



PRODUCT CERTIFICATION AGREEMENT

This ("**AGREEMENT**") is between:

A- The undersigned "**APPLICANT**" and

B- COMPASS CERTIFICATION CENTRE (CCC – FZCO), whose address is at UAE, Dubai, Dubai Silicon Oasis, IFZA, Dubai Digital Park, Building A2, Office No. 311 (and shall be jointly referred to as "**CERTIFICATION BODY**").

Both parties **A & B** shall be starting now referred to as a "**PARTY**" respectively, and as the "**PARTIES**" collectively.

The purpose of this Agreement is to define the terms of the Alliance. Thereby it is agreed as follows:

- ✚ The following duties and responsibilities of **CCC – FZCO** were also clarified to us:
 - In order to maintain client confidentiality, all information obtained or created will be treated as confidential, except for the information that is considered publicly available, and when the client and **CCC – FZCO** have agreed upon it.
 - Clients will be informed when specific confidential information will be released by law.
 - Ensure that the certification activities are conducted by all **CCC – FZCO** employees and contractors in an impartial manner.
 - Any subcontractor will be used by **CCC – FZCO** to conduct audit/inspection or testing, the name of a subcontractor of **CCC – FZCO** will be sent to the applicant for his approval and acceptance before initiating the job.
 - **CCC – FZCO** technical staff must meet the competency requirements of their respective fields of expertise and responsibilities.
 - Providing reasonable justification for any objections to outsourcing certification activities, notifying the client that certification activity is to be outsourced, and ensuring there is no perceived risk to confidentiality, impartiality, and integrity of the certification process.
 - To provide certification services in a timely manner.
 - Provide any assistance necessary so that **CCC-FZCO** can verify that certification requirements have been met (for example, the evaluation, the surveillance (if required), etc.), in addition to providing needed information (e.g., information regarding to the representativeness of sample(s) provided).
 - The sampled product is used as the property of clients **CCC-FZCO** shall be protected their property.

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- When the Applicant has a product of **Type 3**, at that time the applicant/manufacture will be subject to the audit in the factory (factories), so, **CCC – FZCO** will ensure that the Inspection-Audit team will not give any information and documents related to the Applicant to the other party or third persons, except for legal necessities by force of law, without getting permission from the Applicant.
 - The **CCC – FZCO** will communicate the decision taken after the applicant completes the corrective actions of the findings raised during the Audit for **Type 3**.
 - If the results of the audit report do not allow the client to be licensed, **CCC – FZCO** shall promptly inform the Customer with reasons and when pending non-conformities exist, **CCC – FZCO** establishes for each case a deadline to solve such non-conformities.
 - Applicant hereby gives the permission to **CCC – FZCO** and its staff to perform the audit for all required departments, and agrees to fulfill payment of all related costs for the certification process, and **CCC – FZCO** may start exchanging information and visits once this Agreement is signed. This statement shall be considered as authority to execute the certification as agreed in this Agreement.
 - Pay the costs associated with all steps associated with the certification process, including inspections and audits that may take place, as well as any unannounced visits that may take place by the certification body to ensure the applicant is complying with the applicable regulations.
 - **CCC – FZCO** must be notified within one week of any changes or pending changes in the modifications to the product or the production method, organization or top management or key personnel (e.g., managerial staff), organization’s status or operation that affects the organization’s legal, commercial or organizational or ownership status, significant change to a management system, and to where appropriate; contact address and production premises (including relocation of premises), equipment, facilities, working environment or other resources, where significant; or such other matters that may affect the organization’s capability, or scope of production activities, or compliance with the criteria requirements and conditions for certification during the validity of the certificate.
- ✚ We recognize our legal and contractual responsibilities with respect to certification activities provided by **CCC – FZCO**:
- Ensure that certification requirements are always met, including the implementation of changes that **CCC – FZCO** deems appropriate.
 - To provide assessment and surveillance, where necessary, by providing access to relevant equipment, facilities, personnel, and subcontractors, as well as to investigate any complaints received related to the assessments and surveillance.
 - **CCC – FZCO** should be promptly informed of any modifications to a certified product and manufacturer that might affect the product's capability to meet certification requirements.

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- Assuring that our certified product continues to meet the requirements when the certification covers ongoing production.
- Ensure that our certification claims only reflect our certification scope.
- To adhere to the method and means agreed upon with SASO and **CCC – FZCO** the is considered as an assurance by the applicant or the organization that the product is complying with the conditions of the SASO and **CCC – FZCO** Standards and regulations and to adhere to the quality manual agreed upon with **CCC – FZCO** to ensure continuous conformity of the product to relevant Saudi technical regulations and to Saudi standards.
- **CCC – FZCO** product certification cannot be misused or used to discredit **CCC – FZCO** or in a way that could be considered a misrepresentation or an unauthorized statement.
- Compliance with any requirements prescribed by the certification scheme concerning conformity markings.
- The suspension, withdrawal, termination, or expiration of certification should be addressed through the discontinuation of all advertising pertaining to certification, and by taking further actions required by the certification scheme.
- Providing a copy of the certification in full or as specified in the certification scheme is the only way to reproduce it. And shall not copy the granted certificate in a way that would hinder its legibility, nor shall tamper the original copies or photocopies of the certificate
- To maintain a record of all complaints concerning the compliance with certification requirements and make this information available to the **CCC – FZCO** and the Authority upon request, and to take action with regard to such complaints in a timely manner with proper documentation and verification of outcome.

Signed on behalf of
COMPASS CERTIFICATION CENTRE (CCC) – FZCO

Signed on behalf of
(INDIVIDUAL/COMPANY'S NAME)

Authorized Signatory

Name:

Designation:

Date:

Authorized Signatory

Name:

Designation:

Date:

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