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1 General Information for Applicants

- This supplier documentation provides you with the basic information you require in order to be able to submit your application for certification. For further information please contact SEECERT at
- Phone: +49 40 8557 - 2727 - 2583
- Fax: +49 40 8557 - 2528
- E-Mail: seecert@tuev-nord.de
- Postanschrift: TÜV NORD Systems GmbH & Co. KG
SEECERT
Große Bahnstraße 31
22525 Hamburg

2 Duties of SEECERT

SEECERT is subject to the obligation to

- operate at least one certification program that covers the activity in the field of certification;
- present a legally enforceable certification agreement (contract, PZO, provider documentation) to provide certification activities to their customers. The agreement must take into account the responsibilities of the certification body and its clients;
- provide additional information on the application at the client's request;
- make necessary arrangements for evaluation, monitoring, review of documentation and access to appropriate resources;
- investigate complaints.

The contents of the certification agreement (vendor documentation) are described on the following pages:

3 Obligations of the Applicant

SEECERT requires of its customers that they

- always meet the certification requirements (EN ISO/ IEC 17065, 3.7),
- arrange for the implementation of the certification requirements with appropriate changes, if these have been notified by the certification body SEECERT (EN ISO/ IEC 17065, 7.10),
- ensure that during ongoing production, the certified product continues to meet the product requirements (EN ISO/ IEC 17065, 7.10) and
- use the certification in advertising only in a correct and responsible manner (EN ISO/ IEC 17065, 4.1.2.2).

4 Application for Certification / Contract with SEECERT

- Through the application of the applicant, the certification body SEECERT must receive all the necessary information to carry out the certification process according to the applicable certification program.
- The application should contain the following information:
 - Type of company, name, address and legal form
 - Specification of the production sites
 - Description of the product(s) to be certified (product specification)
 - Drawings, parts lists with information on the materials used, catalogs, data sheets
 - Information on intended use and application
 - Listing of the applicable standards and regulations
 - Test reports with test records and certificates with already performed tests
 - Operating instructions, installation and assembly instructions
 - Description of the quality management system or QM certificate
 - Proof of quality-related measures in production
 - Representative test samples only on special request

4 Application for Certification / Contract with SEECERT

If product certification is ordered and control measures are required in connection with it in accordance with Section 12 of this supplier documentation, the customer must agree with SEECERT at the time the order is placed, but at the latest before the certificate is issued, which control measures are to be applied.

If SEECERT accepts the order, a contract is concluded with the customer.

5 Application Evaluation

The certification body SEECERT carries out an evaluation of the information provided by the application to ensure:

- whether the information provided on the applicant and product is sufficient to carry out the certification process,
 - a clarification of all known differences of understanding between the certification body and the applicant, including the agreement on the technical regulations (standards etc.)
 - the scope of application of the certification body regarding the intended certification is defined,
 - the means to carry out the evaluation are available, and
 - the certification body SEECERT has the ability and competence to perform the certification activities.
- If, after evaluation of the application, it turns out that the intended certification is not within the designated scope of the certification body SEECERT or is not carried out, the applicant's application is rejected.

6 Evaluation

The certification body SEECERT draws up an evaluation plan to apply all necessary regulations and appoints an accredited inspection body or technical personnel to carry out the evaluation.

- SEECERT must ensure that all necessary information for the evaluation is available,
- SEECERT must ensure that the products to be evaluated comply with the defined scope of the certification and the requirements of the corresponding certification program.
- SEECERT may make use of evaluated results of other accredited bodies that were also completed before the application was submitted.
- The certification body SEECERT informs the applicant about occurring nonconformities and provides additional evaluation tasks to verify the nonconformities corrected by actions of the applicant.
- The results of the evaluation are summarized and documented in an evaluation report. This report may only be used in the full extent.

7 Subcontracting

- With the agreement of its customers, SEECERT is entitled to subcontract certain stages of the certification procedure.
- SEECERT is entitled to commission evaluation laboratories with the evaluation or partial evaluation of products.
- SEECERT does not audit quality systems itself, but commissions other units of TÜV NORD Group to audit them.
- SEECERT will obtain the applicant's consent before subcontracting any part of the procedure to other bodies.

8 Assessment

- The assessment of the evaluation report is carried out by an employee of the certification body SEECERT. The employee who performs the evaluation must not have been involved in the evaluation process.
- The results of the evaluation are summarized and documented in an evaluation report.
- Recommendations for the certification decision are also documented.

9 Certification Decision

- SEECERT is responsible for and retains the sole right to decide on certification.
- SEECERT appoints an employee of the certification body who makes the certification decision on the basis of the evaluation and assessment report and further information on the certification decision.

→**Note: Evaluation and certification decision may be carried out by the same person.**
- SEECERT must inform the applicant of a certification decision not to grant certification, stating reasons.

10 Certification Documentation

- SEECERT provides the applicant with certification documentation in the form of a certificate that clarifies the following elements:
 - name and address of the certification body,
 - the date on which the certification was granted,
 - name and address of the customer,
 - the scope of the certification,
 - the period or expiration date of the certification,
 - additional information required by the certification program,
 - the certification decision must have the signature of an authorized person.

11 List of Certified Products

- SEECERT maintains information about the certified products by means of a database. This database contains at least the following elements:
 - identification of the product,
 - the standard(s) and other normative documents according to which conformity has been certified and
 - identification.

On request SEECERT is obliged to inform at least about the validity of a certain certification.

For consumer information, SEECERT reserves the right to publish the certificates issued (for download) as well as a list of certified products. Consumers thus have the opportunity to inform themselves about the certified products and to verify the authenticity of the certificates.

12 Monitoring

- After each successful product certification SEECERT monitors the contractual use of certificate and conformity mark as well as the product quality.

