

CERTIFICATION AGREEMENT (Terms & Conditions)

(Organization) hereby engages VNZ Management Systems Pvt. Ltd.(VMSPL) to certification services are provided subject to standard-specific accredited certification rules which are posted on VMSPL's website (www.vnzms.com), attached hereto and to the following general terms and conditions to be followed as given below after certification. This agreement is valid till the expiry of the certification issued.

1.1 Post Certification Terms and Conditions:

- a) **Certificates:** Certificates of conformity issued by VMSPL shall be the property of VMSPL and that these shall be returned to VMSPL if and when the certificate is withdrawn.
- b) **Use of Logos and Marks:** Right to use Logo is granted and the use of the logo is subject to restrictions. The use of logo / marks does not imply that product / service is certified. Logo and Marks shall not be used during the period of suspension / withdrawal of certificate.
- c) **Voluntary withdrawal:** Client may request for suspension / withdrawal of certificate on temporary basis if they feel that their existing system does not comply / conform to the requirements of the standard.
- d) **Suspension and withdrawal:** VMSPL will impose the suspension based on the conditions defined in clause 3.4.1 of certification rules which is provide to the client. VMSPL will Suspend and / or Withdraw the certificate if the client fails to meet the requirements of the Standard or Criteria, fees and / or expenses incurred by VMSPL are not paid / cleared and also in the opinion of the auditor that the terms of business of VMSPL you are complying with, is not established. The reasons which caused suspension shall be complied within 6 months after this the suspended certificate will be withdrawn. Under the withdrawal of certification the organization shall return the original certification and other related documents.
- e) The client shall agree to inform VMSPL any changes with respect to Management System, Organizational change including personnel, change of location or address and any additional or deletion of processes / activities.
- f) The organisation shall also inform VMSPL any significant events like Fatal accidents, Serious Injuries, Occupational Diseases, the non safe food products recalled and any penalisation by Regulatory Authority.
- g) The Third Party findings related to OHS/Food Safety shall be informed to VMSPL during Surveillance or Re-Certification.
- h) The client shall allow the accreditation body auditors to be present during audit wherever necessary.
- i) Certification is granted and maintained based on the limited sampling audit and VMSPL shall not be responsible for the client's failure to maintain the implemented documented system.
- j) **Complaints and appeals:** You have the right to complain against assessment / findings on decisions taken by VMSPL auditor / independent auditor. The complaint shall be in writing and an independent investigation shall be carried out VMSPL and the findings of the complaint will be intimated to you. You will also have the right to appeal against any decision taken. Any complaints received from third party will be forwarded to you. The actions taken by you on these complaints shall be notified and communicated to VMSPL.

Organization

VNZ Management Systems Pvt. Ltd

Company Name -----

Address: -----

Authorized Signature / Title

VNZ Management Systems Pvt. Ltd.

Date: _____

Date: _____