

TABLE OF CONTENTS

Definitions	·	2
Article 1	SCOPE	4
Article 2	CERTIFICATION BODY	4
Article 3	PRODUCTION CONTROL	4
Article 3	3.1 General	4
Article 3	3.2 Production Control System/Quality Manual	4
Article 3	3.3 Control of Raw Materials	5
Article 3	3.4 Calibration and/or Verification	5
Article 3	3.5 Production Control System Records	5
Article 3	3.6 Personnel	5
Article 4	BUILDING MATERIALS PRODUCT CERTIFICATION APPLICATION	6
Article 5	REVIEWS and AUDITS	8
Article 5	5.1 Planning the Certification Audit	8
Article 5	5.2 Certification Process	8
Article 5	5.2.1 Initial Certification Process	9
Article 5	5.2.2 Surveillance Audit	9
Article 5	5.2.4 Special Audit Process	10
Article 6	PRODUCT CERTIFICATE	10
Article 6	5.1 Scope of Product Certificate	10
Article 6	5.2 Delivery of the Product Certificate	11
Article 6	5.3 Product Certificate Inquiry	11
Article 6	5.4 Suspension of the Certificate	11
Article 6	5.5 Withdrawal of Certificate	12
Article 6	5.6 Narrowing the Scope of the Document	13
Article 7	OBJECTIONS AND COMPLAINTS	13
Article 8	FEES AND FINANCIAL RULES	13
Article 9	DISPUTES	13



Definitions

Structure	Land and water, permanent or temporary, public and private, underground and aboveground construction and their additions,
	modifications and repairs, including fixed and mobile facilities.
Building materials	All materials intended for permanent use in all construction works, including buildings and other civil engineering works,
Building work	All construction works, including both building and other civil engineering works,
Customer	Legal entity applying for product certification service from UDEM under TS EN ISO/IEC 17065 standard and 305/2011/EU Construction Materials Regulation.
Auditor	A person appointed in the UDEM Product certification personnel list, who examines and reports the technical files and/or production processes of the organizations in relation to building material product certification activities and meets the provisions of Article 6.1 Certification body personnel of TS EN ISO/IEC 17065 standard.
Certification Body	Impartial organization that meets the requirements of TS EN 17065 Standard. In this program, UDEM ULUSLARARASI BELGELENDIRME A.Ş. will be referred to as "UDEM".
Factory Production Control Certificate	Proof that the customer meets the requirements for factory production control in System 2+.
Evaluation and Verification of Performance Invariance	Any activity relating to the testing, inspection and/or certification of the conformity of building materials with Annex V of Regulation (EU) No 305/2011 or the technical specifications referred to in this Regulation.
Non-Compliance	Non-compliance with TS EN ISO/IEC 17065 standard and 305/2011/EU Construction Materials Regulation or provisions defined by the manufacturer.
Minor Non-Compliance	Minor (Minor) Nonconformities are practices that do not affect product quality but do not comply with the defined issues in the production control documentation (Quality Manual). Whether these nonconformities, which are requested to be corrected immediately by the manufacturer, have been eliminated is checked by examining the documents and records. The decision to issue a certificate cannot be taken until the corrective actions related to minor nonconformities are fulfilled.



Major Non-Compliance	Major Nonconformities are the failure to adequately define and/or implement any of the standard items or sub-headings that affect product quality. There are deficiencies and defects that will affect the healthy operation of the system. The decision to issue a certificate / certificate continuation decision cannot be taken until the corrective actions related to major nonconformities are fulfilled and found sufficient by UDEM. For major nonconformities, a follow-up inspection can also be carried out at the production site.
Observation	Observations are issues that do not directly affect product quality and do not comply with the provisions of regulations and standards. These observations stated in the audit report must be eliminated by the manufacturer with corrective action until the next audit.
Certification Program	Guidance document defined in TS EN ISO / IEC 17065 standard and 305/2011 / EU Construction Materials Regulation, which sets out the rules applied by the certification body and the activities required by the customer for certification purposes.
Quality Manual	Documentation prepared to fulfill the requirements of a standard and/or an outsourced document. This documentation may be referred to as something other than "Quality Manual".
Sanction	The penalty imposed by UDEM for violations of the rules specified in the contract between the customer and UDEM.
Force Majeure	Force majeure events are extraordinary circumstances such as earthquake, flood, fire, hurricane, revolution, war, general strike, epidemic and economic crisis.

