Autenticert s.r.l.

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Authentication Albania shpk

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CERTIFICATION REGULATIONS

Rev	Data	Justification	Issue	Approval
00	24/03/21	Issue	CTO	RGQ
01	16/02/23	Insurance Policy	CTO	RGQ
02	26/05/2023	ACCREDIA Surveys	CTO	RGQ
03	12/02/2025	Document review	CTO	RGQ
04	08/08/2025	Introduction of PAC accreditation standards (ISO 14001 and ISO 45001); Merge with: Reg. 02 – Gender Equality Certification Regulations Reg. 08 – PAS 24000 certification regulation Reg. 09 – Corruption prevention certification regulations	CTO	RGQ
05	01/10/2025	DPA Accreditation (ISO 27001 and ISO 39001)	CTO	RGQ
06	21/11/2025	DPA Accreditation – ISO 37001:2025	CTO	RGQ
07	14/01/2026	Adj. Internal	CTO	RGQ
08	11/03/2026	Change of registered office of Autenticert Albania shpk; Art. 13.1-13.2: reminder made optional; Added default term of 6 months for suspension with the option of early revocation. Art. 13.3: Ground for revocation for transfer to another CB has been inserted.	CTO	RGQ
09	20/07/2026	Integration of UNI/PdR 192:2026 scheme; UNI mark (UNI/PdR 125 and 192; generic reference to the Accreditation Body	CTO	RGQ

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AutentiCert

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1. DESCRIPTION OF THE COMPANY

Autenticert is a Certification Body that operates according to the general criteria defined by the Standards of the UNI CEI EN ISO/IEC 17021 Series, as an independent Body, provides the requesting Organizations with assessment and Certification services of compliance of their Management Systems with the requirements of the reference Standards.
The legal status of the company is described in the Articles of Association.

2. PURPOSE AND SCOPE

These Regulations define the conditions that an applicant must meet in order to obtain/maintain the certification issued by Autenticert, specifying the requirements.
Certification schemes covered:

- Quality Management Systems;
- Environmental Management Systems;
- Management Systems for Health and Safety at Work;
- Management Systems for the Prevention of Corruption;
- Social Management Systems;
- Management Systems for Gender Equality.
- Information Security Management Systems.
- Road Safety Management Systems.
- Management Systems for the reconciliation of family life and work.

The aim is to ensure that:

- access to certification is open to all those who request it in compliance with these Regulations, without discriminatory policies or procedures being applied to prevent or limit access to certification. In particular, in order to avoid financial and economic discrimination or discrimination relating to the size of the Organization or membership of particular associations, Autenticert uses Mod. 14 "Tariff" which describes the economic conditions applied. This document is subject to verification by the Impartiality Committee (which will be briefly discussed in § 9.3 below) to guarantee non-discriminatory and impartial policies and strategies;

- the criteria by which the management systems of the Organizations are evaluated are clearly defined. In cases where clarifications on the application of the rules are necessary due to particular characteristics of the sector or the product/service provided by the Organization, these are formulated by a Deliberation Committee composed of experts and supervised by the Committee for the Safeguarding of Impartiality.

The Certificate is the document with which the company certifies that the applicant Organization operates with a Management System that complies with a reference Standard.

Autenticert does not provide Organizations with assistance for the implementation and maintenance of management systems, therefore it does not offer or provide consultancy services of any kind, including internal auditing services, nor does it have related structures that carry out this activity. In this regard, Autenticert expressly declares that it does not recognize the activity of subjects who advertise its services as such as to facilitate the achievement of its certifications or as related to the certification activity and undertakes to prosecute in the ways it deems most appropriate behaviors of this kind put in place by natural and/or legal persons of whom it becomes aware in any way, It also does not advertise any company's services and/or products. Finally, Autenticert has no links with

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any consulting firms; the use of external auditors belonging to or owning consulting firms is taken into account within the Mod. 15 Risk Analysis and Assessment and kept under control by having them, as well as all internal/external staff (including Committees), sign a precise commitment to confidentiality, absence of conflicts of interest and absence of relations with the Organization to be verified, before and after three years. The application of these Regulations is supervised by the Impartiality Committee. It is composed of members appointed by bodies representing the parties involved in the certification in order to ensure the impartiality of the judgment without the prevalence of individual interests (see § 9.3).

Autenticert is a Limited Liability Company, therefore it can assume legal responsibilities for all its activities and draws its sources of financing from the performance of the activities provided for by the Articles of Association which in particular, are:

- Management Systems Certification
- Auditor training courses

These sources of income guarantee the functioning of the Institution. They are reported annually in the company's financial statements. In addition, in order to ensure the adequacy of resources for the operation of the certification scheme, the Sole Director prepares a three-year plan that highlights:

- certification turnover projection;
- potential for the development of certification activities;
- human resources potentially involved;
- potentially necessary means;
- economic evaluation.

This development plan is submitted to the Impartiality Committee, which verifies its compatibility and acceptability with respect to the requirements of impartiality and independence.
Finally, with the aim of ensuring greater protection of applicants, Autenticert has taken out insurance for civil liability resulting from the assessment and certification activity carried out by both employees and collaborators in various capacities.
For the purposes of correct information to the market, Autenticert makes publicly accessible, on the website shown at the bottom of the page and, provides on request:

- these Regulations;
- Company Policy;
- the Regulations for the use of the Trademark;
- Quotation Request Form
- Information relating to certification activities;
- certification schemes.

All the information reported on the Autenticert web page is managed in a controlled manner and the veracity of the data is periodically ascertained.

3. REFERENCES

The regulatory references in the latest applicable revision, to be considered for the application of this procedure are:
UNI CEI EN ISO/IEC 17021-1: Conformity assessment - Requirements for bodies providing audits and certification of management systems - Part 1: Requirements
UNI CEI CEN/CLC ISO/IEC TS 17021-2: Conformity assessment - Requirements for bodies providing audits and certification of management systems - Part 2: Competence requirements for audit activities and certification of environmental management systems

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UNI CEI EN ISO/IEC 17021-3: Conformity assessment - Requirements for bodies providing audits and certification of management systems - Part 3: Competence requirements for audit activities and certification of quality management systems
UNI CEI ISO/IEC TS 17021-9: Conformity assessment - Requirements for bodies providing audits and certification of management systems - Part 9: Competence requirements for audit activities and certification of management systems for the prevention of corruption
IAF MD1
IAF MD2
IAF MD3
IAF MD4
IAF MD5
IAF MD 11
IAF MD 12
IAF MD 17
IAF MD 30
ISO/IEC 27006-1:2024 - Information Security, Cybersecurity and Privacy Protection - Requirements for Bodies Providing Audit and Certification Services of Information Security Management Systems
RG-01 ACCREDIA "Regulation for the accreditation of Certification, Inspection, Verification and Validation Bodies - General Part"
RG-01-01 ACCREDIA "Regulation for the accreditation of Management System Certification Bodies"
DA PT 001 Procedure for accreditation, supervision, and renewal of accreditation
UNI EN ISO 9001
UNI EN ISO 19011
UNI CEI EN ISO/IEC 17000: Conformity assessment - Vocabulary and general principles
UNI/PdR 125
UNI/PdR 192
UNI EN ISO 14001
UNI EN ISO 45001
PAS 24000
ISO 27001
ISO 39001
ISO 37001
ILO Convention 182 (Worst Forms of Child Labour)
ILO Convention 138 (Minimum Age)
ILO Convention 29 (Forced Labour)
ILO Convention 87 (Freedom of Association and Protection of the Right to Organize)
ILO Convention 98 (Right to Organize and Collective Bargaining)

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

4. VALIDITY PRIORITY

In the event of different interpretations, the following shall apply in order:

- Community regulation;
- national legislation;
- regional legislation;
- local legislation;
- EN standards (applied according to EA/IAF) and/or ISO/IEC (applied according to EA/IAF);
- ISO/IEC guides, national standards.

5. TERMS AND DEFINITIONS

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The definitions relating to the terms used for the activities concerning the certification of Management Systems are those set out in the relevant reference standards, with the following clarifications:

- Organization: A term used to refer to the company that provides a product or service.
- Surveillance: Activity by which the Body verifies the maintenance of the compliance of the Management System with the specified requirements.
- Assessment: Activity by which the Body ascertains that the Organization operates in accordance with the reference Management System model.
- Additional audits: Any activity necessary to ascertain the implementation and effectiveness of the corrective actions proposed by the Organization, the review of the file.
- Audit Team.
- Remote Audit: carrying out the audit from a place other than the one where the Organization/site being assessed is located through the use of ICT techniques.
- Mixed audit: Combination of on-site audits and remote audits.

