of Conformity in accordance with Appendix 3. 6.2 of the CodeMark scheme rules

Audit and Review Activities

After Certification, CMI will conduct an Annual Site Audit of your organisations. This audit is mandatory under the CodeMark™ scheme and focus on the following;

- (1) Post manufacture supply chain surveillance where by a CMI auditor will inspect the certified product or system being installed in the market place.
- (2) A review of the Product Quality Plan
- (3) An assessment of the content of the Certificate of Conformity for ongoing accuracy and completeness.
- (4) Consideration of any complaints or feedback on the certified Product
- (5) Consideration of any proposed alterations to the product or system
- (6) Consideration to any changes to the BCA or NZBC and how they affect the product
- (7) Consideration of any past non-conformances.

Dates, times and durations for visits will be negotiated and agreed with your organisation. It is important to note that the Annual Surveillance audit **MUST** be completed at a minimum of 6 weeks before the due date. The reason for this is to allow your company to address any non-conformance before the due date on the certificate. If your company has any outstanding non-conformance's after the due date of your certificate it will trigger a mandatory suspension of the certification until the Non Conformances are rectified. Failure to comply with CMI in arrange the surveillance audit will result in suspension of the Certification and removal of your certificate of conformity from all register's.

When your audit date is agreed and confirmed, CMI will have committed resources to conduct the audit. If circumstances arise such that your organisation feels that the audit should be postponed, these circumstances must be advised to CMI and receipt confirmed as soon as practicable, to enable the audit to be rescheduled and the resources utilised elsewhere. CMI reserves the right to charge clients for any costs or loss of income associated with the cancellation or postponement of an audit. It should be noted that there may be occasions when audits cannot be postponed without impacting on your certification. This can be discussed with your CMI Client Manager.

Any changes required to your organisation's scope of certification can be processed in conjunction with the ongoing audit program. If your organisation wants to change or add to the Standards against which it already holds certification, or wishes to add more sites into the scope of certification, simply complete the *Application for Change of Certification* process as published on www.certmark.org or contact your CMI Client Manager.

USE OF THE MARK OF CONFORMITY

After an organisation is granted certification by CMI, it will become eligible to use the CodeMark™ certification marks to promote the fact that the organisation is CodeMark™ certified. Under the CodeMark™ scheme rules the following requirements are incumbent on the certificate holder.

Use of the Mark of Conformity

- (n) Issue of the Mark of Conformity
- (o) The Mark of Conformity shall remain the property of the ABCB in Australia and of the MBIE in New Zealand.
- (p) Applicants having achieved a Certificate of Conformity shall use the CodeMark™ Mark
- (q) of Conformity.
- (r) The CodeMark™ Mark of Conformity is a registered trademark under the Trademarks Act 1995 in Australia and the Trade Marks Act 2002 in New Zealand and may be used with the symbol ® wherever it appears on products, packaging, labels and advertising materials or on Certificates of Conformity.
- (s) The Mark of Conformity shall be used only in association with a Certificate number.

An acceptable example is shown below:



The Mark of Conformity and Certificate number shall only be used with a valid Certificate of Conformity.

The Mark of Conformity shall be applied either -

- (t) Directly to the Product by stamping, printing, moulding, etching, labelling, etc; or to the Product packaging.
- (u) The Mark of Conformity shall be used on all Products certified under the CodeMark
- (v) Scheme.
- (w) Any deviations from the approved format, detailed in this Appendix, are required to be
- (x) Approved by the ABCB in writing.

For specific details contact your Client Manager or guidance

CMI encourages its certified clients to use these marks to promote their certification. However, some controls need to be placed on the use of the mark to ensure that it is not inadvertently used in a manner that misrepresents the scope of certification.

It is in the interests of both the certified organisation and CMI that care be exercised in applying the marks to ensure that it does not exaggerate or distort the scope of certification.

ADDITIONAL OBLIGATIONS FOR CERTIFICATION

In addition to the Mandatory CodeMark™ Scheme Requirements as detailed above, the following conditions are applied to all CMI certifications.

These requirements should be viewed in the context of the entire document and include obligations required by certificate holders and their representatives.

By definition, these obligations include applicants existing and other clients that CMI delivers code compliance services to.

- Upon granting of certification, the CMI will issue the organisation with a CodeMark™ certificate and may publish the fact along with full details of the certification. The organisation will also be provided with a copy of the scope of certification detailing the scope of certification for which certification has been granted.
- The certificate remains the property of CMI and must be returned promptly to CMI on request or termination of certification.
- The certified organisation shall not in any way use the fact that certification has been granted to provide customers with misleading information regarding applicability of the certification outside the scope for which certification has been granted.
- The granting of certification and or the issue of a certificate by CMI in no way implies that products, included in the Scope of Certification are endorsed or approved by CMI, government agencies, regulators, or other related parties.

- For continuance of certification, the CMI shall be satisfied that the following conditions are met:
- Continued compliance with these conditions of certification;
- Continued compliance of the organisation's Product Quality Plan with the CodeMark Scheme against which certification is held;
- Conduct by a certified organisation shall, in the opinion of the CMI, be consistent with maintenance of the standing and reputation of CMI; the ABCB and or MBIE and JAS-ANZ.
- Payment by the prescribed dates of all fees and expenses set and applied by the CMI for continuance of certification.