STEEL and ALUMINIUM CERTIFICATION PROGRAM

Article 1 SCOPE

In addition to ISO 17021 system, this Certification Program covers TS EN ISO/IEC 17065 and 305/2011/EU Construction Materials Regulation, 2024/3110 Construction Materials Regulation and related harmonized standards.

Article 2 CERTIFICATION BODY

Address and contact information for all communications and official correspondence are given below.

UDEM ULUSLARLARARASI BELGELENDİRME DENETİM EĞİTİM MERKEZİ SAN. ve TİC. A.Ş.

Address : Mutlukent Mah. 2073 Sk. No:10 Ümitköy - Çankaya - ANKARA

Telephone : +90.312.443 03 90(pbx) E-Mail : info@udem.com.tr

Article 3 PRODUCTION CONTROL

Article 3.1 General

Within the scope of the Building Materials Regulation for the Building Materials steel group, the system 2 + application method within the scope of the Building Materials Regulation covers the activities of the manufacturer / customer to have the factory production control carried out by an external conformity assessment body, and the test / testing activities are carried out by itself. The following records are checked by UDEM during the audit;

- Selection of component materials;
- Steel fabrication;
- Inspections and tests;
- Calibration of hardware;

Prepared Production Control documents must comply with the relevant clauses of EN 10025-1:2004, EN 10088-4:2009, EN 10088-5:2009, EN 10210-1:2006, EN 10219-1:2006, EN 10340:2007, EN 10340:2007/AC:2008, EN 10343:2009, EN 15048-1:2007, EN 15088:2005, EN 1090-1:2009+A1:2011, EN 13479:2017, EN 14399-1:2015 standards in accordance with the scope applied.

Article 3.2 Production Control System/Quality Manual

The manufacturer shall prepare a Quality Manual containing written procedures and instructions covering the requirements of the relevant standards and the communiqué issued by the Ministry of Environment and Urbanization.

The responsibility, authority and cooperation of all personnel who manage, implement and verify work that has a negative impact on product quality should be defined.

These procedures and instructions, where relevant, should be established in accordance with the control requirements contained in the relevant standards. The frequency of tests and inspections planned by the manufacturer should be recorded in writing.



The Quality Manual should also describe the processes involved in the production control system and the interactions between processes.

The Quality Manual should be available for presentation to UDEM and Ministry officials during audits.

Article 3.3 Control of Raw Materials

An inspection and test plan should be established for the raw materials used in steel production and the results of the tests performed according to the plan should be recorded.

Raw materials that are required to bear CE marking according to the Construction Products Regulation must be certified. These documents must be submitted to the UDEM auditor.

If non-conforming raw materials are detected, the actions to be taken must be defined and they must be stored in a different and marked area in the stock area that can be distinguished from other raw materials. All corrective actions to be taken must be defined.

Article 3.4 Calibration and/or Verification

All measuring instruments and test equipment that will affect product quality at the manufacturer's facility must be subjected to calibration and/or verification in accordance with a plan. Records of this calibration and/or verification must be maintained.

The organization assigned for calibration must be accredited by TÜRKAK with local accreditation in the relevant scope. For a hardware or measuring device not covered by accreditation, services can be obtained from accredited calibration laboratories with traceability.

Article 3.5 Production Control System Records

All data related to production control must be recorded. These records should be kept for at least 10 years and made available to UDEM and Ministry of Environment and Urbanization upon request.

Customer Complaints must be recorded in writing, including the subject of the complaint, the root cause, the activities to be carried out and the measures taken as a result, and must be submitted to the authorities of UDEM and the Ministry of Environment and Urbanization upon request.

Article 3.6 Personnel

- Personnel involved in production and production control must be qualified to meet the requirements of the relevant standard in terms of knowledge, training and experience.
- Appropriate records of the training and experience of personnel involved in production and production control should be kept.
- Engineers or technical staff must have appropriate certificates of competence to demonstrate their competence.
- The manufacturer must ensure that all personnel working in the production and production control unit in the production section are subjected to continuous training at certain intervals. This training should be about production, work safety, and at the end of the training, the personnel should be brought to the level of knowledge that will not cause any problems in production and production control. 5544 numbered Vocational Qualifications Authority (VQA)



Law and the provisions of the "Vocational Qualification, Examination and Certification Regulation" issued in accordance with the aforementioned Law, for professions whose National Qualifications are published, all personnel working within the scope of this profession must have a Vocational Qualification Certificate.