Classification of reliefs:

Serious or Major Non-Conformity : these are situations such that there is a serious deficiency of the Management System and/or a reduction in the Organization's ability to ensure controls of the processes and/or the product manufactured and/or the service provided; the failure to MEET ONE OR MORE SYSTEM REQUIREMENTS and/or these regulations; situations that may lead to the provision of services that do not comply with the requirements and/or laws related to them applicable; complete absence and/or non-consideration of one or more system requirements;
Minor Non-Conformity: these are situations such that there is a substantial deficiency of the Management System which, in any case, does not lead to an evident uncontrolled situation of the processes and/or the product manufactured and/or services provided; the partial failure to comply with one or more system requirements and/or these regulations; partial and/or limited consideration of one or more system requirements.
Remark: these are situations that may generate doubts about the fulfillment of secondary requirements (formal, interpretation of the reference legislation and/or in the formalisation of registrations), such as not to generate doubts about the Organization's ability to ensure process controls and/or to provide a product/service that complies with the requirements; in the opinion of the Evaluator, they deserve greater attention because, if not properly managed, they can degenerate into a situation of non-compliance; although they do not show a substantial defect with respect to the system requirements, they can still influence the efficiency of the system and can be considered as ideas for improvement activities of the Organization's Management System. An observation that is not closed to the next periodic audit is reclassified as a Non-Conformity.

6. GENERAL CONDITIONS

The Organization, in order to activate the certification process, must:

- accept these Regulations;
- have implemented and applied the management system
- have carried out at least one management review and a full internal audit of all processes and/or activities
- not have ongoing legal proceedings or convictions for defective product liability;
- certification and its maintenance (see § 9, 10 and 11) are subject to the regular payment of the amounts defined in the Offer.

By accepting these Regulations, the Organization agrees that:

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- Autenticert cannot be held responsible in the event of damage to third parties caused by its business or its products/services and/or in the event of violations of legal obligations;
- the activities carried out by Autenticert regarding the certification of the Quality Management System are in no way alternatives to those undertaken by public authorities;
- no liability can be held against Autenticert in the event of failure or incomplete communication of data and information, as well as in the event that the same do not correspond to the real company situation.

7. DUTIES AND RIGHTS

7.1 Duties of the Organization

7.1.1 General Duties

Given that certification by Autenticert does not imply a decrease in the Organization's responsibility with respect to contractual obligations with its Customers or with respect to the laws applicable to the product/service offered, the Organization requesting certification must:

1. accept the provisions of these Regulations;
2. comply with the requirements of these Regulations and their revisions;
3. comply, for the purposes of product requirements, with mandatory laws and regulations;
4. specify in the Manual (if any) the field of application of the management system, the excluded requirements with the related reasons and the processes entrusted to external (outsourcing);
5. allow audits to be carried out, during the period of validity of the contract, at the most significant time for the activity to be certified and/or already certified;
6. operate in accordance with the requirements of the certification and within the management system described in the documentation approved by Autenticert;
7. identify, assess and manage specific risks (e.g. corruption, quality, environment, safety, etc..);
8. provide and keep updated all the documentation required by Autenticert;
9. inform Autenticert in advance in writing of transfers of ownership, changes of addresses, opening of new offices, changes of company name and in any case of any change in the data indicated in the Information Questionnaire which, once completed and signed by the Organization, has the value of an Application for Certification;
10. accept, on a mandatory basis, the presence of the inspectors of the Accreditation Body at its offices, under penalty of suspension/withdrawal of the certification; in this circumstance, the customer undertakes to confirm to the relevant Accreditation Body the information concerning the CAB and that the same may request during or after the verification;
11. communicate in advance to Autenticert the intention to modify the management system and therefore the Manual (if any). Any changes to the management system can be purely formal, such as changes in telephone numbers, or substantial, such as:
12. organizational changes (number of employees), changes in operating methods, management system and processes;
13. extension/reduction of the quality management system to new products/services or new production units;
14. modification of the reference legislation;
15. changes related to legal and commercial aspects, change of registered and/or operational headquarters, contact addresses and websites, company name, company type, changes of ownership.
16. communicate the applicable voluntary and mandatory legislation;
17. make and maintain the products/services compliant with all legal and mandatory requirements applicable to the sector;
18. promptly notify Autenticert of any non-compliant situations detected by any Control Authority as well as any suspensions or revocations of authorisations, concessions, etc. relating to the subject of the certification;

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19. immediately communicate and keep Autenticert updated, under penalty of revocation of the certification, about any ongoing judicial and/or administrative proceedings concerning the subject of the certification, without prejudice to the limits imposed by law. In this regard, Autenticert will communicate this information to the Impartiality Committee;
20. An organization that is certified or undergoing certification must promptly inform its CB when it is involved in some critical situation that compromises the guarantee of the certification of the system (e.g. news of public interest, crisis or involvement in some judicial proceeding for corruption or similar phenomena). Likewise, the organization must promptly notify the CB of any event relating to corruption that may have involved one or more of its Human Resources, and the consequent actions taken to contain the effects of such event, the analysis of the root causes, the related corrective actions.
21. provide the names of the consultants who designed, implemented and maintained the management system;
22. guarantee the completeness and truthfulness of the documents and information made available to Autenticert auditors;
23. accept any additional surveillance audits that may be necessary at its expense (see §10.3);
24. meet the requirements regarding the registration of complaints and confidentiality;
25. allow audits at short notice, in the cases provided for in § 12.2 of these Regulations.
26. for the UNI/PdR 192 scheme, allow Autenticert to transmit to the competent Authorities (Department for Family Policies and Department for Equal Opportunities) the information relating to the certification issued, including detailed information on the initial data and the targets achieved on the individual areas/indicators, according to the methods and timing defined by the Authorities themselves.

In cases 8) and 9), the Organization holding the certificate is required to formally notify Autenticert of the changes it intends to make.

After evaluation, Autenticert will authorize the changes or provide guidance on how to proceed. Based on the information received, it will assess whether:

- the changes made do not affect the certification conditions and therefore reserves the right to check their compliance with the reference standards during the first periodic surveillance visit;
- the changes made alter the certification conditions and therefore require the performance of an additional assessment or surveillance audit;
- The changes made are of such a magnitude that the system requires a new certification of the system (see paragraphs 14 and 20 below for details).

7.1.2 Duties Relating to the Use of Autenticert's Certification and Trademarks

The Organization is required to use the mark and the certificate in accordance with the requirements defined in Reg. 05 "Regulations for the use of the mark" available on the website.
The trademark is the exclusive property of Autenticert and its use is prohibited without explicit authorization (granted with the letter of sending the certificate).
Any use of the UNI "Organizations" Trademark (UNI/PdR 125 and UNI/PdR 192 schemes) is governed by the relevant agreement signed with UNI and by the rules referred to in Reg. 05.

7.1.3 Audit Duties

The Organization requesting certification must:

- guarantee the access of Autenticert auditors in safe conditions to all company areas where processes relevant to the subject of the certification are carried out and allow the interview of its personnel involved. In the absence of mandatory provisions, the customer undertakes to provide complete and detailed information on the specific risks of the environment in which Autenticert's auditors must act;

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- guarantee access to Autenticert personnel in training and supervision;
- implement, within the established timeframe, the corrections/corrective actions decided to remove the effects/causes of the non-conformities.

The Organization must keep an orderly record of the complaints received, as well as of the actions taken to correct the causes that motivated such complaints. Autenticert has the right to access individual complaints, consult them and assess their correct management.

7.2 Rights of the Organization

The Organization in possession of the certification:

- has the right to publicize the certification and use the certification mark in the ways it deems most appropriate (on its letterhead, in its illustrative catalogues, advertising material, etc.) provided that it complies with the requirements of the Regulations for the use of the mark, always referring to the certification of the management system and the limits of the certification obtained;
- may express an opinion on the degree of satisfaction with the service received from Autenticert and communicate in writing any complaints that will be used to activate service improvement processes;
- may request the replacement of Autenticert auditors if there are justified conflicts of interest, by giving written notice to Autenticert within the terms established by the official communication of the audit date;
- may express reservations to the content of the findings found during the audit by giving written notice to Autenticert;
- may request to have basic information about each member of the audit team.

