

CONTENT

I.	BACKGROUND	2
II.	OBJECT OF VERIFICATION	2
III.	KEY OBJECTIVES	2
IV.	REQUIREMENTS	2
V.	ADDITIONAL MODULS	3
VI.	EXCLUSIONS.....	3
VII.	OBLIGATIONS OF THE CLIENT.....	3
VIII.	SERVICE DESCRIPTION	4
1.	Initial contact	4
2.	Request for Information	4
3.	Kick-off meeting	4
4.	HCC check	4
5.	Non-Conformity Management	4
6.	Post-processing including compilation of the report	4
7.	Verification Evaluation and release	4
8.	Bi-monthly verification checks.....	4
IX.	MISCELLANEOUS	4
X.	TÜV NORD CONFORMITY MARK	5
1.	Generally	5
2.	Validity and rights of use of the statement with TÜV NORD Conformity Mark	5
3.	Ending of rights of use	6

I. BACKGROUND

Hygiene and cleanliness help to prevent the spread of pathogens and protect health. In order to support companies in the implementation of and compliance with hygiene regulations, TÜV NORD CERT has developed the "Hygiene and Cleanliness Checked" testing programme.

II. OBJECT OF VERIFICATION

All Business Organizations, which may include (but not limited to), Retail Stores, Public Spaces, Manufacturing Units, Logistics Providers, Facility Management Service providers, Hospitality service providers, Construction companies, etc. can be catered through this scheme.

Based on the TN standard A75-S041, the verification checks are carried out on site at the customer's premises. Based on a checklist, the company is checked for compliance with hygiene requirements. As a result the customer receives a report including the results of the verification. If the result is positive and after approval by the certification body, a TN mark of conformity can be awarded.

III. KEY OBJECTIVES

The key objectives include:

- Assuring all key interested parties that a system is in place to proactively plan and control Hygiene and Cleanliness activities to reduce the possibility of transmissions of infectious diseases.
- Considering and mitigating impact on business, individuals and society.
- Reviewing and adjusting existing hygiene and operating policies and procedures to address the guidelines from Government and best practices during the crisis.
- Identification of guidelines, which are mandatory to be implemented through Government rules and regulations.
- Sharing appropriate information, in view of timely preparation. With management, employees and interested parties (suppliers, Government agencies, customers etc.)

IV. REQUIREMENTS

The detailed description of the audit requirements can be found in Checklist A75-S041F006.

V. ADDITIONAL MODULS (AM)

Each company is made up of different areas/departments. For this reason, the basic standard was extended by additional, so-called “additional modules” (in short: AM).

This provides the possibility of a customized specific combination of requirements. AM could be:

- Preparedness Checks after Infectious Diseases
- Production Sites
- Country Specific Guidelines
- Hotels
- Restaurants
- Gastronomy
- Restaurants
- Catering
- Catering
- Wellness
- Meetings, Incentives, Conventions, Exhibitions (MICE)

The AM “Country Specific Guidelines” was involved in order to take into account the possibility of requirements specified by the legislator. The additional modules can be flexibly combined for each company.

VI. EXCLUSIONS

All facilities handling patients with infectious diseases (e.g. COVID-19), hospitals, clinics, pathogenic agent related testing facilities (including Labs), Operations which only involves large gatherings like concerts, event management, Old Age homes, prisons, religious ceremonies, etc and institutions that are classified as particularly risky due to pandemic developments.

VII. OBLIGATIONS OF THE CLIENT

The client – in coordination with the contractor - is responsible for being able to carry out the required audits of partners and suppliers of the client on time and with no restriction and to enable appropriate access to premises, specialist personnel and documentation.

Furthermore, the client is obliged to support and participate in the test procedure and to provide complete and truthful information. The client ensures that he himself and the companies involved also fully meet the requirements of the statutory and national hygiene regulations and rules.

VIII. SERVICE DESCRIPTION

The implementation of the verification “Hygiene and Cleanliness Checked” (HCC) consists of several phases.

1. Initial contact
2. Request for Information
 - 2.1 Evaluation of the proposal
 - 2.2 Submission of the proposal
3. Kick-off meeting
4. HCC-Check
5. Non-Conformity Management
6. Post-processing including compilation of the report
7. Verification Evaluation and release
8. Bi-monthly verification checks: Bi-monthly unannounced verification checks will be carried out to verify whether the criteria for usage are fulfilled.

IX. MISCELLANEOUS

The certification body carries out verification and monitoring in accordance with the regulations laid down by TÜV NORD CERT GmbH. The certification body undertakes to treat all information about the client's company made available to it as confidential and to evaluate it only for the agreed purpose. Any documents made accessible will not be passed on to third parties.