Article 4 BUILDING MATERIALS PRODUCT CERTIFICATION APPLICATION

Customers who wish to receive services under the Building Materials Regulation apply to UDEM in writing or by e-mail. UDEM sends UDPR.06 Building Materials Certification Program, UDFRM.08.Building Materials Certification Application Form and UDFRM.04-01 Product Certification Conditions to the customer. These forms are also available at http://www.udem.com.tr/dokumanlar. The application received is first reviewed by the Technical Regulation Officer of the Building Material Regulation according to the criteria such as checking whether there is a harmonized standard, the suitability of the audit team and whether there is a relevant Product group within the scope of UDEM.

If there is a Turkish Standard corresponding to harmonized standards; "System" is determined; the current version of the Standard is checked from TSE. The decision of which "System" the relevant Standard falls into is made by the Technical Regulation Officer of the Building Material Regulation. In accordance with the determined System, one of the methods specified in Table-1 is selected and the Evaluation and Verification of the Invariability of Performance is carried out.

UDEM cannot operate for materials for which there is no harmonized standard or national standard accepted by the European Union or for materials for which there is no activity towards the establishment of a harmonized standard and for which the Commission states that it is not possible to prepare a standard or cannot be prepared in a short time and/or for materials that deviate substantially from national standards harmonized or accepted by the European Union and the application received in this context is rejected.

Incoming applications are divided into five systems: System 1, System 1+, System 2+, System 3 and System 4. Within the scope of UDEM, only System 2+ is processed. For each system, the process of Assessing and Verifying the Invariance of Performance described in the table below is applied.

Table-1. Evaluation and Verification of Performance Invariance

1.SYSTEMS FOR THE EVALUATION AND VERIFICATION OF PERFORMANCE INVARIANCE

- 1.1. System 1 +: The declaration of the performance of the basic characteristics of the building material shall be based on the following elements by the manufacturer;
- (a) The manufacturer shall fulfill the following requirements
- (i) Factory production control;
- (ii) Additional tests of samples taken at the factory according to a previously prepared test plan
- (b) The notified body performing product certification shall issue a certificate of performance invariance for the material on the basis of the following:
- (i) Determination of the type of material based on type testing of the material (including sampling), type calculations, tabulated values or explanatory documents
- (ii) Initial inspection of factory production control and production facility
- (iii) Continuous surveillance, measurement and evaluation of factory production control
- (iv) Inspection of samples of materials taken before placing them on the market
- 1.2. System 1: The declaration of the performance of the basic characteristics of the building material shall

STEEL and ALUMINIUM CERTIFICATION PROGRAM

be based on the following elements by the manufacturer

- (a) The manufacturer shall fulfill the following requirements
- (i) Factory production control;
- (ii) Additional tests of samples taken at the factory according to a previously prepared test plan
- b) The notified body that performs product certification issues the performance invariance certificate for the material based on the following:
- (i) Determination of the type of material based on type testing of the material (including sampling), type calculations, tabulated values or explanatory documents
- (ii) Initial inspection of factory production control and production facility
- (iii) Continuous surveillance, measurement and evaluation of factory production control
- 1.3. System 2+: The declaration of the performance of the basic characteristics of the building material shall be based on the following elements by the manufacturer;
- (a) The manufacturer shall fulfill the following requirements
- (i) Determination of the type of material based on type testing of the material (including sampling), type calculations, tabulated values or explanatory documents
- (ii) Factory production control;
- (iii) Additional tests of samples taken at the factory according to a previously prepared test plan
- (b) The notified body certifying factory production control shall issue the factory production control certificate of conformity on the basis of the following
- (i) Initial inspection of factory production control and production facility
- (ii) Continuous surveillance, measurement and evaluation of factory production control
- 1.4. System 3: The declaration of the performance of the basic characteristics of the building material shall be based on the following elements by the manufacturer
- (a) The manufacturing factory shall carry out production control;
- (b) The notified laboratory shall determine the type of material on the basis of the type test of the material (based on the sample taken by the manufacturer), type calculations, tabulated values or explanatory documents.
- 1.5. System 4: The declaration of the performance of the basic characteristics of the building material shall be based on the following elements by the manufacturer
- (a) The manufacturer shall fulfill the following requirements
- (i) Determination of the type of material based on type testing of the material, type calculations, tabulated values or explanatory documents
- (ii) Factory production control;
- (b) The notified body has no task.

For **System 2+**, the Evaluation and Verification of the Invariability of Performance is carried out according to Annex V 1.3.b.i of the 305/2011/EU Construction Products Regulation.