- The monitoring is performed at the following intervals:
 - Every year
 - for hardware or hardware-software systems with and without assigned conformity mark
 - in the field of fire protection with and without assigned conformity mark or at a defined occasion
 - Every second year
 - for software or processes with assigned conformity mark or for a defined occasion
 - for hardware or hardware-software systems at a defined occasion

Furthermore, the provider shall inform SEECERT of the complaints regarding the certified (sub-)product or system within the scope of the surveillance.

13 Changes affecting Certification

- If an item was certified and the certification basis changes the very next day (e.g. by withdrawal of a standard), it is not justifiable to withdraw the certificate, especially since the statement of conformity is correct.

Nevertheless, certificates on changed certification bases should only have existed for a limited time and then not be valid any longer or be extended in order to maintain the state of the art. The transition period for applicants to switch to the changed certification basis corresponds to the period of validity of certificates.

Beispiel:

Issuance of the certificate:	05-10-2015
Period of Validity (5 years):	05-10-2020
Change of the certification basis:	09-01-2017
Latest conversion of the certificate:	09-01-2022

Thus on 05-10-2020 an extension of the certificate is possible with the same certification basis until the end of the transition period (09-01-2022).

14 Termination, Restriction, Suspension or Withdrawal of Certification

Termination:

- A certificate is terminated when its period of validity expires and the conformity mark that has been issued may no longer be used.

Restriction:

- A certificate is restricted by withdrawing it and recertifying the certified item with e.g. restricted scope.

Suspension:

- A certificate is suspended by withdrawing it and recertifying the item to be certified at a later date.

14 Termination, Restriction, Suspension or Withdrawal of Certification

Withdrawal:

- A certificate is withdrawn by informing the applicant with reasons and returning the original certificate to SEECERT. The further use of the certificate and the conformity mark, if any, is prohibited. The publication of the certificate on the Internet on the SEECERT website is withdrawn.

If an applicant terminates the existing contract regarding a certificate and a remaining validity period of more than 2 months of the certificate remains, the certificate will be withdrawn.

15 Records

- The certification body SEECERT keeps all records concerning the certification process in order to prove that all requirements (standards and certification programs) have been fulfilled effectively.
- The certification body SEECERT keeps all records confidential.

16 Complaints and Appeals

- Complaints should be submitted in writing, outlining the facts of the case and including a motion.
- Complaints concerning the effectiveness of the QM system and rules for the implementation of SEECERT's certification activities are submitted to the advisory board. If necessary, it requests corrections and monitors their implementation.
- Complaints against a decision of SEECERT are handled by the management. In special cases the advisory board will be involved. It works towards an amicable settlement or an arbitration award.

Complaints about a certified product:

- The holder of the certificate must record all complaints concerning the safety of the manufactured products and the rectification of these complaints and make them available to SEECERT for inspection upon request.

17 Documents required from the Customer

- The documents to be submitted by the applicant result from the relevant information required in the certification bases and, if applicable, from the specified document schemes.
- The following table is intended as an indication of the documents for I&C systems that may be required. Those that are actually required for any particular product certification must be determined in each individual case.

Dokument	System	Software	Hardware
Requirements specification	X	X	X
Design, hardware			X
Design, software		X	
Hardware documentation			X
Software documentation		X	
Target hardware	X		X
Code	X	X	
Operating instructions	X	X	X
Certificates already granted	X	(X)	(X)
Quality system documentation	X	(X)	(X)

17 Documents required from the Customer

- The documents to be submitted by the applicant result from the relevant information required in the certification bases and, if applicable, from the specified document schemes.
- In addition, a valid ISO 9001 (or equivalent) certificate must be submitted to maintain consistent product quality, as well as evidence of an effective certificate-related market surveillance mechanism.
- The following table provides an indication of the documents required by the customer in the area of fire protection. The final documentation required for a specific product certification must be determined in each individual case.

Document	Fire protection
Inspection reports	X
Technical description / specification	X
Construction drawings	X
Instruction manual	X
Certificates already issued	X
Quality management documentation	X

18 Document Formats

- The formats in which the documents are to be presented (computer files, texts and graphics) may be freely agreed between the supplier and the certification body.
- The arrangements at the evaluation bodies involved may make additional formats necessary. SEECERT therefore reserves the right to convert supplier's documents into other formats.

19 Languages

- Normally German or English
- Other languages by agreement

20 Assistance

- Translation of the evaluation report, assessment report and certificate
- Publication of the certification result
- Advise regarding the procedure for changes in the subject of certification

21 Rights and Obligations of Applicants and Providers

- The rights and obligations of applicants and providers are listed in Sections 2 to 15 and Section 17 of this Provider Documentation.



22 Costs

- The costs that will be invoiced to applicants and suppliers of certified products comprise the costs of
 - initial certification,
 - surveillance and
 - the processing of changes and modifications.

- Fees are charged for SEECERT's activities. They are in accordance with the costs that SEECERT may expect to incur in the individual case.

- The applicant will be invoiced separately for fees arising out of the commissioning or participation of any other body. The applicant will be informed of the expected level of fees before any other body is commissioned or involved.

23 Fees for Surveillance

- The following fees are charged for surveillance activities:
 - 720,- Euro plus taxes for surveillance and if necessary renewal of the validity.
 - 280,- Euro plus taxes for every calendar year during which the certificate is valid, starting with the first year the certificate is valid.
- The charge for the years during which the certificate is valid, surveillance and if necessary renewal will be offered separately in time.
- The contractual relationship can be terminated by giving one month's notice to the end of a quarter. In the case of such termination, the certificate ceases to be valid prematurely.
- Visits to production facilities as part of monitoring activities require an individual price calculation.
- Deviations from the above mentioned prices are regulated in individual contracts.