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GENERAL REGULATIONS FOR THE CERTIFICATION OF PERSONS

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1. PURPOSE AND SCOPE

These General Regulations (hereinafter referred to as the "Regulation") establish the general, structural, resources, registrations and information requirements, certification schemes, certification process and management system that the Autenticert Certification Body (hereinafter referred to as the "CB") applies for the certification of persons, in accordance with the UNI CEI EN ISO/IEC 17024:2012 standard "Conformity assessment - General requirements for bodies that perform the certification of persons" (hereinafter "ISO 17024").

The purpose of these Rules is to ensure that the CB operates competently, consistently and impartially, providing confidence to all interested parties regarding the validity and reliability of the certifications issued.

These Regulations apply to all certification activities of persons carried out by the CB, to all certification schemes developed or adopted, and to all personnel involved, both internal and external.

2. REGULATORY REFERENCES

These Regulations are based on the following normative and legislative documents:

- UNI CEI EN ISO/IEC 17024:2012: Conformity assessment - General requirements for bodies that perform the certification of persons.
- UNI CEI EN ISO/IEC 17000:2020: Conformity assessment - Vocabulary and general principles.
- RG-01 of Accredia - Regulation for the accreditation of Certification, Inspection, Verification and Validation Bodies – General Part.
- RG-01-02 of Accredia - Regulations for the accreditation of Personnel Certification Bodies.
- RG-09 of Accredia - Regulations for the use of the Accredia Trademark

For the complete list of references, please refer to Mod EDE 01 "External Documents List"

3. DEFINITIONS

For the purposes of these Regulations, the terms and definitions set out in the UNI CEI EN ISO/IEC 17000 standard shall apply:

3.1 Certification process: An activity by which a certification body determines that a person meets the certification requirements (3.3), including application, assessment, certification decision, recertification, and use of certificates (3.5) and logos/trademarks.

3.2 Competence of the certification system (3.8) and other requirements relating to specific professional or qualified categories of persons.

3.3 Certification Requirements: A set of specified requirements, including the requirements of the scheme to be met in order to establish or maintain certification.

3.4 Organization: Owner of the scheme responsible for developing and maintaining a certification scheme.

3.5 Certificate: A document that proves that the person named meets the certification requirements.

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3.6 Competence: ability to apply knowledge and skills in order to achieve the predetermined results.

3.7 Qualification: Demonstrated education, training and work experience, where applicable.

3.8 Assessment: articulated process that allows you to assess whether a person meets the requirements set out in the certification scheme.

3.9 Examination: activity that allows the competence of a candidate to be judged by means of one or more written, oral, practical tests or direct observation.

3.10 Examiner/Examination Commissioner: a person who has the competence to conduct an examination and, where such an examination requires professional judgment, to evaluate the results of the examination.

3.11 Proctor means a person who administers or supervises an examination, but who does not participate in the assessment of the candidate's proficiency.

3.12 Staff: internal or external to the certification body who carry out activities for the certification body.

3.13 Applicant: A person who has applied to be admitted to the certification process.

3.14 Candidate: person in possession of the required qualifications under the specific certification scheme who is admitted to the certification process.

3.15 Impartiality: presence of objectivity; implies that there are no conflicts of interest, or that they have been resolved in a way that does not adversely affect the business.

3.16 Fairness: equal opportunities for success offered to each candidate (3.14) in the certification process.

3.17 Validity: evidence that the assessment measures what is intended to be measured, as defined by the certification scheme.

3.18 Reliability: Indicator of the extent to which exam scores (3.9) are consistent across different exam locations and times, different exam forms, and different examiners.

3.19 Appeal: A request by the applicant (3.13), candidate (3.14) or certified person to reconsider any decision made by the certification body regarding the desired certification status.

3.20 Complaint: An expression of dissatisfaction, other than an appeal (3.19), by any individual or organisation to a certification body, relating to the activities of that body or a certified person, for which a response is expected.

3.21 Interested party: A person, group, organisation or other entity that may be affected by the activities of a certified person or certification body.

