

Service: It is the service of evaluating and certifying the conformity of products to the relevant international standards by UDEM A.Ş.

Application Applications for certification services are received through our application form, which is created specifically for each regulation/regulation and is available on our website www.udem.com.tr or will be sent to you upon your request.

Application Acceptance/Rejection Conditions: The customer is obliged to fill out the application form completely, send the official documents specified in the contract and the technical documentation of the product to be certified to UDEM A.Ş. Incomplete and/or incorrect information detected by UDEM A.Ş. may cause the application to be rejected by UDEM A.Ş. UDEM A.Ş. has the right to reject the application if conformity assessment activities related to similar type of product have not been carried out within UDEM A.Ş. before. UDEM A.Ş. may reject the application if the applied scope is not within the scope of UDEM A.Ş.'s accreditation and/or authorization and/or if there are not enough conformity assessment personnel within the scope or if the appropriate audit/assessment team cannot be formed. After reviewing the application, if UDEM A.Ş. decides that it is appropriate to carry out the relevant conformity assessment activity, a mutual certification contract is signed. The customer is obliged to pay the fees specified in the contract within the periods specified in the contract. If the contract is canceled by the customer at any time, the fee arising from the activities carried out by UDEM A.Ş. until the date of cancellation of the contract is calculated by UDEM A.Ş. and invoiced to the customer.

Audit/Evaluation Process: Information about the certification process is provided through the certification programs made publicly available on our website www.udem.com.tr, and if you need more detailed information, you can contact us via our official contact information. You must notify us within 15 days at the latest when there is any change in your circumstances (systems, personnel, organization, equipment, etc.) that may 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, no longer than a 12-month period. This period may vary depending on the results of your audits/assessments and/or your organizational structure. For nonconformities identified in audits/assessments; you must create your corrective action plans within 15 days at the latest and submit your corrective action evidence to us within 3 months at the latest-

UDEM A.Ş. will notify you of the plans and teams of the planned audits at least 2 business days before your audit. You reserve the right to object to the audit date and the members of the audit team in writing with justification.

You are obliged to allow UDEM A.Ş. authorized personnel to access your work areas, operations, services, management system, all relevant records and personnel during normal working hours during the audit and to demonstrate at least one of the production processes in practice.

The audit process is performed by a sampling. UDEM A.Ş. is not directly or indirectly liable for any loss, damage or harm that may occur due to 100% compliance or non-compliance with the relevant standards or other criteria.

UDEM A.Ş. makes a report based on objective evidence as a result of the audits/assessments it will perform and presents its findings in 3 different ways according to their class;

Major Non-Compliance: The following situations are reasons for major non-compliance;

- No documentation of any clause of the standard or no examples of implementation for any clause,

- If there is significant doubt that effective process control is in place or that products conform to specified specifications,
- There are multiple minor nonconformities, indicating that there may be a systematic deficiency, thus constituting a major nonconformity,
- Significant doubt about the ability of the client's management system to achieve its intended results.

Major non-conformities may require a follow-up audit.

Minor Nonconformity: Although any article of the standard is documented and application examples are available; nonconformity detected in the event that any application that affects the achievement of the intended results of the management system is found to be missing is included in this class.

Observation: Although any clause of the standard is documented and fully implemented, findings for the efficiency and effectiveness of the implementation based on the auditor's sectoral experience are included in this class. If not implemented until the next audit, it is reported as minor nonconformity.

If you request detailed information about non-conformity classifications and all other audit processes, you can contact the contact channels specified on the website.

It will be agreed that you will pay all agreed fees and expenses related to the audit to the account numbers specified in your contract. Failure to make payments may result in suspension or even withdrawal of certification.

We inform you that you are responsible for their health and safety while the UDEM A.Ş. audit team is in your work areas. Before entering your site, you must brief the audit team on health, safety and emergency evacuation procedures and potential health and safety hazards they may encounter during their visit, and provide them with safety equipment and clothing.

Documents Conformity certificates issued by UDEM A.Ş. are controlled documents belonging to UDEM and must be returned to UDEM in case of withdrawal or revocation of the certificate. Unless withdrawn, canceled and maintained with satisfactory performance, published documents are valid for a certain period of time. Documents are not automatically transferable in the event of a change of ownership, structure or address of the organization. Requests for transfer must be in writing and will be reviewed on a case-by-case basis for UDEM A.Ş. to decide how to proceed.