This standard is the property of TÜV NORD CERT GmbH. It can be made available to interested parties. Reproduction and publication of the standard requires written permission from TÜV NORD CERT GmbH. The client shall grant the team of auditors access to the documents affected by the scope during the audits. The client shall be responsible for ensuring that the test mark are used in competition only in such a way that a statement corresponding to the certification is made about the client's certified area/product.

X. TÜV NORD Conformity Mark



1. Generally

- No certificate shall be issued for Hygiene and Cleanliness Checks.
- A detailed report in the form of a checklist must be provided, in which the areas of compliance and also non-compliance are listed.

2. Validity and rights of use of the statement with TÜV NORD Conformity Mark

- The validity of this statement is only valid for a period of 6 months including 2-Monthly checks. It is within the discretion of the certification body to decide on the necessity for such checks. The statement extension is only possible with another checks to ensure compliance.
- Approval for use of the conformity mark only applies for the area of the client's company which has been verified. Use of the mark for activities which lie outside the location is not permitted.
- The conformity mark may only be used in the form that is provided by the certification body. The mark must be easy to read and clearly visible. The client is not authorised to make changes to the statement and/or the mark. The statement and the mark may not be used in a misleading manner for advertising purposes.
- The mark may only be used by the client and only in immediate association with the company name or the company logo of the client. It may not be used on products or product packaging, nor be used in relation to products and/or procedures of the client, that could be interpreted as confirming product conformity. It may also not be used outside the premises.
- It is not permitted to make use of the Conformity mark on laboratory test reports, calibration statements or inspection reports or statements for persons, as these documents are classified as products in this connection.

- The client must ensure that the Conformity Mark and the statement are only used in advertising in such a way that a statement regarding the certified area of the client, which corresponds to the certification, is made. The client also has to make sure that, within the framework of competition, the impression is not created that certification by the certification body is equivalent to a governmental or official inspection.
- If a claim is made against the certification body according to the principles of product liability based on use of the Conformity Mark and/or statement by the client which infringes the conditions of the contract, the client has the duty to hold the certification body harmless and to release the certification body with regard to all claims of third parties. The same applies for all cases in which a claim is made against the certification body by a third party based on advertising claims or other behaviour on the part of the client.
- The client receives the non-transferable, non-exclusive right, time-limited to the contractual term, to make use of the Conformity Mark and the statement in accordance with the conditions stated above.
- Use of the Conformity Mark and the statement is limited to the client and may not be transferred to third parties or legal successors without the express permission of the certification body. If the client wishes to transfer the right of use of the Conformity Mark and the statement, a corresponding application has to be submitted. A new check must be performed if necessary.

3. Ending of rights of use

3.1 The right of the client to use the Conformity Mark and to claim ownership of the statement ends automatically with immediate effect without the need for an express statement of termination, if among others

- the client does not immediately report changes in his operations which are of significance as regards the compliance, or indications that such changes may occur, to the certification body,
- the Conformity Mark and/or the statement are used in a such a way as to infringe the provisions of Item 2,
- the results of the surveillance checks no longer justify maintenance of the statement,
- insolvency proceedings are opened with regard to the assets of the client or an application for opening of such proceedings directed against the client is refused on the grounds that insufficient assets are available,
- surveillance checks cannot be performed within the specified periods for reasons which fall under the responsibility of the client,
- actions for correction of nonconformities have not been carried out within the specified periods allowed or the results of such actions are not satisfactory or
- disputes arise in relation to the Conformity Mark in connection with competition law or intellectual property rights.

The certification body is entitled to suspend or terminate a statement, and thereby the entitlement to use the Conformity Mark, if the certification body subsequently becomes aware of new information pertaining to the assessment of the certification procedure or its result.

The certification body reserves the right to make final decisions in relation to the certification, issue, refusal or maintenance of the certification, extension or restriction/limitation of the scope of the certification, renewal, suspension or reinstatement following suspension, or withdrawal of the certification.

In addition, the certification body and the client have the right to terminate the contractual relationship with immediate effect, if use of the Conformity Mark is prohibited to the client in a manner which is legally binding. The same applies for the statement.

- 3.2 The certification body has the right to instigate a decertification procedure in the presence of the reasons given in 3.1 following proper and expert analysis, and to suspend, withdraw or declare the statement to be invalid. If, by at the latest 6 months following a suspension, the client is able to prove that a situation corresponding to the requirements for certification again exists, the certification can be reinstated. Any costs associated with this shall be the responsibility of the client.
- 3.3 Upon termination of the right of use, the client is obliged to immediately collect and destroy all statements (originals, copies, pdf documents) and to cease advertising with the statements.
- 3.4 The General Conditions for the Certification of Management Systems apply correspondingly for extensions or additions to statements.