3.22 Surveillance: Periodic monitoring, during certification periods, of the performance of a certified person to ensure continued compliance with the certification scheme.

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And also:

- Credit: unit of recognition of formal and non-formal learning, issued by organizations recognized for this purpose. For the purposes of this regulation, the recognized Organizations are the Professional Associations of national importance.

- Certified person: a person who has successfully passed all the assessments to which the certificate is issued and who is entered in the register of certified persons.

- Exam venue: qualified site (physical or virtual, temporary or permanent) that hosts the exam session. This site may coincide with the headquarters of the CB and/or the Examination Center and/or other organization that has entered into specific agreements with the CB without necessarily being considered as a subcontractor.

4. GENERAL CONDITIONS

The CB undertakes to conduct the assessment of individuals with professional diligence against the requirements of the applicable certification scheme. The entire certification process is conducted with absolute independence and impartiality.
The CB does not assume any obligation regarding the positive outcome of the assessment and, upon issuance of the Certificate, the CB issues the certification to the Client only if the candidate's requirements comply with the provisions of the reference certification scheme and all contractual obligations are fulfilled.

The certified person undertakes to:

- promptly notify the CB of any changes in their personal and professional references;
- submit to the CB all the documents required by these General Regulations, by the applicable certification scheme and indicated in the Certification Request, within the specified deadlines;
- maintain a record of all complaints of which it has become aware concerning activities relevant to the purpose of certification by taking appropriate corrective action;
- make available to the CB the records relating to complaints and their management;
- accept, following complaints, any additional checks established by the CB and/or, where applicable**,** by Accreditation Bodies;
- promptly inform the CB of situations that may negatively affect compliance with the requirements or of non-compliant situations detected by the Control Authorities, as well as any suspensions or revocations of authorizations, concessions, etc. relating to the certified activity;
- promptly inform the CB of the existence of any judicial and/or administrative proceedings concerning the certified activity and of any subsequent development of the aforementioned conditions.

The CB reserves the right to carry out any additional checks as well as to take precautionary measures, such as the suspension or revocation of the certification issued.

For accredited certification schemes, the certified person is aware of and allows access to all or any part of the certification process to the persons appointed by the accreditation body; the certified person, in particular, is aware of and agrees to be interviewed by Inspectors of the Accreditation Bodies.
Failure to recognize the right of access to the Inspectors of the Accreditation Bodies, or refusal to interview them, will result in the failure to grant the certification or the suspension/revocation of the certification granted.

4.1 Legal and Contractual Issues

The CB meets all the general requirements specified below to ensure its legal, impartial and accountable operation.

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4.2 Responsibility for the certification decision

The CB is the only entity responsible for making the final decision on the granting, maintenance, renewal, extension, reduction, suspension or revocation of the certification of the competencies of the persons assessed. This decision is based solely on the results of the assessment, which is conducted in accordance with the applicable certification schemes and relevant regulatory documents.
The decision-making process is carried out by competent and impartial staff, who have not directly participated in the evaluation activities, in order to ensure objectivity and independence.
The CB undertakes to conduct the entire process with competence, diligence and professional integrity, without assuming any prior commitment with respect to the positive outcome of the certification or its renewal.
The issuance of the certificate formally certifies that the certified person has met the requirements set out in the specific scheme.

All candidates must formally accept these Regulations and the economic and operational conditions envisaged. Failure to pay the required amounts or failure to comply with the established conditions will result in the suspension and, if necessary, revocation of the certification.
Any changes to certification requirements resulting from regulatory or legislative updates are communicated by the CB in a transparent manner. The new conditions apply uniformly to all certified persons, and, if they involve new checks, the related costs are borne by the certificate. Failure to comply with the changes will result in suspension, with possible subsequent revocation of the certification.
The name of the certified person is entered in the Register of certified personnel maintained by the CB, published on the www.autenticert.it website, and possibly in other Registers provided for by the Specific Regulations.