7.3 Duties of Autenticert

Autenticert has the duty to:

- entrust audits through a written contract and this must contain a precise constraint that excludes that these subjects may have provided consultancy activities – or carried out any other activity that is a source of potential conflict of interest – with regard to the audited organizations;
- keep all the documentation of its management system up to date, with particular reference to the documents intended for certification customers;
- guarantee the non-existence of formal relationships with consulting firms or individual consultants, having as their object the promotion and marketing of certification services;
- under no circumstances promote its auditors or inspectors as consultants to applicant Organizations, nor to use such auditors and inspectors in any function other than the pure evaluation activity or other permitted activity;
- formally prepare and implement an annual program (complete with responsibilities, activities, timeframes, resources and quantifiable objectives) to improve the quality of the products/services provided to customers. The final review must report, through quantified and controlled indicators, objectives achieved and deviations from the planned objectives with the related corrective actions undertaken;
- define and implement a procedure for the systematic analysis of reports and complaints from the market, concerning bot hits own work and certified subjects, which prescribes to always provide a clear and exhaustive response to the complainant. This analysis must have the objective of identifying any deficiencies of the system, product, person, with respect to the regulatory certification references, in order to intervene with the entities concerned, to obtain the corrections and corrective and preventive actions required;
- raise awareness among those in possession of certifications issued by it on the importance of pro-active complaint management and the need to pursue improvement objectives using quantified and controllable indicators to improve the quality of their processes, products and/or services;

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- verify that the customer knows and is able to manage all the mandatory aspects related to the management system;
- promptly inform the customer of any waiver/suspension of his certification and support it if it intends to move to another body;
- ensure that during audits at the Organization, that its auditors, as far as possible, work separately in order to maximize the use of audit time. Any technical experts cannot conduct inspection activities independently;
- communicate, if officially informed, through official acts, to the Committee for the Safeguarding of Impartiality the cases in which certified Organizations are involved in legal proceedings resulting from the laws on product liability or violations of laws concerning the products supplied and/or the services provided or in any case relating to the management systems subject to certification;
- unless otherwise specified, avoid the disclosure of information relating to the Organization to third parties without the written consent of the latter and, in any case, ensure, in accordance with current regulations, the correctness of the processing of data relating to the activities carried out by the customer, in compliance with the provisions of § 18 of these Regulations;
- communicate to the competent authority, where required/applicable, the status of the certification;
- ensure, in the event of cessation of activity (due to bankruptcy, liquidation or dissolution of Autenticert,), the fulfillment of the obligations related to the protection of the rights and interests of certified entities, encouraging the transfer of certifications to another accredited body.
- If it becomes aware, directly from the organization or from other sources, that the same organization is implicated with profiles of responsibility in some scandal or in some judicial proceeding for corruption phenomena, it must promptly conduct specific evaluations / investigations. In these cases, it is recommended to inform the market that this organization is "subject to evaluation for specific events" (without prejudice to legal obligations and regulated markets – e.g. stock exchange). Once the analysis is completed, the CB may adopt the usual appropriate measures (e.g. closure of the assessment with no further action, adoption of the measures provided for by the certification regulations, strengthening of inspection activities), defined according to the adequacy of the response and the strategies adopted by the organization.

7.4 Rights of Autenticert

Autenticert reserves the right to:

- verify during the contractual validity that the Organization complies with the general requirements for certification;
- to prevent erroneous information on facilitated methods relating to the issuance of certifications by Autenticert from being publicized by third parties and to intervene in the event of situations of this type;
- use, in addition to auditors employed by Autenticert itself, personnel belonging to Inspection Bodies or freelancers to carry out audits, provided that they are registered in the appropriate List, in which only auditors who comply with the requirements of the UNI CEI EN ISO/IEC 17021 and UNI EN ISO 19011 standards are registered. These subjects are required to comply with all the duties of Autenticert, including those relating to independence, conflict of interest and data processing;
- request the Organization for an advance payment of the dues, in the event that there have previously been delays in payments, exceeding thirty (calendar) days.

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8. CERTIFICATION PROCEDURE

8.1 Application for Certification

The Organization interested in the Certification receives from the Body the "Mod 16 Request for Offer" The Document is also available on the website www.autenticert.it therefore the customer can also send the Model independently.
The application for certification must come from an authorized representative of the applicant organization.

On the basis of all the information, Autenticert formulates and sends a personalized economic offer drawn up on the basis of the tariff in force. This document identifies the IAF sector to which the Organization belongs and defines the field of application (purpose) of the Certification.
Following the Review of the application, the Body may decide to accept or reject the Application for certification/renewal. In the event that the request is rejected, the Organization is informed of the reasons.

The duration of the visit to the Organization is determined in accordance with IAF regulations, using form 14 "Tariff". The calculation is based on key factors, including:

- The number of actual personnel in the Organization.
- The complexity of the accreditation sector (EA Code) in which the Organization operates. Sectors are classified into complexity categories (e.g. low, medium, high) which establish the starting point for audit days.
- The technological and legislative context, whether activities have been outsourced, the results of previous audits and the number of sites to be audited.

8.1.1 STANDARD-SPECIFIC CRITERIA

Depending on the certification standard required, the following additional considerations based on the specific reference documents apply:

- *For ISO 9001* (Quality) and *ISO 39001* (Road Safety): The calculation of the offer is developed considering the criteria for determining the equivalent actual personnel. This approach, which allows audit times to be adjusted by considering factors such as part-time staff, repetitive processes or shift work, is in line with the general principles for reducing audit time described in documents such as IAF MD 5 and IAF MD 11.

- *For ISO 37001* (Anti-corruption): The calculation of audit times for this standard follows a specific risk-based approach and is not subject to reductions. The main criteria are:
  - Calculation of Equivalent Employees: For the purposes of the calculation, all employees (including outsourced employees) involved in all processes and functions sensitive to the risk of corruption must be considered, such as: finance and control, sales, purchasing, licensing and tender management, institutional relations, corporate bodies, internal auditing, human resources management, gift management, sponsorships and sponsors. During Stage 1, the CB reviews the adequacy of the number of employees communicated by the Organization.
  - Risk Level Assessment: No reduction factors are applicable for the duration of the visit to the Organization.
    The table for the EMS scheme applies and the duration of the audit is determined by the risk level (high, medium, low) of the Organization. Public Administrations, publicly controlled companies, organizations involved in corruption investigations in the last 5 years, and companies in specific sectors (e.g. Construction, Healthcare, Utilities) are considered at high risk. Organizations that, although not high-risk, receive public funds or contracts exceeding 30% of turnover are considered medium-risk
    Organizations that do not fall into the previous two categories are considered low-risk.
  - Additional Rules: Stage 1 must always be carried out at the headquarters of the

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Organization. No reduction factors are applicable for the duration of the visit.

- *For PAS 24000* (Social Accountability): The calculation of the duration refers to Annex A of the IAF MD 5 document. The level of risk (high, medium, low) is determined on the basis of the number of material elements identified through the SASB Materiality Finder, in line with the indications of the Accredia Information Circular DC 28/2024.

- *For UNI/PDR 125:2022* (Gender Equality): The duration of the visit is determined in accordance with the IAF MD 5 requirements, using the "Tariff". The application must include specific information on personnel involved in Governance/HR processes and turnover data, which are essential for a proper assessment of complexity.

- *For UNI/PdR 192:2026* (Work-life balance): The duration of the visit is determined in accordance with the IAF MD 5 – Table QMS 1, Low risk level, using the "Tariff".
  For the purposes of calculating the number of employees, 100% of the staff of the Management, Personnel Administration/HR, Training and System Management, and 10% of the employees of the other offices and production are considered; the time of any technical experts is counted at 50%.
  Any increase or reduction factors provided for in IAF document MD 5 are applicable to the duration thus determined, based on the results of the application review.
  In the case of audits integrated or combined with other management system schemes, the duration is determined in accordance with IAF MD 11.

- *For ISO 14001* (Environmental) *and ISO 45001* (Health and Safety): The specific calculation methodologies for the EMS (Environmental) and OHSMS (Occupational Health & Safety) schemes apply, as required by IAF MD 5. Choosing the correct calculation table depends on the assessment of the level of risk associated with the organization's activities.

- *For ISO 27001* (Information Security): The calculation of man-days for audits of Information Security Management Systems is carried out in accordance with the requirements of ISO/IEC 27006 and IAF MD5, taking into account the actual number of personnel, the complexity of the processes, the number of locations and the level of risk.

In the case of Multi-Site Organizations, Autenticert assesses the applicability of the IAF MD1 Mandatory Document for the Certification of Multiple Sites Based on Sampling, identifying with the collaboration of the Organization, and before the issuance of the Offer, the complexity and scale of the activities subject to certification and the differences between the various sites to determine the level of sampling.
Operating sites other than the main office are sampled and/or selected in accordance with IAF (MD1) regulations. Autenticert develops a sampling program to ensure an adequate audit of the management system. The justification for the sampling plan is given to the customers.
For the UNI/PdR 192:2026 scheme, the certification is issued to the individual legal entity or to the group of legal entities equipped with a centralized management system, according to the requirements of the IAF MD 1 document; exclusions of processes or functions are not allowed and the scope of application of the certification can be limited to a single country.

8.2 Return of the offer and order confirmation

To proceed with the certification, the applicant must send the following documents to Autenticert: the signed offer, the certificate of registration with the Chamber of Commerce issued no more than 6 months ago, and the list of active construction sites, if required. The signing of the offer implies acceptance of the Regulations.

The contract has an indefinite duration, and costs can be updated according to ISTAT inflation.

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8.3 Changes to the Agreement

Changes to the contract made after the order confirmation are evaluated by Autenticert, reviewed and taken over with a further confirmation letter to the Organization.

8.4 Audit Planning

The Planning Office is responsible for selecting the Audit Group, using the list of auditors provided for by Mod. 02, and the definition of verification dates.
The Planning Office sends the names of the Audit Group and the information relating to the audit to the Organization. The Organization has three working days to raise any objections to the appointment of one or more members; if the dispute is valid, the Group will be reorganized.
In urgent situations, the Organization must raise any objections about the members of the Audit Team immediately upon receipt of the communication of the names.

