PRODUCT CERTIFICATION REQUIREMENTS

Service: A service provided by UDEM A.Ş. to assess and certify the compliance of products with relevant international standards.

Application: Applications for the certification service are accepted via our application form, which has been created specifically for each regulation and is available on our website at **www.udem.com.tr** or will be provided by us upon request.

Conditions for Acceptance/Rejection of Applications: The customer is required to complete the application form in full and submit to UDEM A.Ş. the official documents specified in the contract, as well as the technical documentation pertaining to the product to be certified. Any incomplete and/or incorrect information identified by UDEM A.Ş. may result in the application being rejected by UDEM A.Ş. If UDEM A.Ş. has not previously conducted conformity assessment activities for a similar type of product, UDEM A.Ş. reserves the right to reject the application. UDEM A.Ş. may reject the application if the scope of the application falls outside UDEM A.Ş.'s accreditation and/or authorization scope, and/or if there is insufficient conformity assessment personnel within that scope, or if a suitable audit/assessment team cannot be formed. If, following a review of the application, UDEM A.Ş. determines that it is appropriate to conduct the relevant conformity assessment activity, a certification agreement will be signed by both parties. The customer is obligated to pay the fees specified in the contract within the timeframes stated therein. If the contract is terminated by the customer at any time, UDEM A.Ş. will calculate and invoice the customer for the fees arising from the activities UDEM A.Ş. has performed up to the date of termination.

Audit/Assessment Process: Information regarding the certification process is provided through the certification programs made publicly available on our website at www.udem.com.tr. Should you require further details, you may contact us via our official contact information. You must notify us within 15 days at the latest of any changes in your conditions (systems, personnel, organization, equipment, etc.) that could affect your audit/assessment process and/or invalidate your certificate.

To ensure the continued validity of your systems and product safety, we will conduct surveillance audits at appropriate intervals, not exceeding a 12-month period. This period may vary depending on the results of your audits/assessments and/or your organizational structure. For nonconformities identified during audits/assessments, you must develop your corrective action plans within 15 days at the latest and submit evidence of corrective actions to us within 3 months at the latest.

UDEM A.Ş. will notify you of the plans and teams assigned to the scheduled audits at least 2 business days prior to your audit. You reserve the right to object in writing to the audit date and the members of ~~the~~ audit ~~team~~, stating your reasons.

During the audit, within normal business hours, you are obligated to grant UDEM A.Ş. authorized personnel access to your work areas, operations, services, management system, all relevant records, and personnel, and to demonstrate at least one production process in practice.

The audit process is conducted on a sampling basis. UDEM A.Ş. is not directly or indirectly liable for any loss, damage, or harm that may arise from compliance or non-compliance with the relevant standards or other criteria.

UDEM A.Ş. prepares a report based on objective evidence resulting from the audits/assessments it conducts and, if any findings are identified, presents them in three different categories based on their classification:

Major Nonconformity: The following situations constitute major nonconformities:

- Failure to document any provision of the standard or the absence of application examples for any provision,
- Significant doubt regarding the existence of effective process control or the conformity of products to specified characteristics,
- If there are a large number of minor nonconformities indicating a potential systematic deficiency, thereby constituting a major nonconformity,
- Significant doubt regarding the customer's ability to achieve the intended results of the management system.

Major nonconformities may require a follow-up audit.

Minor Nonconformity: A nonconformity falls into this category when, despite the documentation of any clause of the standard and the availability of implementation examples, a deficiency in any practice that affects the management system's ability to achieve its intended results is identified.

Observation: Findings identified by the auditor—based on their industry experience—regarding the efficiency and effectiveness of a practice, even though the relevant clause of the standard is documented and the practice is fully implemented, fall into this category. If the practice is not implemented by the next audit, it is reported as a minor nonconformity.

If you require detailed information regarding nonconformity classifications and all other audit processes, please contact us through the communication channels listed on our website.

It is agreed that all agreed-upon audit fees and expenses will be paid to the account numbers specified in your contract. Any delays or issues with payments may result in the suspension or even revocation of certification.

We hereby inform you that you are responsible for the health and safety of the UDEM A.Ş. audit team while they are on your premises. Before the audit team enters your site, you must provide them with a brief briefing on health, safety, and emergency evacuation procedures, as well as any potential health and safety hazards they may encounter during their visit, and you must provide them with the necessary safety equipment and clothing.

Documents: Compliance certificates issued by UDEM A.Ş. are controlled documents belonging to UDEM and must be returned to UDEM in the event of withdrawal or revocation of the certificate. Unless withdrawn or revoked, and provided they are maintained with satisfactory performance, the issued certificates remain valid for a specified period. Certificates cannot be automatically transferred in the event of a change in the organization's ownership, structure, or address. Requests for transfer must be submitted in writing and will be reviewed on a case-by-case basis for a UDEM A.Ş. representative to determine the appropriate course of action.