4.3 Management of Impartiality

The CB operates in accordance with the principles of impartiality, independence and non-discrimination, ensuring that all certification activities are carried out in the absence of conflicts of interest, in a fair and transparent manner towards all applicants.
The application of these Regulations is supervised by the Impartiality Committee (CI).
The Committee regularly examines the risks associated with potential conflicts of interest and makes recommendations on the measures to be taken.
Access to the certification is open to all Persons in possession of the requirements set out in the scheme, without any technical, personal or economic discrimination. To this end, the CB applies a standard tariff published on its website, the same for everyone, so as to avoid any form of economic/financial inequality.
The CB ensures that the personnel involved in the evaluation and decision-making activities operate in compliance with the rules of confidentiality and neutrality, and that certification activities are not influenced by external interests, commercial pressures or institutional obligations.

5. STRUCTURAL REQUIREMENTS

5.1 Organisational and management structure

The CB has clearly defined its organisational structure, identifying the roles, responsibilities and authority of the staff involved in the certification process. Each function is formalized to ensure the separation between operational, decision-making, evaluation and support activities.

Impartiality management

The structure is supported by the Committee for the Safeguarding of Impartiality (CSI), which monitors the independence of the activities carried out and the absence of conflicts of interest. This committee has direct access to the management of the body and has the power to intervene in the event of violations.

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Resource Management
The body ensures the availability of qualified human resources and adequate tools for the execution of certification activities. The personnel in charge of the assessment are selected on the basis of technical competence and trained to operate in accordance with the applicable standards.

Document control and traceability
All certification processes (application, examination, decision, issue, maintenance, renewal, suspension and revocation) are documented and traceable. The management of information complies with EU Regulation 679/2016 (GDPR) on the protection of personal data.

Management system
The CB has a documented management system in place, which includes internal audits, periodic management reviews, and corrective measures to ensure continuous improvement of processes and results.

The staff responsible for the certification decision, the Deliberation Committee, is distinct from the staff who carry out the evaluation of the candidate, to guarantee the objectivity of the process.

5.2 Structure of the certification body in relation to training

The certification body must maintain structural and operational independence with respect to training activities that may compromise the impartiality of the certification process.

The CB does not currently directly provide training courses aimed at passing the certification exam, nor does it carry out training activities aimed at certifiable candidates.

If there are relationships with training institutions, the CB takes strict measures to demonstrate the absence of conflicts of interest. The existence of such relationships should not in any way influence certification decisions.

Independence of the staff involved
The personnel employed in the decision-making and evaluation processes must not have participated in any training activity related to certifying candidates. This principle also applies to any external collaborators or consultants.

6. RESOURCE REQUIREMENTS

6.1 General Personnel Requirements

The CB has established, implemented and maintains a documented procedure for managing the competence of its staff and defines a standard methodology for the selection, management and development of human resources, from recruitment to termination of employment, including the identification of training needs, competence requirements and responsibilities related to learning and development.

The CB has defined and documented the responsibilities, authorities and tasks (job descriptions) for all personnel involved in certification activities. These job descriptions shall be communicated to the personnel concerned.

The CB monitors the performance of all personnel involved in certification activities to ensure that they perform their duties competently and in accordance with established procedures. The results of this monitoring are used to identify any need for improvement or training.

All CB staff, both internal and external, who could influence certification activities, must act

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impartially. Therefore, the CB requires such staff to sign a commitment to respect the principles of impartiality and to declare any potential conflict of interest.

6.2 Personnel involved in certification activities

The Certification Body (CB) has defined and documented specific competency requirements for all personnel directly involved in certification activities, including, but not limited to:

a) the examiners;
b) staff in charge of reviewing applications and selecting candidates;
c) the staff responsible for certification decisions;
d) staff involved in the development and maintenance of certification schemes;
e) the personnel responsible for managing the certification process.

These competency requirements are defined for each certification scheme and include the necessary technical knowledge, assessment skills and experience.
The CB has also established a documented procedure for the selection, initial qualification and maintenance of the qualification of examiners. Examiners must:

a) have an in-depth knowledge of the relevant certification scheme and a proven track record in the sector;
b) have received specific adequate training relating to the professional figure subject to certification;
c) be familiar with the appropriate examination methods.