System 2+: The declaration of the performance of the basic characteristics of the building material is based on the following elements by the manufacturer;

- (a) The manufacturer shall fulfill the following requirements
- (i) Determination of the type of material based on type testing of the material (including sampling), type calculations, tabulated values or explanatory documents
- (ii) Factory production control;
- (iii) Additional tests of samples taken at the factory according to a previously prepared test plan
- (b) The notified body certifying factory production control shall issue the factory production control certificate of conformity on the basis of the following



- (i) Initial inspection of factory production control and production facility
- (ii) Continuous surveillance, measurement and evaluation of factory production control

For the building materials covered by System 4, as described above, UDEM does not take any action regarding compliance with the Building Materials Regulation No. 305/2011/EU. However, if requested by the customer, the Declaration of Performance and Test Reports provided by the manufacturer are examined after the application review. The certificates printed in the System 4 area do not contain CE marking and references to 305/2011/EU Construction Materials Regulation. The certificate in question shows that type tests and performance declaration are examined by UDEM on a voluntary basis. It does not constitute any reference and evidence of compliance with the Construction Materials Regulation.

UDFRM.07-Building Materials Management Proposal and Contract is signed with the customers whose applications are approved. Proposal and Contract is signed and the following documents are requested from the customer together with the Preliminary Letter of Contract;

- Technical File
- Organization's system documents
- Introductory documents, if any
- Signature circular of the authorized signatory of the contracts,
- Copy of the Trade Registry Gazette,
- Certificate of Activity,
- Bank receipt or receipt of payment of the certification fee.

UDEM accepts only Turkish and English documents and records of its customers.

Article 5 REVIEWS and AUDITS

Article 5.1 Planning the Certification Audit

If the preliminary examination is positive, the Planning Officer arranges the date, accommodation, transportation, etc. with the customer and the team to carry out the audit is determined according to the Building Materials Auditor Matrix.

The audit plan including the audit date, scope and audit team information is finalized by confirming with the company. In case the company objects to the audit team for justified reasons, the process is repeated.

Article 5.2 Certification Process

The certification process consists of technical file review, initial certification, periodic surveillance audits, suspension, withdrawal or reduction of the scope of certification, audits arising from the need to expand the scope or short-term audits arising from specific situations.

All audit procedures are carried out according to UDEM UDPD.21 Construction Products Regulation Product Certification Procedure. In certification audit; UDFRM.36 305/2011/EU Construction Materials Regulation Product Audit Report and related question lists are used for reporting. At the end of the audit, a copy of the Report is given to the customer. Nonconformities identified by the audit team as a result of the audit are notified to the customer by the lead auditor using the MFRM.08 Nonconformity Form.

STEEL and ALUMINIUM CERTIFICATION PROGRAM

Article 5.2.1 Initial Certification Process

The relevant technical files submitted by the customers to be certified by UDEM for the first time during the application are examined and the field audit process is initiated. At the opening meeting of the field audit, preliminary examination findings are shared with the customer and the scope of certification is confirmed with the customer. Field audit is conducted according to the certification process defined in Article 5.2. The customer is expected to submit the corrective action plan to UDEM within 15 days as of the audit date and the evidence of the implementation of the actions within 3 months. The documents and records of the corrective actions submitted by the customer are evaluated by the audit team. If the activities communicated by the customer are not sufficient, the customer is informed and additional activities are requested.

Some of the major nonconformities may require a follow-up audit. Follow-up audit is carried out within 3 months at the latest for the evaluation of nonconformities requiring follow-up audit. If it is seen that the nonconformities are not eliminated or new nonconformities occur in the follow-up audit, the customer's application is suspended. If it is seen that the customer still has not eliminated the nonconformities at the end of the suspension process, the certification application is returned and the customer must reapply.

When it is decided that the nonconformities of the Customer are sufficiently closed, the certification decision process is initiated. UDEM's certification decisions are made by competent UDEM personnel assigned independently from the audit team. When the certification decision is positive, the document printing process starts. The printed document is approved and shared with the customer.

Article 5.2.2 Surveillance Audit

These are the audits carried out in order to maintain the validity of the certificates of the customers certified under the Building Material Regulation. Surveillance audit is a field audit to be carried out periodically, but it does not require the audit of the whole system.

Surveillance audits must be completed within 12 months of the previous surveillance or initial certification audit. This period may be extended for a maximum of 3 months upon written declaration of force majeure. If this period is exceeded, the client's certificate will be suspended and an additional 3 months will be given. If the audit still cannot be carried out at the end of this period, the document is canceled with the decision.