In the presence of specific conditions, Autenticert and the Organization may agree on the total or partial performance of the verification remotely, in compliance with the provisions of the reference standards and subject to any limitations established by them.

8.5 Preliminary Audit

In the event that the Organization requests the performance of a preliminary Audit, the 2 phases are not envisaged, but the contents of the Audit activity remain completely unchanged.
This audit is carried out for a fee and cannot be repeated over time.
The duration of the preliminary audit is set at 1 day for companies with less than or equal to 50 employees and 2 days for larger organizations.
Any Serious and/or Minor Non-Conformities issued do not preclude and do not condition the performance of the subsequent Assessment Audit, as they will not be subject to verification.
The results of the Pre-Audit are documented but are not considered for the purposes of the first Audit for the issuance of the certification.

8.6 Initial Certification Audit

The Head of the Audit Team, once he/she has received the assignment, coordinates with the Organization and the other members of the Group to establish the dates of the activities. In collaboration with Autenticert, it develops an audit plan which, once approved, is sent to the Organization.

The "Audit Plan" includes activities such as the analysis of the structure and documents of the Organization, the verification of compliance with certification requirements, and the evaluation of the effectiveness of processes and procedures. It also highlights any discrepancies between the policies adopted and the results achieved. The plan also details the participation of experts, observers and auditors in training, as well as the allocation of tasks according to specific skills.

The initial certification audit of the Organization's Management System is conducted in two phases: Stage 1 and Stage 2.
If the outcome of the Stage 1 audit demonstrates the presence of problems that could be classified as non-conformities such as to preclude the possibility of issuing the certification, i.e. deficiencies in meeting one or more requirements of the standard or situations that raise significant doubts about the ability of the customer's management system to achieve the expected results (cf. UNI CEI EN ISO/IEC 17021-1 point 9.4.8.3), it is obviously not possible to proceed with the execution of Stage 2 consecutive to Stage 1.
The CB must explicitly inform the client organizations that - in the case described above - Stage 2 must be rescheduled at an adequate distance of time to allow the organization to solve the problems encountered and the inspection visit interrupted at the end of Stage 1.

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It is also recalled that "the resolution of critical issues identified in Stage 1" may result in "significant changes that could have an impact on the management system", making it necessary to "repeat Stage 1, in whole or in part" to re-evaluate the modified elements (UNI CEI EN ISO/IEC 17021-1 point 9.3.1.2.4). This possibility, which the procedures and regulations of the CAB must consider, is a further critical factor in establishing Stage 1 and 2 consecutively.

Step 1

The activity begins with an opening meeting, attended by the Management and the Heads of the Organization to agree on the purposes and methods of the Audit and confirm the Plan sent.
Stage 1 normally takes place at the Organization's headquarters, with direct access to documentation and personnel.
In the presence of particular conditions and only for the schemes that allow it, it is possible to agree with the Organization to carry out all or part of the verification remotely or hybridly, using appropriate digital tools.
Note: for some specific schemes, the reference legislation does not allow the use of remote mode, therefore the verification must be carried out exclusively in presence.

Stage 1 includes:

- assess that the documentation of the organization's system, including risks, opportunities and procedures, covers all the requirements of the standard and complies with them;
- verify that the organization has developed a complete, aware and organic context analysis, acquiring evidence directly from the Management that ensures confidence that the context analysis is effective in giving the management system the ability to obtain the expected results, and recording detailed information on the checks performed;
- verify that "within the scope defined for the management system" the organization has identified and evaluated all "the aspects of its activities, products and services that it can monitor and those on which it can exert influence, in order to identify which are the significant ones on which to develop its system;
- In fact, it is considered crucial that the CB's attention is focused on the completeness, consistency and correctness of the context analysis and risk identification and assessment phases, rather than on the mere formal existence of the related documents ("Context Analysis"). The CB must verify that the assessment phase is supported by appropriate links with the results of the context and risk analysis and by qualitative and quantitative data and information to the different aspects identified, which must be collected and made available organically by the organization. However, this does not exclude that CBs may require, even in binding terms, within their Certification Regulations.
- The report, or other document prepared by the CB at the end of the Stage 1 phase, must record all references to the documents and/or authorizations examined.
- discuss, verify and document the purpose of certification.

With particular reference to points 2, 3 and 4, it is essential that the audit team carries out the relevant and necessary on-the-spot inspections in order to obtain an overall picture of the context and activities.
The audit plan for Stage 2 should be carried out based on the conclusions of Stage 1 and should take into account:

- the level of legislative compliance and the results of the internal audit cycle.
- the assessment of the location and the particular conditions of the site and an exchange of information with the Organization's staff, in order to verify the degree of readiness for Stage 2,
- reviewing the client's status and understanding of the requirements of the standard, in particular in relation to the identification of key performance or significant aspects, processes, objectives and operation of the management system,

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- the collection of information relating to the scope of the Management System, the processes, the location(s) of the client, legal and regulatory aspects, including the confirmation of the information provided to the CB by the company, (e.g. the number of employees declared);
- the review of the allocation of resources for Stage 2, agreeing with the customer on the details of Stage 2, with the confirmation or variation of any construction sites;
- the planning of the Stage 2 audit, acquiring sufficient knowledge of the management system and the activities of the customer's site, with reference to the possible significant aspects the assessment of the criticality of the shifts, if the activity is carried out on several shifts.
- the verification of the planning and execution of internal audits and the Management Review.

Stage 2 (Management System Audit)

The purpose of the Stage 2 audit is to assess the implementation, including effectiveness, of the client's management system. The Stage 2 audit is carried out at the customer's site(s) and at any construction sites where the products and/or services subject to certification are manufactured and must cover at least the following:

- information and evidence about compliance with all the requirements of the standard or other regulatory document applicable to the management system;
- monitoring, measuring, reporting and reviewing performance, with reference to the objectives and fundamental targets of the services themselves (consistent with the expectations of the applicable management system standard or other regulatory document);
- the customer management system and the services with reference to compliance with legal requirements;
- keeping the customer's processes under control;
- internal audits and management review;
- the management's responsibility for the client's policies;
- the links between regulatory requirements, policy, performance objectives and targets (consistent with the expectations of the applicable management system standard or other regulatory document), any applicable legal requirements, responsibilities, personnel competence, activities, procedures, performance data and internal audit findings and conclusions.
- The verification of the congruence between the processes identified in Stage 1 with the business processes analyzed.

At the end, the Audit Group meets to draw up the report with any findings.

The Audit closes with a final meeting held by the group manager who presents the results of the Audit and the conclusions regarding the compliance of the Organization's Management System with the reference model to the Organization’s Management, specifying any findings found.

At the end of the final meeting, if the overall outcome of the Audit is positive, the Head of the Audit Team delivers the Audit Pass Letter (Form 21C) to the Organization; in the presence of Non-Conformities to be closed, the Letter is accompanied by Mod. 21-D containing the details of the findings and the timing for the submission of corrective actions.
The complete formal Audit Report is then transmitted to the Organization by Autenticert.

The presence of Non-Conformities precludes the issuance of the certificate, therefore the head of the Audit Group assesses and transcribes on the report whether a complete additional audit is necessary, an additional audit limited to verifying the implementation and effectiveness of the CAs or the sending of documentary evidence, highlighting that their recommendation will be unfavorable to the issuance of the certification.

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The Organization may note, in the appropriate space of the report, any reservations, observations or suggestions on the work of the group and the service performed or notes regarding non-conformities or observations made by the Audit Team.
These reservations can also be formulated by the Organization later within 10 working days from the conclusion of the visit and sent directly to the Management of Autenticert
Regardless of the presence of Non-Conformities, the audit team may express the need for a Supplementary Audit, justifying the reasons to the Management of the Organization.

The Organization is required to analyze the causes of the findings found and to communicate to the CB, within 15 calendar days from the date of the audit, the proposal relating to the corrective actions established, with the timing of implementation.
In the presence of Major Nonconformities, the certification process is momentarily interrupted until they are resolved or appropriate corrective actions are presented.
The treatment of major non-conformities and the related corrective actions must be implemented within 90 (ninety) days after the end of the Stage 2 audit; Autenticert reserves the right to perform an additional audit to ascertain the correct application of corrective actions and reactivate the certification process.
If the 90 (ninety) day deadline cannot be met, the Organization will be subjected to a full audit within 6 (six) months from the date of the Stage 2 audit.

Autenticert will analyze the contents of the Report and confirm or not the classification of the findings and the conclusions of the Head of the Audit Group (the report is considered confirmed if no further communication to the Organization follows within 15 working days).
If the Report is not confirmed, it will be reviewed and re-transmitted with an explanation of any changes compared to the previous Report.