The CB monitors the performance of the examiners to ensure quality, impartiality and consistency in the assessment activities. This process involves constant verification of the work of the examiners to ensure their competence, up-to-date knowledge and correct application of the procedures.
Monitoring is divided into several phases: identification of training needs, planning and implementation of training activities, evaluation of the effectiveness of training, updating of skills and periodic review of procedures. Individual progress is tracked and analyzed regularly.

The CB shall ensure that the examiners and the deliberation committee that makes decisions on certification are independent of any commercial, financial or other pressure that could compromise their impartiality.

6.3 Outsourcing

At the moment, the CB does not use examination centres.

7. REGISTRATION AND INFORMATION REQUIREMENTS

The CB must maintain up-to-date and secure records of all applicants, applicants, and certified individuals. Such records must be kept in a manner that ensures their integrity and accessibility for the period requested.

Recordings include:

a) Information on the certification application (including personal data and contact details).
b) Evidence of the fulfilment of the prerequisites (if applicable).
c) Detailed results of the assessments including the date and identity of the examiners.
d) Decisions on certification (grant, refusal, retention, renewal, suspension, revocation), including the date and identity of the persons who made the decision.
e) Information on the certificate issued (certified professional figure, number, date of issue, expiry date).
f) Evidence of surveillance and recertification activities, if applicable.

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g) Any complaints or appeals filed and the related resolutions.
i) Any other information relevant to the certification status of the person.

The CB must define and document the retention period for records related to the certification process. This period must be sufficient to allow the handling of any appeals, complaints, or to comply with legal or accreditation requirements. Records are kept for a minimum of one full certification cycle.

7.2 Public Information

The CB shall make available to the public, through its website, up-to-date and accurate information on:

a) The certification schemes offered, including scopes, competency requirements, prerequisites, assessment methods, criteria for surveillance and recertification.
(b) Fees for application, initial assessment, monitoring and recertification.
c) Trademark use regulations.
d) The procedures for handling complaints and appeals.
e) The CB's policy on impartiality.
f) General information about the CB, its legal structure and its authority to operate.
g) The CB's register of certified persons published on the website indicating the name of the person, the certified professional figure and the date of validity, in compliance with privacy regulations.

7.3 Confidentiality

The CB, as the data controller, guarantees the confidentiality of all acts, data and information concerning the persons requesting certification which, starting from the application for certification, are considered confidential and managed in compliance with the applicable law as per Reg. (EU) No. 2016/679 known by the acronym GDPR.
All persons, internal and external (committees, examiners, IT service providers, etc.) involved in the certification process or who for other reasons have access to the CB offices, sign a precise commitment of confidentiality and absence of conflict of interest, which in applicable cases, is also stated in the contract (examiners, service providers, etc.).
Any disclosure of information to third parties will only be made with the prior written consent of the data subject, unless required by law or requests from competent authorities. In such cases, the certification holder will be informed, unless otherwise provided by law.

7.4 Safety

The CB has and uses equipment and devices that guarantee the secure processing of confidential information (access to each personal computer with its own passwords, documents and records or those of applicants and licensees in locked and locked cabinets).
When confidential information is made available to other bodies (e.g. accreditation bodies, etc.), the CB informs the client of such actions.
In addition, the foregoing is valid except that:
• the publication of data is required by the rules of accreditation or certification (Register of Certified Persons);
• communication is required pursuant to these Regulations for the effective exercise of their functions. In this case, it must remain limited to the addressees of the same;
• is otherwise established by law or ordered by the Judicial Authority;
• disclosure takes place with the explicit and unanimous consent of all interested parties.

Acceptance of these Regulations authorizes the CB to process, communicate and disseminate information/data in accordance with what is expressed in this paragraph and in compliance with mandatory laws.