The customer to be subject to surveillance audit is contacted at least one month before the date on which the audits should be carried out and information is obtained about the changes of the customer organization, if any, and an assessment is made.

Surveillance audit is conducted according to the certification process defined in Article 5.3. The customer is expected to submit the corrective action plan to UDEM within 15 days as of the audit date and the evidence of implementation of the actions within 3 months. The documents and records of the corrective actions submitted by the customer are evaluated by the audit team. If the activities communicated by the customer are not sufficient, the customer is informed and additional activities are requested.

Some of the major nonconformities may require a follow-up audit. Follow-up audit is carried out within 3 months at the latest for the evaluation of nonconformities requiring follow-up audit. If it is seen that the nonconformities are not eliminated or new nonconformities occur in the follow-up audit, the customer's certificate is suspended for a period of 6 months. If it is seen that the customer

STEEL and ALUMINIUM CERTIFICATION PROGRAM

still does not eliminate the nonconformities at the end of the suspension period, the certificate is canceled.

When it is decided that the nonconformities of the Customer are sufficiently closed, the certification decision process is initiated. UDEM's certification continuation decision is made by competent UDEM personnel assigned independently from the audit team.

Article 5.2.4 Special Audit Process

The Scoping Review Process:

The requests of our customers who apply to our organization to expand the scope of certified products are received with an official letter. The customer's scope extension request is examined by the relevant Technical Regulatory Officer and if appropriate, the scope extension audit is planned. If the scope extension is requested by the customer to be carried out immediately, the scope extension audit is planned, otherwise the scope extension audit is carried out together with the surveillance audit.

The scope extension audit shall be conducted according to the certification process defined in Article 5.2.

Short-Term Audit Process:

The certification body may need to audit its certified client at short notice or without notice to investigate complaints, address changes or follow up on suspended clients. These audits are scheduled at short notice, the client is notified and approval is obtained.

Short-term audits are conducted according to the certification process defined in Article 5.2.

Article 6 PRODUCT CERTIFICATE

Article 6.1 Scope of Product Certificate

The FACTORY PRODUCTION CONTROL CONFORMITY CERTIFICATE specified in Annex 5 - 1.3.b of 305/2011 / EU Construction Materials Regulation is prepared.

The following is included in the FACTORY PRODUCTION CONTROL CONFORMITY CERTIFICATE:

- Name and address of UDEM
- Name and address of the manufacturer or its authorized representative in Turkey
- Description of the product (description) (genus, type, class, use, etc.)
- Provisions to be observed by the product
- Special conditions applicable to the use of the product
- Document number
- Where applicable, the validity period and terms of the certificate
- Name and position of the person authorized to sign the document (UDEM General Manager)

STEEL and ALUMINIUM CERTIFICATION PROGRAM

Article 6.2 Delivery of the Product Certificate

Upon confirmation that all technical conditions have been met and the certification decision has been made, the documents are printed and sent to the customers after they have completed their payments. In cases where technical, administrative and financial conditions are not met, the Certificate is not issued.

The validity of the certificate is 5 years from the date of certification decision.

Article 6.3 Product Certificate Inquiry

Organizations certified by UDEM can be queried at http://www.udem.com.tr/belge-sorgulama.

Article 6.4 Suspension of the Certificate

UDEM suspends the certificate in the following cases;

- Continuous and serious failure of the customer to meet the certification requirements for the certified product,
- The client does not allow surveillance inspections to be carried out at the required frequency without providing reasons, except for force majeure,
- The occurrence of situations that threaten product safety and the user in major nonconformities that require follow-up inspections in surveillance inspections,
- The client voluntarily requests a temporary suspension,
- Failure of the customer to pay the contract amount and to fulfill its financial obligations.

During the suspension period, the client's certificate is temporarily invalid. Therefore, during the suspension period, the customer must refrain from any activity that would advertise the logo, trademark and certificate. If the certification is suspended or withdrawn, the organization must stop the use of logo, trademark and document in accordance with TLM.02-1 Product Logo, Trademark and Document Usage Instruction.

The maximum period of suspension is 6 months. Depending on the criticality of the situation, this period may be less than 6 months.

However, at the end of the suspension period (6 months), if the customer has reasonable grounds that will not affect product safety, UDEM may decide to extend the suspension period for a maximum of 12 months in total, one time only. These grounds are as follows;

- Infrastructural improvement works,
- Supplier-linked processes,
- No payment has been made for the relevant conformity assessment process.