Following Certification, the Certified Organisation shall:

Maintain the Product Quality Plan in accordance with the scope of certification;

- Maintain a controlled copy, or provide copies on request of relevant policy manual(s) and procedures for use by CMI in performing ongoing audit surveillance and periodic reassessment;
- Make personnel, records, and facilities available for audit by CMI staff on the dates and at the times agreed and confirmed by CMI;
- Provide CMI and/or CMI's accreditation body representatives, scheme owners, witnesses, observers and or technical specialists, with access to premises, facilities and records at any reasonable time for the conduct of audits and periodic reassessments; and
- Maintain records of all complaints that reflect on the integrity of the certified system, including as appropriate complaints regarding Product Quality and safety, adverse environmental impacts, and safety issues, and consequent Corrective Action to the system.

Following certification, CMI will:

- Conduct audits of the certified organisation's system at periodic intervals as prescribed by the CodeMark™ scheme rules or CMI, your Client Manager or their designate.
- Consider requests from the certified organisation for changes to the scope of the certification and evaluate such requests prior to audits and reassessments subject to payment of any additional costs associated with this evaluation process; notify the certified organisation in writing of any changes in the Scope of Certification; and
- Notify the certified organisation in writing of any audit or reassessment findings that require Corrective Action to maintain the certification.
- The certified organisation shall, in a time frame agreed with CMI, rectify any deficiencies found during audits or reassessment that impact on the Scope of Certification or compliance with the CodeMark™ scheme rules.
- CMI will also investigate legitimate documented complaints, relevant to the granted certification, from customers of certified organisations. The certified organisation shall, at all reasonable times, provide representatives of CMI with access to its premises and records for the purposes of investigating such complaints.
- The Certified organisation may use the CodeMark™ or CertMark logo subject to compliance with the following conditions:
- The CodeMark™ CertMark™ logo may be used on correspondence, advertising and promotional material in conjunction with the certified organisation's name or emblem, and shall not be used in connection with goods, services, activities or locations not covered by the scope of certification;
- Certification marks shall not be applied to laboratory test, calibration or inspection reports, as such reports are deemed to be products in this context;
- The CertMark Marks or other marks that it facilitates shall only be reproduced in the approved style and colours;

- The CertMark Marks or other marks that it facilitates shall not be used in any manner that implies approval of a product or service;
- On notification in writing, the certified organisation shall discontinue any use of the mark that is unacceptable to the CMI and any form of statement used in conjunction with the mark that may be misleading. The certified organisation shall also undertake any other action requested by the CMI with regards to unacceptable use of the mark; and

Upon termination of certification, the certified organisation undertakes to immediately discontinue use of the mark/s. Use of the marks is not to be reinstated unless certification is fully reinstated.

In the event that an applicant organisation fails to comply with the requirements of the relevant standard / audit requirements, or in the event that a certified organisation fails to comply with these conditions of certification (including prompt payment of fees) or is unable to maintain compliance with the relevant certification standard, CMI may:

- (a) Refuse certification;
- (b) Suspend certification;
- (c) Reduce the Scope of Certification; and
- (d) Withdraw certification and related services.

Such decisions and the grounds for them will be communicated to the organisation in writing.

Suspension or Refusal of Certification

- (a) When an organisation's certification is suspended or refused, the organisation shall, for the period of suspension or refusal:
 - Withdraw and cease to use any advertising or promotional material that promotes or advertises the fact that the organisation is certified;
 - Ensure that all copies of certificates and scopes of certification are removed from areas of public display; and
 - Cease to use the certification mark on stationery and other documents including media and packaging that are circulated to existing and potential clients, or in the public domain.
- (b) The organisation shall advise CMI in writing of action taken with respect to the requirements listed in section (a) above;
- (c) CMI shall advise the organisation in writing of the certification processes that will need to be completed to restore certification; and
- (d) During the period of suspension the organisation shall continue to pay all fees levied by CMI.

Reduction in Scope of Certification

When an organisation's Scope of Certification is reduced, CMI shall issue revised certificates and scopes of certification as appropriate and the certified organisation shall:

- (a) Return all superseded certificates;
- (b) Ensure that use of the certification mark is adjusted to reflect the reduced scope of certification;
- (c) Ensure that all advertising and promotional activities and materials are adjusted to reflect the reduced scope of certification; and
- (d) Pay any fees that are applicable for the facilitation of this activity.

Withdrawal of Certification

When an organisation's certification is withdrawn, the organisation shall immediately:

- (a) Cease any advertising and promotional activities that promote the fact that the organisation holds certification;

- (b) Withdraw and cease to use any advertising and promotional material that promotes the fact that the organisation holds certification;
- (c) Cease to use relevant certification marks in any way to promote the fact that the organisation holds certification; and
- (d) Return all certificates and pay outstanding fees.