9. ISSUANCE OF THE CERTIFICATE OF CONFORMITY

9.1 Technical Resolution Function (Resolution Committee)

The Deliberation Committee is the deliberative body of Autenticert and as such has the task of:

- deliberate on proposals on the issue, extension, reduction of certification;
- deliberate on the suspension/revocation of the certificate for serious technical deficiencies following a proposal by the RGVI (this does not include suspensions requested by the organization or ordered by Autenticert for non-payment, unavailability to carry out the surveillance audit, expiration of the maximum suspension terms, etc.);
- arrange for an additional check to be carried out;
- change the implementation dates or possibly request a change in the content of the corrective actions proposed by the organization;
- request further evidence of the closure of the non-conformities both before and after the resolution of the file.

The Deliberation Committee, after having examined the documentation, the results and conclusion of the audit, the opinion of the audit team, the corrections and/or corrective actions of the Organization, any other relevant information, (e.g. customer comments or information in the public domain), etc., decides whether or not to grant the certification of the Management System.

For schemes based on key performance indicators (KPIs), the issuance of certification is also subject to the achievement of the minimum score required by the respective reference practice: for UNI/PdR 125:2022, the minimum overall summary score of 60% of the applicable indicators; for UNI/PdR 192:2026, the minimum score calculated on the total applicable score equal to 50% for dimension bands 1 and 2, with at least 1 quantitative KPI, and 60% for dimension bands 3 and 4, with at least 2 quantitative KPIs.

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The Committee's resolution is valid as approval of what is proposed, including the Surveillance Program (the Surveillance Program establishes the parameters to be followed in conducting surveillance during the three-year period of validity of the certificate).
If the information available is insufficient to express an opinion, the Deliberation Committee may order an additional investigation by referring the file to Autenticert which will define the methods with which to integrate the aforementioned information. The Organization is informed by an official communication explaining the further activities to be carried out.
When certification is not granted, Autenticert shall notify the Organization in writing of the reasons for this decision and the Organization may appeal in accordance with the provisions of these Regulations.
In the event of certification, the Organization receives a certificate of conformity, by whatever means it chooses. Unless otherwise specified, the certificate will be provided in paper format.
The certificate identifies the following:

- the legal personality of the Organization subject to certification (Company name and tax code);
- the reference standard (or other regulatory document used for the audit of the certified Organization, including the edition and/or revision number;
- the types of processes (activities carried out) carried out as part of the company management system subject to certification (design, development, manufacture, installation, assistance, etc.);
- the results of the activities carried out in terms of products supplied and services provided;
- geographical location of each Organization whose management system is certified (or the geographical location of the Headquarters and all sites covered by the scope of a Multisite certification (including full address);
- any specifications and clarifications necessary or useful for the better definition of the elements and data indicated above;
- references to the validity of the certification in terms of the date of issue of the certificate (it cannot be earlier than the date of the certification decision by the Deliberation Committee), extension or renewal, current issue date and expiry date. In this regard, the renewal date will coincide with the previous expiry date;
- the name, address and certification logo of the certification body; other trademarks may be used, provided they are not misleading or ambiguous (see the "Trademark Use Rules");
- any other information required by the standard and/or other regulatory document used for certification;
- in the case of issuing audited certification documents, a means of distinguishing those documents from the previous obsolete ones;
- a single identification code;
- signature of the Sole Director of Autenticert.

If exclusions of requirements have been accepted and/or outsourcing of processes is envisaged, the certificate will contain the wording *"there are exclusions to the requirements of the reference standard and/or outsourced processes."*
In the event that the customer intends to change the scope of application indicated in the certificate, it must make a written request to Autenticert which will decide, if necessary, to carry out a further documentary and/or inspection examination.
Together with the Certificate, the Secretariat sends the Organization the Autenticert mark and the Mod 18 Customer Satisfaction Questionnaire.

9.2 Function of Impartiality, Guidance and Supervision of Certification Activities

Autenticert has set up a Committee for the Safeguarding of Impartiality to:

- support Autenticert in the development of policies relating to the impartiality of its certification activities;

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- to counteract any tendency within Autenticert to allow commercial or other considerations to prevent the consistent and objective performance of certification activities;
- provide suggestions on aspects that may affect trust in certification, including transparency and public perception;
- conduct a review, at least once a year, of the impartiality of Autenticert's audits, certifications and decision-making processes

Other tasks or activities may be entrusted to the Board, provided that such additional tasks or activities do not undermine its essential role of ensuring impartiality (e.g. the evaluation of appeals. See § 19.1 below).
The Impartiality Committee is the representative body of the institutional, economic and social parties involved in certification and guarantees the independence, impartiality, competence and adequacy of the resources used in the certification activity, to ensure that:

- the balance of the interests represented is such that no single interest is predominant;
- there is access to all information necessary to enable the Board to carry out its functions (e.g. requesting to participate in audits as an observer, consistent with the planning needs of the CB);
- the Committee has the right to take independent action (for example, informing authorities, accreditation bodies, interested parties) if the Sole Director of Autenticert does not take into account its suggestions. In taking independent actions, the Committee must, however, comply with the confidentiality requirements, referred to in § 18 of these Regulations which implements point 8.5 of the standard, relating to the Organization and Autenticert.

9.3 Publication and External Information

Following the issuance of the certification/attestation, Autenticert will enter the name of the Organization in the appropriate Register and, where applicable, transmit the name to the Accreditation Body and/or other designated authorities. This Register can be consulted by anyone who requests it and is updated periodically at least monthly. Autenticert provides for the publication of the names of the certified Organizations in the form and in the manner it deems most appropriate.
The Register contains information about the Organization:

- Certificate/certificate number;
- company name;
- indication of the locations (address and purpose of the certificate/attestation);
- purpose or field of application of the certification/attestation, IAF sector/NACE code to which it belongs (where required by the particular Certification/Attestation Scheme), activity/family of products/product/processes/services carried out;
- commercial name of the product (where required by the particular Certification/Attestation Scheme);
- description of the product (where required by the particular Certification/Attestation Scheme);
- reference standard, or harmonised product standard or European Technical Assessment (where required by the particular Certification/Attestation Scheme);
- test/extended application/classification standard(s) (where required by the particular Certification/Attestation Scheme);
- information regarding the Certification/Attestation: date of issue, date of any update; expiry date (where required by the particular Certification/Attestation Scheme);
- Certificate/Attestation status: active, revoked, suspended, expired or an indication of renunciation by the Organization.

Autenticert, in order to carry out its activities and for the control activities to which it is subjected, must have the records (such as Audit Reports, Audit Diaries, Check lists, any reports on deficiencies, etc.) relating to the conformity assessment activities carried out viewed and/or provided in copy to the staff of the Accreditation Body or, where necessary, to the Competent Authorities. Similarly to what has just been explained for the control activities to which Autenticert

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is subjected by the Accreditation Body, Autenticert may have to provide or have seen the records drawn up by the Audit Group, also appointed for controls and/or legal provisions. The information included in the records drawn up by Autenticert Staff during conformity assessment activities is treated confidentially by the Personnel, Bodies, authorities or other persons to whom copies of the records are delivered. In the event that the Audit Group in charge of Autenticert should also request copies of documents owned by its Clients (such as graphic drawings, contracts, orders, test certificates, etc.) from the Organization subject to the conformity assessment activity, the documents and their contents are treated confidentially. In the event that Autenticert is requested to deliver a copy of the same, the Customer is informed of the request and authorization is requested for the delivery of the same, unless otherwise provided by law.

Any information relating to the Organization from external sources is treated confidentially.

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10 SURVEILLANCE ACTIVITIES (STANDARD AND SUPPLEMENTARY)

10.1 Surveillance Audit

In the three-year period of validity of the certification, Autenticert carries out periodic surveillance audits following the Surveillance Program. Surveillance audits are field audits generally conducted on part of the requirements for certification, at least once a year, aimed at verifying the maintenance of the requirements specified by the standard on the basis of which the certification was issued, as well as the absence of changes in the organizational structure of the certified organization and its management system.

Other surveillance activities may include:

- requests from the certification body to the certified customer about aspects related to certification;
- review of customer statements about its activities (e.g. promotional materials, website);
- requests to the customer to provide documents and records (on paper or electronically); and
- other means of monitoring the performance of the certified customer.

The date of the first surveillance audit, following the initial certification, must not exceed 12 months from the date of the certification decision.

All areas and processes must be audited during the validity period of the certificate.

During the individual surveillance visits, the elements of the legislation chosen for the specific visit and the elements of maintenance of the management system, which allow its effectiveness to be assessed, are examined, which are at least the following:

- areas and elements subject to change/modification;
- the effectiveness of the Management System in achieving the objectives set by the organization;
- continuous monitoring of activities;
- the implementation of programs to improve the activities and products/services of the Organization;
- internal audits;
- management system reviews;
- handling complaints;
- the use of conformity marks and/or any other reference to certification;
- in the case of Multi-site Organizations, sites or sites other than the main office are sampled and/or chosen in accordance with the requirements of the internal procedure "Multi-site Organizations" and any requirements applicable to specific sectors;
- when applicable, a review of the actions taken following the corrections and/or corrective/preventive actions implemented by the Organization following the findings found in the previous inspection visit.