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8. CERTIFICATION SCHEMES

The CB develops, approves, implements, maintains and updates certification schemes for people in accordance with ISO/IEC 17024.
Each certification scheme clearly and documentedly defines the requirements relating to competence, assessment criteria, examination methods, decision-making, monitoring and renewal processes.
The schemes are illustrated to the Committee for the Safeguarding of Impartiality where the parties interested in the certification activity are represented in order to ensure that there are no elements in the scheme that could threaten the fairness and impartiality of judgment throughout the certification process.

The certification scheme must contain at least the following elements:

- scope of certification;
- job or job description;
- required skills (knowledge, skills, behaviors);
- capacity (when applicable);
- prerequisites (where applicable);
- code of conduct;
- initial certification criteria and recertification;
- assessment methods for initial certification and recertification;
- surveillance methods and criteria (if applicable);
- criteria for the suspension and revocation of certification;
- Criteria to change the scope or certification level (if applicable).

The CB develops and maintains certification schemes with the involvement of appropriate stakeholders. This involvement ensures that the schemes are relevant to the needs of the market and reflect the skills actually required.

The CB has a documented procedure for the ongoing review and validation of certification schemes. This review ensures that the scheme maintains its relevance, relevance and effectiveness in assessing the skills of the professional figure subject to certification.

9. CERTIFICATION PROCESS REQUIREMENTS

9.1 Application Process

All persons who meet the requirements of the Certification Scheme, whether they are employees, self-employed workers or owners of an organization, can apply for certification. The person concerned can fill in the application for the specific scheme on the website or by requesting it from the CB. The application must be completed in its entirety and be accompanied by all the required documentation. The completion of the application also implies the acceptance of the Code of Ethics and Conduct, of these General Regulations and of the specific scheme, of the Regulations for the use of the brand, of the deontological rules (Code of Ethics and Conduct), of the tariff Mod. 14 (available on the www.autenticert.it website).
The person initiating the certification process is required to report any special needs (e.g. dyslexia, reduced mobility, ...) when submitting the certification application.
Autenticert sends the applicant an email communication with the payment methods and, based on the data entered in the application, proceeds with the invoicing.

9.2 Documentary evaluation

The Management of Autenticert or the Head of the reference scheme, once payment has been made

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and ascertained, shall verify the documentation within 30 days of receipt of the payment. If the applicant has documented that he or she meets the requirements, he or she is admitted to the examinations.
If the verification of the admission requirements does not give a positive result, Autenticert will notify the applicant in writing who has the right to submit additional documentation. The Applicant concerned is not entitled to any refund of the amount paid for the acceptance of the certification application.

9.3 Examination and evaluation of results

The Autenticert Planning Office sets the date of the exam.
The Examination Commission is composed of members drawn from the list of qualified examiners. The number of Examiners is defined according to the number of candidates, in order to ensure that all candidates have the same evaluation time.
An invigilator will be present at the exam.
The Examination Board and the invigilators(s) will be notified by e-mail from the Planning Office. The email will contain the list of candidates and, for examiners, a self-declaration form is attached to be signed.
In the event that an Examiner for serious unforeseeable reasons (such as illness, accident, etc.) is forced not to proceed with the exam already scheduled or to interrupt it during its performance, a substitute is appointed or the exam is postponed without the Candidate having to pay additional costs.
In case of non-participation in the exam, communicated by the Candidate in writing by email, the admission fee will be retained. Participation in another exam will result in the new payment of the admission fee.
The methods for carrying out the specific examination tests are described in the relevant Certification Scheme.
The Autenticert Planning Office sends the Candidate a confirmation communication via e-mail indicating the place of the exam, the composition of the Examination Committee, the method of conduct (in person or remotely – SEE PROC. 36 – IN-PERSON OR REMOTE EXAMINATION PROCEDURE, the date and time of the convocation. The Candidate has the right to request the replacement of one or more members of the Examination Committee, with written indication of the reasons, within 2 days of communication. In this case, Autenticert evaluates the Candidate's motivations and, if deemed well-founded, appoints a new Examination Committee and notifies the Candidate.
The list of those registered for the exam is already available to the Examination Commission which proceeds to identify those present by checking a valid identity document.
The Commission proceeds with the written and oral tests indicated in the scheme, if any.
Any communication between the Candidates during any examination that is not provided for by the Certification Scheme and/or authorised by the Examination Committee is cause for interruption of the test itself and exclusion from the examination of the Candidates involved. During the tests, consultation of any document is not allowed unless otherwise provided for by the Certification Scheme.