Complaints and Appeals

Appeals against certification decisions and / or complaints against service delivery levels may be raised with your Client Manager in the first instance. If you remain dissatisfied, contact the CMI's Chief Executive in writing. All complaints will be investigated and the originator of a complaint will be advised of the outcomes, as appropriate.

An organisation whose application for certification has been refused; or a certified organisation whose certification has been suspended, withdrawn, or reduced in scope, may appeal against the decision to a Review Committee constituted and operated as set out below:

- a) The appellant shall, within 28 days of the disputed advice from CMI, lodge a notice of appeal as to the grounds of appeal with the CMI Chief Executive Officer (CEO) in writing;
- b) The CEO or equivalent shall advise the Board within 14 days of receiving the appellant's notice;
- c) The Board shall then establish a Review Committee upon payment of the fees set by the Board for consideration of the appeal;
- d) The Review Committee shall consist of three persons considered as experts in the area of technology or business relevant to the appeal. The Review Committee shall be constituted as follows:
 - i) One-person expert in the relevant area of technology or business appointed by the Board; and
 - ii) Two persons selected by the appellant from a list of four persons nominated as eligible by the Board.
- e) The appellant shall represent himself and no legal representation will be allowed unless approved by the Review Committee; and
- f) The Review Committee will carry out investigations as are required, including assessment of information supplied by the appellant and, within a reasonable time, decide by majority vote whether or not to reverse the original decision. The CEO or equivalent shall give notification of the decision to the appellant within 14 days of the Review Committee decision.

TRADING TERMS AND CONDITIONS

This table acts as a reference guide only and does not supersede definitions or guidance provided in the body of this document.

If in doubt about whether a service and the related fee or charge will apply to your circumstance, CMI advises that you should seek clarification from your Client Manager.

This includes requesting an estimation of all costs. This approach is preferable to questioning the applicability of fees and charges at time of invoice once the service has been delivered. Please note that failure to pay for services in a timely manner, most likely will affect your certification and/ status.

| Service | Applicable | Detail |
|-------------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application | All certification services | Applies at the commencement of the relationship. |
| Audit Planning | All certification services | Frequency and length varies between certification. Service charged as fixed costs. |
| Pre-Assessment | All certification services | Frequency and length varies between certification services. Service may be delivered on/off site and charged as a stand-alone service or imbedded within audit cost. |
| Document Review | All certification services | Frequency and length varies between certification services. Service may be delivered on/off site and charged as a stand-alone service or imbedded within audit cost. |
| Gap Analysis | All certification services | Frequency and length varies between certification services. Support service may also be provided on and/or off-site – including preparation, planning, review of documentation and report writing. These activities may or may not be individually itemised. |
| Certification Audit | All certification services | Frequency and length varies between certification services. Support service may also be provided on and/or off-site – including preparation, planning, review of documentation and report writing. These activities may or may not be individually itemised |
| Surveillance Audit | All certification services | Frequency and length varies between certification services. Support service may also be provided on and/or off-site – including preparation, planning, review of documentation and report writing. These activities may or may not be individually itemised |
| Re-Certification Audit | Program dependent | Frequency and length varies between certification services. Support service may also be provided on and/or off-site – including preparation, planning, review of documentation and report writing. These activities may or may not be individually itemised |
| Follow-up Audit | Audit outcome dependent | May be applied in order to follow up issues from the previous audit, or to verify progress of corrective actions. A charge is incurred for follow-up audits |
| Corrective Action | Audit outcome dependent | Only applicable if corrective actions are raised as a result of the audit and may be conducted in the format of a Follow-up audit. Additional fees for the close-out of Corrective Actions may apply. Failure to close corrective actions in a timely manner and or pay related costs may compromise your certification |

| | | |
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| Travel Time | All certification services | Travel charges are applied for the auditor to travel to and from (both ways) the nearest CMI office to the audit location. Alternative arrangements may be negotiated with the Client Manager or as per tender arrangements |
| Travel-Related Expenses | Audit dependent | When an auditor travels to and from a location, if travel-related expenses are incurred (e.g.: flights, accommodation) these charges can be arranged by the client, else a 10% premium will be incurred in addition to the expenses |
| Report Writing | Audit dependent | This service may be provided as part of an audit or as a separate service item for example on multi-site facilities and or by special arrangement |
| Technical Specialist | Audit dependent | In certain circumstances audits may require the attendance of technical specialists, in addition to the CMI assessor. In these circumstances and subject to prior approval CMI will charge for the provision of a technical specialist. |
| Accreditation or Registration Fee | Program dependent | certification services will incur specific charges relating to accreditation or registration. For specific details suggest clarification prior to audit. |
| Annual Fees | All certification services | Applies to all certification services and supports the calibration and training of audit teams, provision of a client registers and certificate generation, as well as CMI accreditations. |
| Cancellation/ Postponement Fee | Audit dependent | Where an audit is cancelled, or postponed at short notice (less than 12 days), CMI reserves the right to charge for the service and associated expenses, in addition to the subsequent delivery of that service and associated expenses |

RESOURCING

- CMI predominantly uses its own staff but may look to supplement this with subcontractors.
- CMI at all times remains responsible for all aspects of such engagement.