10.2 Maintaining Certification

The certification is maintained on the basis of a positive conclusion by the head of the audit team without further independent reviews, because:

- for any finding or other situation that may lead to the suspension or revocation of the certification, Autenticert requires the head of the audit team to report to the CB the need to submit to the decision of the Deliberation Committee the maintenance or possible suspension/revocation of the certification;
- Autenticert's competent staff monitors its surveillance activities, through the analysis of the reports received from its auditors, to ensure that the certification activities work effectively. This monitoring is carried out with a sampling percentage of 20%; evidence of this activity is reported in the Verification Diary.

10.3 Additional audits

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Autenticert reserves the right, justified in writing to the certified Organization, to carry out additional (unscheduled) inspection visits during the certification period. Causes for which additional audits may be carried out include, but are not limited to:

- verify the implementation and effectiveness of the treatments (corrections) of Non-Conformities and the corrective/preventive actions implemented by the Organization;
- following changes made by the Organization to its System and considered relevant by Autenticert;
- decision of the Deliberation Committee.

Additional audits can also be ordered by Autenticert in the following cases:

- improper use of the mark and certification;
- legal proceedings related to defective product/service liability;
- failure to comply with mandatory legislation;
- extension of certification.

In the event of refusal of the additional verifications, without valid reasons, by the Organization, Autenticert may initiate the process of suspension of the Certification (see § 13.1).
Additional audits and how they are conducted shall be notified to the organization well in advance.
All expenses relating to any additional checks are to be considered the responsibility of the Organization; with the exception of additional checks following reports or complaints, which will be borne by the Organization only if they are deemed justified by Autenticert.

11. RENEWAL OF CERTIFICATION

11.1 Planning the Audit Renewal of Certification

The certification is valid for three years and starts from the date of issue of the certification shown on the certificate of conformity (date of the decision of the Deliberation Committee § 9.2).
It is essential, for the validity of the certificate of conformity to be maintained, that:

- the conditions that led to the certification remain unchanged,
- the surveillance visits have been satisfactory,
- the requesting Organization is updated with the payment of the agreed fees,
- no incorrect use is made of the certification and the mark as specified in the "Regulations for the use of the Mark".

A recertification audit is planned and conducted to assess the continued fulfillment of all requirements of the applicable management system standard or other regulatory document. The purpose of the certification renewal audit is to confirm the continued compliance and effectiveness of the management system as a whole, as well as the continued relevance and applicability to the scope of the certification.
The recertification audit takes into account the performance of the management system over the certification period and includes the review of previous surveillance audit reports.
Since the contract is open-ended, in cases where the information on the basis of which the offers are issued during the certification phase can be confirmed, the planning of the renewal visit takes place in the same way as for surveillance audits.
In the event that there have been significant changes in the number of employees, average turnover, in the sites subject to certification and in the activities carried out by the certified organization, the latter is required to communicate them to Autenticert, in order to be able to proceed with the revision of the certification offer.
In the event that the Organization has made significant changes in the management system, or there have been changes in the context in which the management system operates (e.g. changes in legislation), certification renewal audit activities may require a Stage 1 audit. In the case of multiple sites or certifications issued by Autenticert against multiple management system standards, the planning of the field audit will be such as to ensure adequate coverage.

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11.2 Renewal Audit

Renewal is subject to the positive outcome of a new full field audit that verifies the following:

- the effectiveness of the management system as a whole, in the light of internal and external changes, and its continued relevance and applicability to the scope of the certification;
- the commitment demonstrated to maintain the effectiveness and improvement of the management system in order to strengthen overall performance;
- if the operation of the certified management system contributes to the achievement of the Organization's policy and objectives.

The renewal audit is carried out in the same manner as described in these Certification Regulations (§ 8.6 with the exception of Stage 1, which is only present in special cases). The renewal visit must be carried out before the expiry of the certificate and can be carried out subsequently only in exceptional cases, authorized by Autenticert, motivated by objective reasons (e.g.: period of closure or non-seasonal activities, for spas and campsites, collection of fruit and vegetables out of season, etc.).

In these cases, the validity of the certificate is extended, unless otherwise communicated by Autenticert, until the date of the Deliberation Committee that assesses the outcome of the renewal audit.

Extensions are formalized in writing and are an integral part of the certificate as they cannot be used separately from it.

In the event of an extension of the validity of the certificate, the Organization is automatically authorized, for the same period, to use the trademark under the conditions defined in the Regulations for the use of the Trademark.

When, during a certification renewal audit, findings are identified, the time limit for the implementation of corrections and/or corrective actions must be 5 working days before the expiration of the certification, in order to allow Autenticert to carry out all the consequent actions, before the expiration of the certificate.

11.3 Information for the Issue of the Renewal of the Certification

The Institute's Deliberation Committee decides on the renewal of certifications with the same evidence and methods already described above, with the additional element relating to the results of the review of the system during the certification period and on complaints, carried out by the Scheme Manager.

The renewal certificate will bear the same identification code, updated on the current issue date, which will coincide with the date of renewal resolution and will in any case be prior to the expiry of the previous certificate.

The period of validity of the certification will normally be three years starting from the date of effective resolution of the renewal; however, in order to avoid discrepancies, in the event that the certification decision is made within 30 calendar days prior to the expiry date, the certificate will maintain its temporal continuity.

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12. SPECIAL AUDITS

12.1 Scope Extension

The extension of the certification may concern the standard, the activities, the certified operating units. To start the process of extending the scope of application of a certification already issued, the licensee organization must submit a formal request indicating the subject of the extension, following which Autenticert carries out a review of the application and establishes the audit activities necessary to decide whether or not it can be granted. Autenticert may decide to:

- Carry out a Supplementary Audit together with a surveillance audit. If it is not possible, due to the needs of the Organization, to carry out the Supplementary Audit on the occasion of the surveillance or because the request for extension straddles two surveillance audits, this will be carried out limited to the object of the extension of the certification);
- request the submission of a new certification application (see § 8.1).

The Offer for the extension is calculated on the basis of the provisions of the Tariff.
The file relating to the extension is examined by the Deliberation Committee and in the event that the analysis of the documentation and/or the audit are successful, Autenticert issues a new certificate that will bear the same updated identification code on the current issue date.
Substitute documentary evidence cannot be used in cases of request for extension of the scope of application of the certification. The extension of an activity associated with a type of work can only be granted following verification in an operational and significant construction site.
No change in the scope of certification (by extension) may be discussed during the Audit, if the Company has not previously informed Autenticert in writing and in the absence of acceptance by the Body.

12.2 Short-notice audits

It may be necessary for the certification body to conduct audits on certified customers at short notice or without notice to investigate complaints, or in response to changes, or as a follow-up on suspended customers. In such cases:
the certification body must describe and make known in advance to certified customers (e.g. documents as described in 8.5.1) the conditions under which such audits will be conducted;
The certification body must exercise extra care in assigning the audit team due to the lack of opportunity for the client to object to the audit team members.
The minimum notice time decided by Autenticert is 3 calendar days. In such cases, Autenticert:
informs the Certified Organizations in advance, by means of this paragraph, of the conditions under which these visits are carried out at short notice, including sanctions;
takes particular care in the designation of the audit team due to the lack of possibility for the organization to raise objections to the members of the audit team. Normally, auditors already appointed by that Organization are appointed, for whom no reasoned objections have been received and the Satisfaction Questionnaires completed by the Organization do not show any negative notes. Therefore, failure to send the Satisfaction Questionnaires to Autenticert results in the automatic acceptance of the audit team.
The Organization is obliged to allow access to the Audit team under penalty of suspension of certification in the case of investigation of complaints and changes and under penalty of revocation in cases of investigation downstream of suspension. The costs of this activity will be borne by Autenticert if the outcome of the audit ascertains the lack of malice or findings, they will be borne by the Organization in other cases. The rate applied is equivalent to the cost of the man-days provided for in the Offer.
In particular, with regard to changes in the organizational and/or ownership structure and/or in the management system of the Organization, both additional and short-notice audits may be carried out, depending on the data available at Autenticert on the historical correctness of the Organization's behaviour, the real problems of the case in question, etc.

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12.3 Market Surveillance

The Market Surveillance verification is carried out at the certified organization, but conducted directly by the staff of the Accreditation Body, and not by the Body. The audit takes place in the presence of the personnel of the organization (usually only the Quality Manager) and the Body (if possible with the participation of a member of the Audit Team that conducted the most recent audit). This verification activity, which can be carried out both remotely and in person, does not coincide with a surveillance or renewal activity conducted by the Body, but is a day in itself. The company subject to the Market Surveillance activity is chosen directly by the Accreditation body based on some risk factors (e.g.: purpose of the certificate, size of the company, location, verification group). Any findings that may emerge follow the already known classification (NC, OSS).

12.4 Mistery Audit

Accreditation bodies can carry out incognito checks on CAB client organizations at any time.