9.4 Certification

The CB examines the minutes of the Examination Committee and submits the Candidate's file to the Deliberation Committee upon a positive outcome. The certification is issued within 30 days of passing the exam.
In the event that certification is denied by the Deliberation Committee, the Candidate will have to take a new exam.
The certificate states:

- the name of the certification body;
- the name of the certified person;

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- the specific reference to the professional figure, the model of the scheme, revision and date;
- a unique identifier;
- the conditions of validity and limitations;
- the effective date of the certification and the expiration date.

The name of the Certified Professional Figure is entered in the Autenticert Register, published on the relevant website and in any other Registers provided for by the Specific Regulations and, in the case of accredited schemes, on the websites of the Accreditation Bodies.

At the same time as the certification is issued, the CB will send the certificate to the certified candidate. In order to continuously improve its services and processes, the CB will also send a feedback questionnaire on the ISO/IEC 17024 certification experience. Completion of the questionnaire, although optional, is strongly encouraged to contribute to the maintenance of standards of quality and impartiality.

- Additional checks

In the presence of significant and documented reports from the market on non-compliance of certified persons, the CB may order additional checks.
In the event that the certified person refuses, without valid reasons, to accept the examiner for verification, the certification will be suspended.
The CB informs the certified person by email of the outcome of the verification: in the event of a positive outcome, the certification is confirmed; in the event of a negative outcome, the certification is suspended and the Certified Person is required to follow appropriate refresher courses within a set time which must be followed by an assessment exam; By passing this exam, the certification is reactivated, in which case the costs of the additional checks are borne by the certified person.

- Transfer of Certification

In the event that the certified person notifies the Entity of changes relating to his or her tax code or of updates and/or changes at the registry office or the Revenue Agency, the CB will proceed to reissue the certificate.
The reissue of the certificate will involve the payment of the fee indicated in the current price list.

- Transfer of certification

Unless otherwise prescribed by the certification scheme applied, the transfer of the certificate from other accredited certification bodies to the CB can only take place if appropriate documentation is available in order to demonstrate the validity of the existing certification, and the equivalence in terms of content between the schemes.
Suspended or revoked certificates cannot be accepted for transfer.
The transfer procedure, including the issuance of the new certificates, must be completed no later than the expiry of the existing certificate. If one or more of the above conditions are not met, it is not possible to proceed with the transfer of the certificate and must proceed through the process of issuing a new certification.
Upon successful completion of the transfer of the certificate, the CB resolves to issue its own certificate, which maintains the expiry date of the previous one; The certificate specifies that the certificate was previously issued by another certification body.
The issuance of the certificate by the CB involves the payment of the fee indicated in the current price list.
If, on the other hand, the certificate is transferred by the CB to other certification bodies, the CB will revoke the certificate, in compliance with particular mandatory requirements applicable to the scheme being transferred, only after receiving notification from the successor certification body that the certificate transfer process has been successful.

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9.5 Suspension, revocation or reduction of the scope of certification

In the event of problematic situations or the persistence of deviations after the agreed deadline for their elimination, the CB may suspend the Certification.
Some non-exhaustive examples of such serious deficiencies are:

- incorrect use of the certification mark;
- failure to comply with the Code of Ethics and Conduct for certified professionals (available on the www.autenticert.it website);
- non-payment of certification fees;
- failure to meet all the requirements for maintaining or renewing or adapting to new regulatory requirements;
- failure to handle any complaints received.
- upon formal request for renunciation by the certified person.

The suspension of the certification is notified to the interested party, indicating the reason, the conditions under which it can be cancelled and the time limits within which the conditions must be met.
The suspension period cannot last more than 6 months; in the event of failure to receive the requested actions, the CB will revoke the certification.