Logo, Trademark, and Certificate Use: Where the right to use our logo is granted, such use is subject to specified restrictions. No rights may be claimed beyond the scope of the certification. The logo, trademark, documents, and other rights must not be misused in a way that contains misleading statements. Detailed information regarding the use of the logo, trademark, and documents can be found in the **TLM.02-01 Product Logo, Trademark, and Document Usage Instructions** document available on the www.udem.com.tr website.

Confidentiality and Access to Information: All information and documents related to you (such as your Manual, EC Declarations of Conformity, technical files, documents, or records) will be securely stored by UDEM A.Ş. personnel. The content and scope of your document will remain confidential when you apply to us for an audit; however, once a certification decision has been made, it will be published on www.udem.com.tr. We also reserve the right to publish updates regarding the document's status. Confidential information will not be disclosed without your permission. If legal authorities request the disclosure of such information, we will notify you. For detailed information on this matter, please refer to **the G.07 Information Security Policy** and **G.08 KVKK Policy** documents available on the www.udem.com.tr website.

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We require compliance assessment personnel and all other staff members, upon beginning their employment with UDEM A.Ş., to adhere to the principle of confidentiality while protecting all information related to you, and to declare that they have no conflicts of interest arising from their participation in the audit/assessment process.

As UDEM A.Ş., we are not liable for any loss, damage, or harm caused directly or indirectly by an employee who fails to comply with the confidentiality agreement. We will not be held responsible for confidential information that was known to our employees prior to your certification application, or that was publicly known through no fault of ours, or that was disclosed with your consent.

Suspension and Withdrawal: If you believe your products do not comply with the requirements, you may request to temporarily suspend or withdraw your certificate. Renewal of the certificate may require a full audit. UDEM A.Ş. may suspend or revoke the certificate if your products do not comply with the requirements or criteria of the relevant legislation or standards, if fees and expenses remain unpaid, or if UDEM A.Ş. determines that a situation exists that would undermine the integrity of the certification process. If your certificate is suspended or revoked, the use of the logo, trademark, and certificates is prohibited.

If a nonconformity requiring a follow-up audit is identified as a result of your audit, the deadline for reporting objective evidence regarding the implementation of corrective actions to UDEM A.Ş. and for conducting the follow-up audit is no later than 3 months. If the follow-up audit reveals that the nonconformities have not been corrected, new nonconformities have arisen, or the corrective actions implemented are deemed insufficient or ineffective by the Auditor/Technical Expert, the customer's application will be suspended, and a follow-up audit will be conducted again after 3 months. If the follow-up audit again reveals that the nonconformities have not been corrected, the certification will be revoked, and you will be required to submit a new application. If the outcome of the follow-up audit is positive, the audit report prepared will be evaluated by the Technical Regulation Officer and the certification may be reinstated.

If the first audit conducted on a company that has been removed from suspension reveals grounds for suspension again, a decision to revoke the certification will be made.

If a follow-up audit is required for two consecutive years;

If the audit team issues a recommendation for another follow-up audit after the follow-up audit;

a. If the grounds for follow-up stem from the same provisions, the certificate is suspended. If the suspension is lifted, an unannounced inspection is conducted.
b. If the reasons stem from different provisions, UDEM A.Ş. may decide to reduce the period between surveillance audits from one year to six months. If the reasons stem from different provisions, an unannounced audit will be conducted at the company.

For detailed information regarding the suspension, withdrawal, and revocation processes, please refer to the relevant program documents published under your certificate's service category at www.udem.com.tr.

Complaints and Appeals: You may file a complaint or appeal with UDEM A.Ş. regarding any audit findings or certification decisions based on alleged misconduct or negligence. Such complaints must be submitted to UDEM A.Ş. in writing. The results of the evaluation following your complaint or appeal will be communicated to you in writing in detail.

You may submit your complaint or objection through the UDEM A.Ş. website. Complaints regarding you received from third parties will also be forwarded to you. UDEM A.Ş. may conduct an on-site inspection at your address regarding complaints made about your products or systems. UDEM A.Ş. will not make any decisions regarding complaints involving financial losses.

Limitation of Liability: It is agreed that our liability to you is strictly limited. The contract you enter into with UDEM A.Ş., which holds UDEM A.Ş. liable only for the agreed-upon fee, serves as the basis; UDEM A.Ş. will not be liable for any other losses or damages that may arise.

Other Terms: The standard terms and conditions for conformity assessment and certification services may be revised over time. Significant changes will be communicated to you in writing and/or announced by making them publicly available on the www.udem.com.tr website. The standard terms and conditions for conformity assessment and certification services will be governed by and interpreted in accordance with the laws of TURKEY.