13. SUSPENSION, REINSTATEMENT, REVOCATION, REDUCTION OF THE SCOPE OF CERTIFICATION.

13.1 Suspension of Certification

For reasons deemed serious and formalized in writing to the Organization by registered communication with return receipt, or equivalent means, the Management of Autenticert has the right to temporarily suspend, for a maximum period of 6 months, the Certification granted.
Any suspension/revocation proposed by the Head of the Audit Group on the occasion of maintenance visits that highlight serious technical deficiencies is subject to the decision of the Deliberation Committee.
For example, suspension can be applied when:

- the Organization does not handle complaints correctly;
- the Organization on the occasion of maintenance visits shows serious deficiencies in the System, and these findings, in the opinion of Autenticert, are not such as to lead to the immediate revocation of the Certification;
- the Organization has not submitted, within 15 calendar days, the proposal relating to the corrective actions established with the implementation timeline, in the face of Minor Non-Conformities detected;
- the Organization does not comply with the provisions for the implementation of the resolution of Non-Conformities;
- the Organization is unable to complete the proposed corrective actions within the agreed period;
- the Organization is not up to date with the payments relating to the activities already carried out;
- the Organization, based on the judgment of Autenticert, abuses the certification mark of the Body and the certification certificate;
- the Organization does not remedy the improper use of the Certificate and/or the marks to the satisfaction of Autenticert;
- the Organization contravenes the provisions of the Regulations;
- the Organization requests the suspension for justified reasons;
- the Organization makes substantial changes to the System without due notification to Autenticert or in the absence of approval by the latter;
- the Organization is not able to schedule surveillance audits within the established period;
- the Organization is unable to ensure the regular performance of the planned verification activities, or refuses or hinders their execution;

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- the Organization does not guarantee the compliance of the Management System with mandatory laws and regulations relating to the certification standard applied and does not adapt its Management System to the new provisions;
- the Organization does not guarantee compliance with the mandatory requirements of the product and/or service;
- the Organization does not inform Autenticert of all the legal proceedings in place relating to the scope of application of the Certification;
- following decisions of the Committee for the Safeguarding of Impartiality;
- the certified organization does not allow surveillance audits or certification renewal to be carried out with the necessary periodicity;
- the certified organization does not communicate the intention and methods of modification of the management system and/or other changes such as change of registered and/or operational headquarters, company name, company type

In the above cases, depending on the seriousness of the situation, Autenticert has the right to send the holder a prior written warning, inviting it to regularize its position within a deadline established for this purpose and/or within the deadlines provided.
In the absence of a response or in the event that the necessary corrective actions are not taken by the Organization within this period, or if the seriousness of the findings requires it, the Body shall suspend the certification.

In addition, in the event of the start of the transfer procedure to another Certification Body, Autenticert will send the Organization a communication via e-mail or certified email certifying the start of the process. At the end of the procedure, a further communication of revocation of the certificate currently in place will be sent.

Following the suspension, the Organization must:

- cease the use of the Autenticert trademark and references to certification;
- refrain from further publicizing the certification.

The suspensions are reported on the List of Certified Organizations available on the website and in any case, Autenticert can make the suspension public in the manner it deems most appropriate.

13.2 Reset

If the Organization, within the time established by the CB, removes the causes that led to the suspension of the certificate, Autenticert will reactivate the certification. The reactivation of certificates suspended due to the detection of serious technical deficiencies is subject to the decision of the Deliberation Committee.
If the Organization does not resolve, within the time established by Autenticert, the problems subject to the suspension, the CB will sanction by revocation or reduction of the scope of certification.
If a specific deadline for the resolution of the problems has not been expressly indicated in the suspension notice, the maximum term of 6 (six) months from the date of receipt of the notice itself shall be deemed to apply. The Body has the right to revoke or reduce the scope of certification even before the expiry of this term, if the circumstances justify it. In any case, if the 6-month period elapses without result, the certification will be revoked or its scope reduced.

13.3 Revocation

The certification is revoked by the Management of Autenticert in the following cases:

- persistence, beyond the time limits referred to in § 13.1 above, of the causes that led to the suspension of the certification;
- repeated unwillingness to consent to the audit by Autenticert staff, which also includes the failure to respond to several reminders to communicate open construction sites;

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- repeated failure to comply with the commitments made with Autenticert to remedy the findings concerning the Quality management system identified and reported during the audits;
- cessation of the activities subject to certification for a period of time exceeding 12 (twelve) months;
- serious violations or irregularities in the use of the certificate and the certification logo;
- persistence of the condition of arrears for more than 1 (one) month from receipt of the warning/reminder sent by Autenticert by letter with return receipt and in any case within 120 calendar days from the issue of the invoice (only for maintenance audits, certification and renewal audits are excluded for which payments must be made before the certificate is issued;
- other serious violations of the contract and the Regulations;
- bankruptcy or liquidation of the Organization;
- ascertained non-compliance with mandatory legislation with particular reference to any judicial and/or administrative proceedings that have become final;
- failure to adapt the quality management system to the amendments to these Regulations;
- waiver of the arbitration procedure in the event of litigation.
- transfer to another Organization of the business unit responsible for carrying out the activities falling within the scope of the certification;
- merger with another Organization(s);
- demerger;
- transfer of the company in its entirety to another organization;
- notice of thansfer received from third parties authoriced to do so by the Organization.

The revocation of certification can be partial or global (e.g. when it concerns some or all of the offices/branches/factories of an Organization) or it can be in whole or in part (e.g. when it concerns all or only part of the activity subject to certification).
The revocation of the certification is notified to the Organization by registered letter with return receipt or certified e-mail indicating the reasons for the measure adopted.
In addition, Autenticert provides for the cancellation of the entire Organization or only of the sites concerned, from the List of Certified Organizations on the website, or the modification of the subject of the certification. Following the revocation, the Organization must:
return the original(s) of the certificate(s) of conformity;
not to use copies and reproductions of the certificate(s);
cease the use of the mark and references to certification;
refrain from further publicizing the certification.
In all cases of revocation of the certification, all fees accrued for the provision of the services rendered will be due to the CB, as well as the reimbursement of all costs, expenses and charges incurred by Autenticert for the provision of the Services rendered up to the date of revocation, as well as the provisions of the certification offer signed.
The Organization to which the certification has been withdrawn may resubmit an application for certification only after demonstrating that the measures that Autenticert has deemed suitable to avoid the repetition of the conditions that gave rise to the measure have already been effectively completed.

13.4 Reduction

The reduction of certification may concern the standard, the activities, the certified operating units. The reduction of the certification is carried out at the specific request of the Organization, or by decision of Autenticert
To start the process, the licensee must submit a formal request indicating the object of the reduction, following which Autenticert may decide to:

- carry out an examination of the management system documentation;

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- carry out a Supplementary Audit;
- request the submission of a new certification application (see § 8.1);
- simply grant the reduction on the basis of the analysis of the documentation (request for reduction). The economic offer for the reduction is calculated on the basis of the provisions of the tariff.

In the event that the analysis of the documentation and/or the audit is successful, Autenticert issues a new certificate. The reduction of the certification can also be ordered by Autenticert in the event that:

- changes made to the management system (see § 14.3);
- the Organization is no longer active for the product/service subject to certification or part of it;
- the Organization is no longer compliant for part of the scope.

The file relating to the reduction is examined by the Deliberation Committee and in the event that the analysis of the documentation and/or the audit is successful, Autenticert issues a new certificate.

13.5 Waiver of Certification

A company may renounce the Certification in its possession by formally cancelling the contract, before the expiry of the Certificate, or in the event of a Change in the Certification Reference Standards, changes to the Regulations for the Certification of Company Systems and/or for the use of the Mark, or for unilateral termination of the contract, during the three-year validity period of the Certificate.
In all cases of renunciation, all fees accrued for the provision of the services rendered will be due to the CB, as well as the reimbursement of all costs, expenses and charges incurred by Autenticert for the provision of the Services rendered up to the effective date of the waiver itself, as well as the provisions of the certification offer signed.
Autenticert cancels the Certificate and at the same time removes the customer's name from the List of Certified Companies. The waiver is, therefore, effective, from the moment of cancellation of the Certificate.

14. CHANGES TO CERTIFICATION

14.1 Notification of Changes to the Rules for the Certification of Management Systems by Autenticert

Changes in the certification requirements resulting from changes in the reference standards for the certification of management systems are promptly communicated in writing by Autenticert to customers, with an indication of the date on which they will come into force.
All Organizations that are audited in the first 6 months from the date of entry into force mentioned above, will be verified against the old or new standard according to the request of the Organization. Adaptation to the new standard is mandatory for the subsequent audit.
All organizations that are audited after 6 months from the date of entry into force will be verified with the new standard.
Organizations may request, in writing, information and clarifications to which Autenticert will respond in writing.

14.2 Notification of Changes to the Rules by Autenticert

Changes resulting from changes in the rules and/or the management system of Autenticert, described in these Regulations, are communicated to customers, who may communicate their opinions in writing or request clarifications within 30 working days from the date of notification of the changes.
With regard to the Organizations that have not formulated remarks, the principle of silence-consent applies, so the changes are considered accepted.