The suspension precludes the certified person from using the Certificate and the certification mark.
The certified person must inform his customers of the condition of suspension in the event that the certificate is decisive in order to acquire or maintain a contract/supply.
In the event of violation of these obligations, the Certificate will be revoked.
Revocation and deletion measures are communicated to the Accreditation Body (only for accredited Registers) and will imply the deletion of the person in question from the relevant Register of Certified Persons, if applicable, published on the CB website.

The revocation or reduction of the Certificate does not entitle the holder to any reimbursement of the amounts paid for any reason whatsoever and/or to waive the obligation to pay those accrued in the meantime.
The Person whose certificate has been revoked may resubmit an Application for Certification after 3 months from the date of revocation, provided that the causes originating the revocation decision have been removed or resolved.

The certified person has the right to request the CB in writing for a period not exceeding one year for the suspension of the certificate in the event that he intends to interrupt the activity subject to the certification. The resumption of the activity must be communicated to the CB which can reactivate the validity of the Certificate, scheduling a new exam.
At the request of the certified person, the CB may provide for the application of exceptions (e.g. in the case of maternity) to the periodicity of maintenance, after assessing the reasons for such request. The outcome of the assessment shall be communicated in writing to the certified person.

The costs incurred by the CB for verifications originating from suspension measures are borne by the certified person.

9.6 Certification Maintenance and Recertification Process

9.6.1 Maintenance and Supervision of Certification

During the validity period of the certification, where provided for by the applicable certification scheme, the certified person shall be subject to oversight activities to ensure the continued maintenance of skills and compliance with the requirements of the scheme.

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The maintenance of the certification is subject to periodic verification, usually on an annual basis, of the following general conditions, as specified in detail by the individual certification scheme:

- absence of disciplinary measures by the CB or other competent authorities;
- documentary evidence of continuous professional updating (training, participation in seminars, conferences, professional activities), according to the criteria and timing defined by the applicable scheme;
- continuity of work or professional experience in the job subject to certification, where required by the scheme;
- absence of well-founded complaints from Customers, Principals or other interested parties (the practice of "silence-consent" applies to requests sent to Customers at the beginning of the year), or evidence of the correct management of any complaints received;
- payment of the annual fee for registration in the Register of Certified Personnel, according to the rates in force;
- compliance with the Code of Ethics and Conduct and the Regulations for the use of the brand;
- fulfilment of any additional requirements specified in the applicable certification scheme.

In the event that one or more of the above requirements are not met, the CB, after assessment, will suspend or revoke the certification, in accordance with the provisions of paragraph 9.5 of these Regulations.

In the presence of regulatory changes or technical updates relevant to the certified professional figure that occur during the validity cycle of the certification, the CB may request a specific verification of updating skills, to be carried out according to defined methods and timing (for example, through questionnaires administered via the web or supplementary tests), even outside the periodic surveillance deadlines.

The CB, upon written and motivated request by the certified person, may provide for the application of exceptions to the periodicity of maintenance activities (e.g. in the case of maternity, serious health reasons or temporary interruption of professional activity), after assessing the reasons for such request. The outcome of the assessment shall be communicated in writing to the certified person.

For certification schemes that do not provide for periodic surveillance activities, the maintenance of the certification is guaranteed by compliance with the general conditions of validity established in the scheme itself and in these Regulations.

9.6.2. Recertification process upon expiration

Upon expiry of the certification validity period, as set out in the applicable Certification scheme, the certified person may apply for renewal in the manner provided. To this end, the candidate is required to send the updated documentation indicated in the specific scheme at least 15 days before the expiry date, together with the payment of the renewal fee, in order to allow the verification of the necessary requirements and the possible reissue of the certificate within the established deadlines.

The CB shall review the documentation to verify compliance with all the requirements for recertification by the applicable scheme, including, where applicable, verification of the regular performance of the maintenance activities referred to in paragraph 9.6.1.