Logo, Trademark and Document Usage: In cases where the right to use our logo is granted, the use of the logo is subject to specified restrictions. No rights can be claimed outside the documented scope. The use of the logo, trademark, document and other rights must not be misused in a way that contains misleading statements. Detailed information on the use of logos, trademarks and documents can be found in the document **TLM.02-01 Product Logo, Trademark and Documentation Usage Instructions** on the website www.udem.com.tr.

Confidentiality and Access to Information: Any information and documents related to you (such as your Handbook, EC Declarations of Conformity, technical files, documents or records) will be kept securely by UDEM A.Ş. personnel. The content and scope of your certificate will remain confidential when you apply to us for audit but will be published on www.udem.com.tr after the certification decision is made. We also have the right to publish changes in the status of the certificate. Confidential information will not be disclosed without your consent. We will notify you if such information is required to be disclosed by legal authorities. You can get detailed information on the subject from **the G.07 Information Security Policy** and **G.08 KVKK Policy** document on the website www.udem.com.tr.

When conformity assessment personnel and all other personnel start working with UDEM A.Ş., we ask them to comply with the principle of confidentiality while protecting all kinds of information about you, and to declare that they do not have any interest relations that may arise from their participation in the audit/assessment process.

As UDEM A.Ş., we are not responsible for any loss, damage or harm caused directly or indirectly by any of our employees who do not comply with the confidentiality agreement. We will not be responsible for any confidential information that our employees know before your certification application or that is publicly known through no fault of ours or disclosed with your consent.

Suspension and Withdrawal: If you believe that your products do not comply with the requirements, you may wish to temporarily suspend or withdraw your certification. Renewal of the certificate may require a full audit. UDEM A.Ş. may suspend or withdraw the certificate if your products do not comply with the requirements or criteria of the relevant legislation/standard(s), if fees and expenses are not paid, or if it believes that there is a situation that may cast a shadow on the reputation of the certification process. When your certificate is suspended or withdrawn; the use of logos, trademarks and documents is prohibited.

When a nonconformity requiring a follow-up audit is detected as a result of your audit; the time required for the objective evidence of the implementation of the activities to be notified to UDEM A.Ş. and the follow-up audit to be carried out is 3 months at the latest. In the follow-up audit, if it is seen that the nonconformities are not eliminated, new nonconformities occur, or if the implemented SLOs are not found sufficient and effective by the Auditor/Technical Expert, the customer's application is suspended and a follow-up audit is performed again after 3 months. If it is seen that the nonconformities are not eliminated in this follow-up audit, the certification is withdrawn and you are expected to reapply. If the result of the follow-up audit is positive, the audit report prepared can be evaluated by the Technical Regulatory Officer and can be removed from the suspension.

If there are grounds for suspension again in the first audit carried out for a suspended company, a cancellation decision is taken.

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

In case of a follow-up recommendation from the audit team after the follow-up audit;

- a. If the reason for follow-up is due to the same substances; the certificate is suspended. In case of suspension, an unannounced audit is carried out.
- b. If it is caused by different substances, it may be decided to reduce the period of surveillance audits from 1 year to 6 months with the decision taken by UDEM A.Ş. If it is caused by different substances, an unannounced audit is organized for the company.

Detailed information on suspension, withdrawal and cancellation processes can be found in the relevant program documents published in the service type covered by your certificate at www.udem.com.tr.

Complaints and Appeals: You may file an objection and complaint to UDEM A.Ş. against any audit finding or certification decision due to work or negligence. Such complaints must be made in writing to UDEM A.Ş. The evaluations obtained as a result of your complaint/appeal will be notified to you in writing in detail.

You can submit your complaint/appeal via UDEM A.Ş. website. Complaints about you received from third parties will also be delivered to you. UDEM A.Ş. may conduct an investigation at your address for the complaint made about your products/system. UDEM A.Ş. will not decide on any financial loss complaint.

Limitation of Liability: It is agreed that our liability to you is strictly limited. Your contract with UDEM A.Ş., which is only liable for the agreed fee, is fundamental and UDEM A.Ş. will not be liable for any other loss or damage that may occur.



PRODUCT CERTIFICATION REQUIREMENTS

Other Conditions: The standard terms of the conformity assessment and certification service may be revised over time. Significant changes will be notified to you in writing and/or made publicly available and announced on the website www.udem.com.tr. The standard terms of the conformity assessment and certification service shall be governed and interpreted in accordance with the laws of TURKEY.