The information of the customer whose certificate is suspended is made available on the UDEM website. In addition, the Ministry of Environment, Urbanization and Climate Change is notified with an official letter.

STEEL and ALUMINIUM CERTIFICATION PROGRAM

Article 6.5 Withdrawal of Certificate

If it is seen that the customer whose certificate is suspended does not eliminate nonconformities during the suspension period or does not comply with the certification requirements in any way, the certification is withdrawn. Withdrawal of certification means that the customer's certification is canceled by our organization and the contract is terminated. The customer whose certification is withdrawn must reapply for service from our organization.

Certification is canceled in the following cases;

- Customer demand,
- The client's bankruptcy or termination of its activity within the scope of the certificate,
- Change of legal entity of the customer,
- Failure of the client to request document renewal.

The document is withdrawn in the following cases;

- The customer does not agree to the terms of the suspension,
- Failure of the client to remove the grounds for suspension,
- The client fails to provide confirmation for a follow-up audit at the end of the suspension period,
- Failure to close the nonconformities identified in the follow-up inspections carried out to lift the suspension within the stipulated periods,
- Misleading and unfair use of the document by the customer in areas other than the product or service specified in the document,
- The customer cannot be found at the facility address specified in the document,
- The customer violates the terms of the legislation,
- Falsification of the document by the customer.

In case of withdrawal/cancellation of the certificate, the organization is required to fulfill the following obligations:

- TLM.02-1 Suspension of the use of logos, trademarks and documents in accordance with the Instructions for the Use of Product Logos, Trademarks and Documents,
- Waiver of any rights under the withdrawn/revoked document,
- Removing CE marking from the product,
- Payment of outstanding document or audit fees.

Within 1 month at the latest following the withdrawal of the certificate, the organization must remove the UDEM logo from all correspondence and promotional materials. Otherwise UDEM;

- Announces to the relevant accreditation body and other certification bodies.
- It announces in various media that the organization is using the document in a way that is not in accordance with the rules of the contract.
- For this reason, it applies for legal remedies to eliminate all material and moral damages that may occur.

The information of the customer whose certificate is withdrawn is made available on the UDEM website. In addition, the Ministry of Environment, Urbanization and Climate Change is notified with an official letter.

STEEL and ALUMINIUM CERTIFICATION PROGRAM

Article 6.6 Narrowing the Scope of the Document

If the customer demonstrates a persistent or serious failure to meet the certification requirements for a portion of the product certification scope, UDEM will narrow the customer's product certification scope to exclude the portion that does not meet the requirements. When the scope of product certification is narrowed, the customer must change all advertising materials. CE Marking must be removed from the Products that are out of scope. However, the scope of certification can be narrowed at the customer's own request. EC Declaration of Conformity and UDEM product certificate are requested from the customer whose scope of certification is reduced and the new document is issued and sent to him. The need to reduce the scope may arise if the customer does not comply with the conditions to be complied with during the certification process or during audits. The information of the customer whose scope of certification is reduced is made available on the UDEM website. In addition, the Republic of Turkey Ministry of Environment, Urbanization and Climate Change is notified in an official letter.

Article 7 OBJECTIONS AND COMPLAINTS

Article 7.1 Complaints

Any written complaint submitted to UDEM shall be evaluated according to PD.09 Complaint and Appeal Evaluation Procedure. In complaints made to UDEM regarding the product related to the manufacturer, the evidence will be examined and information will be requested from the customer. UDEM may decide to conduct a special audit process according to the status of the complaint.

Article 7.2 Objections

A producer who disagrees with any decision made or sanction imposed by UDEM has the right to appeal in writing to the UDEM Certification Appeals Committee. The appeal must be submitted in writing within 1 week of receipt of the notification of the sanction concerned.

The Appeals Committee carries out its work according to PD.09 Complaint and Appeal Evaluation Procedure.

Article 7.3 Appeal

It is possible to appeal a decision made by UDEM to the MINISTRY OF INDUSTRY AND TECHNOLOGY.

Article 8 FEES AND FINANCIAL RULES

Building Material product certification fees and financial rules are determined by UDEM in January each year and announced to its customers.

Article 9 DISPUTES

Ankara Courts and Enforcement Offices are authorized to resolve disputes in case of disagreements arising from the implementation or interpretation of the contracts signed between the Customer and UDEM and the provisions of standards and regulations.