If, during the review, all the requirements for recertification are not met, the Body may request the performance of a supplementary test, written and/or oral, aimed at verifying the maintenance of skills. In the event of a negative outcome, the certification will be revoked.

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9.7 Use of Logos and Trademarks

The use of the certificate of conformity, the logo of the CB and any marks associated with the certification is allowed only to certified persons and limited to the scope, validity and professional figure indicated in the certificate itself.
The use is governed by specific conditions set out in the Regulation for the use of the Reg. 05 trademark, published on the CB website. Compliance with these conditions is binding: the candidate formally accepts the content of the aforementioned regulations when signing the application for admission to the certification examination.

10. APPEALS, COMPLAINTS AND LITIGATION

10.1 APPEALS AND COMPLAINTS

For complaints and appeals, please refer to the POI procedure 12 – Complaint and Appeal Procedure. Autenticert ~~srl~~ adopts a structured and transparent process for the management of complaints and appeals, applicable both to the certifications of management systems (ISO/IEC 17021-1) and to the certification of persons (ISO/IEC 17024). Interested parties (customers, candidates, certified entities, stakeholders or third parties) may submit complaints or appeals regarding personnel conduct, technical decisions, evaluation processes or aspects related to certification.

The complaint can be submitted in written or verbal form, is recorded on the appropriate forms (Form 50) and analyzed by competent and independent personnel with respect to the case. As regards the certification of persons, the complaint may refer to behaviour, examination results, assessment methods, or other aspects related to the impartiality and quality of the process. The complainant is promptly updated on developments, and each complaint is subject to review by the Impartiality Committee.

The appeal is a formal challenge against decisions taken by Autenticert in the context of certification. It is admissible only if it is received within 30 days of the contested decision, with documented reasons. It is managed in written form (Forms 51 and 52) by auditors or examiners not involved in the process, guaranteeing confidentiality, fairness and protection against any form of retaliation. In the 17024 area, the following may be appealed: examination results, competency assessments, revocations or suspensions of personal certification.

All complaints and appeals are reviewed by the Impartiality Committee and Management to ensure impartiality, continuous improvement, regulatory compliance and protection of the credibility of the certification process.

10.2 LITIGATION

Any dispute that may arise:

- regarding the interpretation, implementation, execution, validity, effectiveness or termination of the personal certification contract, or for any other reason (for example, a response deemed unsatisfactory to an appeal or complaint), and in any case referring to the contractual relationship between Autenticert and the candidate or certified person;
- between the parties, directly or indirectly, in relation to the application or interpretation of these General Regulations for the Certification of Persons,

is devolved exclusively to the award of an arbitration tribunal, according to the provisions of Italian law.
The arbitration panel is composed of three members:

- one appointed by each of the parties;
- the third, with the function of president of the panel, appointed jointly by the two appointed arbitrators. In the absence of an agreement, the president will be appointed by the President of the Court of Bari for Autenticert srl and by the Court of Tirana for Autenticert

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Albania SHPK.

The party intending to initiate arbitration proceedings shall communicate to the other party, by certified email, the name of the arbitrator of its designation. The receiving party must, in turn, communicate its name to the other party via PEC within a reasonable time.

The arbitration, although informal, will be conducted according to law, and the parties undertake to consider the arbitration decision as an expression of their contractual will, pursuant to art. 1372 of the Civil Code.

The costs of the arbitration shall be borne by the losing party. The seat of arbitration is established, exclusively, at the headquarters of Autenticert in Bari and in Tirana for Autenticert Albania SHPK.

The notification of the initiation of litigation will be recorded in the individual file of the candidate or certified person concerned and a copy will be sent to the Committee for the Safeguarding of Impartiality for the assessments of competence.

For any other dispute that may arise between Autenticert and third parties other than candidates or certified persons, the Court of Bari for Autenticert srl and the Court of Tirana for Autenticert Albania SHPK shall have exclusive jurisdiction, unless otherwise agreed between the parties.

All activities relating to the management of disputes will be conducted in compliance with the principles of impartiality, confidentiality, traceability and transparency, in accordance with the ISO/IEC 17024:2012 standard.

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