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Organizations may comply with the new requirements within 3 calendar months of the aforementioned communication or renounce certification in the manner indicated in § 13.4 of these Regulations.

14.3 Notification of Changes Made by the Certified Organization

The Organization, as required by § 7.1, must give notice, within 60 days, of any change to its management system and any other significant change that may compromise its compliance.
By way of example and not exhaustively, the following are mentioned:
changes to the excluded requirements (compared to the approved manual);
changes in the management of outsourced processes (compared to the approved manual);
change in ownership composition;
transfer of assets to third parties either for consideration or free of charge (e.g. transfer/lease of the business unit or total contribution, etc., for details see § 20);
change of the company name and/or corporate purpose limited to certified activities;
change in the organizational structures (in terms of quantity and skills) and/or technical structures relating to the main production/delivery processes (technologies and production techniques).
In particular, the changes referred to in points 1) and 2) must not be implemented before Autenticert has examined the documentation and the nature of the requested changes; after the analysis, Autenticert can decide to approve them directly or request:

- an integration of data, documents and information;
- a comprehensive review of the management system documentation;
- a Supplementary Audit;
- the submission of a new Application for Certification (see § 8.1).

Autenticert notifies the Organization in writing, within 15 working days of receipt of the request for approval of the changes, of the actions it intends to take.
The costs for any verification actions are borne by the Organization.
The ownership of the certification can be transferred to another legal entity (e.g. change of company name, transfer/lease of the business unit or total contribution) only after assessment of the maintenance of the conditions required for certification within the terms set out above.
Any changes, even formal, requested by the Organization to certificates issued by Autenticert will result in the issuance of a new certificate and a fixed charge for administrative costs, as reported on the Offer.

15. TRANSFER OF CERTIFICATIONS

It is possible for an Organization to transfer certifications to Autenticert as provided for by the IAF MD2 Guide, in the current edition. Bodies that have ceased activity despite having maintained accreditation until cessation also fall within this scope, but those that have seen accreditation revoked for any reason are excluded. In the event of suspension of accreditation, the indications of the accreditation body regarding the validity of the certificates issued apply.

The transfer can be carried out provided that the following conditions are met:

- the certificate to be transferred is valid (i.e. not subject to suspension, withdrawal, etc.);
- the certificate has been issued by a certification body accredited by an Accreditation Body that is a signatory of IAF MLA;
- the validity of the certificate is not subject to the performance of extraordinary checks, compared to the normal surveillance scheme of Autenticert. In the event of sanctioning action and/or pre-existing prescriptions by the issuing CAB, an extraordinary audit will be carried out at the expense of the Organization.
- there are no ongoing legal proceedings or convictions for product liability that have become final (only if such information is in the public domain).

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Autenticert, the successor, reserves the right to evaluate each request through a special investigation, aimed at verifying the requirements.
At this stage, the applicant must provide Autenticert with all the information and documents relating to previous audits (last certification or renewal report, subsequent surveillance reports, related findings, any complaints and related corrective actions taken), the reasons for the transfer request, under penalty of non-application of the transfer procedure.
Any non-conformities that are still open should be closed by the issuing body before the transfer; otherwise, the Organization will have to submit corrections and corrective actions to be submitted to Autenticert.
Autenticert reviews the documentation and the evidence is recorded on the Mod. 22 "Transfer Application Review" in the field relating to the Takeover of another CB.
The preliminary investigation provides for the issuance of an economic offer drawn up on the basis of the Tariff according to the expected cost of reviewing the documentation and the contractual moment (surveillance or renewal) of the certificate to be transferred.
Autenticert can also issue the certificate after the re-examination of the documentation, following the normal deliberation process, complying with the surveillance program planned by the body that issued the certificate.
The certificate will show the date of first issue as the date indicated on the certificate issued by the previous Body.
If there are no conditions to accept the transfer, the request by the Organization will be treated as if it were a request for first certification.

The transfer applies to certificates covered by accreditation at the IAF MLA level, but also EA MLA; the EA resolution (which ACCREDIA already applies in its resolutions) has been implemented, which provides that a certificate issued by a CAB that has been suspended or revoked, or that has in any case ceased to operate, can be transferred within a maximum period of 6 months; In these cases, the accreditation body must always be informed before the transfer.
Beyond 6 months, the file must be managed as a new certification.

The transferor CAB confirms the validity of a certificate before the transfer activities.
The inspection during the transfer of the certificate ("pre-transfer visit" or extraordinary audit) is mandatory only if requested following the documentary examination of the "pre-transfer review" or re-examination of the transfer application (e.g. in the case of major NCs that are not closed). The pre-transfer visit is not an audit.

The CAB must define the competence criteria for those who carry out the pre-transfer review, while the competence of those who carry out the pre-transfer visit must necessarily be equal to that of a qualified auditor for the technical areas subject to verification.
To carry out the pre-transfer review, it is necessary to receive the audit documents of the last three years. In the event of a lack of such documentation, the Organization must be treated as a new customer.

During the pre-transfer review phase, the incoming CAB is required to establish and record its audit plan and program, possibly also revising the initial provisions of the previous CAB.

The transfer of a certificate cannot coincide with a surveillance or renewal audit. This means that the transfer activity must first be completed (document examination + possible pre-transfer visit), and only then can the surveillance audit or renewal be carried out.
After the transfer activity (documentary examination + possible pre-transfer visit), a normal deliberation activity follows, carried out by personnel independent of those who carried out the documentary examination and any pre-transfer visit.

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The certificate is approved after the transfer, before surveillance or renewal is carried out. The certificate issued upon completion of the transfer activities, if it shows the initial certification date, must indicate that the certificate was issued by another CAB previously.

The obligation of cooperation between the CABs is strengthened (upon request, the transferring CAB must provide the successor CAB with all the documents and information required by IAF MD 02, such as audit documents, information on the validity of the certificate, NC and their status).

A CAB cannot revoke a certificate just because a company informs it of its intention to transfer the certification to another CAB.
Once the transfer activities have been completed and the relevant certificate has been issued, Autenticert must inform the CAB that issued the previous certificate.

16. FEES AND PAYMENT CONDITIONS

16.1 Fees

The amounts for certification are defined in the offer prepared by Autenticert by applying the Tariff to the data and information communicated by the Organization. They are valid for the first 3 years of certification. The costs relating to the following three years are subject to adjustments on the basis of the ISTAT inflation rate of the previous year.
The offer may be modified if the data provided during the offer phase prove to be incorrect or inconsistent; these variations/discrepancies can be:
communicated by the Organization following internal changes that have taken place:

- after requests for quotations;
- detected as a result of audits,
- following a change in the Tariff

Autenticert notifies customers of changes.

16.2 Payment conditions

Payments relating to certification/maintenance must be paid within the time and in the manner indicated in the Offer and in subsequent administrative communications. An interest rate will be applied to late payments (Ex art. 5 Interest rate) as governed by art. 1, paragraph 1, letter e), Legislative Decree no. no. 192 of 2012.
Failure to pay the sums requested will result in Autenticert not carrying out the activity and, when applicable, the issuance of a letter of formal notice, containing the deadline for making the payment, after which the certification will be automatically suspended and subsequently revoked, in the event of the continuation of the conditions of insolvency, as provided for in § 13 of these Regulations.
The cancellation and/or request for postponement of the audit communicated to Autenticert with less than 15 working days notice will result in the charge of 50% of the total amount of the audit itself.
The cancellation and/or request for postponement of the audit communicated to Autenticert with less than 4 working days' notice will result in the charge of 70% of the total amount of the audit itself.

17. USE OF THE MARK AND CERTIFICATE

Once the verification process has been successfully completed and the relevant certificate has been issued, the Organization is granted permission to use the system certification mark and certificate.
The trademark is the exclusive property of Autenticert and its use is prohibited without explicit authorization (granted with the letter of sending the certificate).
The Organization is required to use the trademark(s) and/or certificate in accordance with the requirements defined in Reg. 05 "Regulations for the use of the trademark" available on the website.

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18. CONFIDENTIALITY

Autenticert as the Data Controller of personal data guarantees the confidentiality of all acts, data and information concerning the Organizations 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 internal and external persons (committees, auditors, IT service providers, etc.) involved in the certification process or who for other reasons have access to Autenticert's offices, sign a precise commitment of confidentiality and absence of conflict of interest, which in applicable cases, is also stated in the contract (auditors, service providers, etc.). Autenticert informs the customer, in advance, about the information it intends to make public. All other information, except that made public by the Organization, will be considered confidential.
Except as required by law, no information about a particular customer or person will be disclosed to a third party without the written consent of the same Organization or person. In cases where legislation requires Autenticert to disclose confidential information to a third party, the Organization or the person concerned will be informed in advance of the information provided, unless otherwise provided by law.
Information concerning the customer from sources other than those of the customer (e.g. from the person submitting a complaint, from authorities in the legislative field), is treated as confidential information, in accordance with Autenticert's policy
Personnel, including members of the Committees, suppliers, personnel of external bodies or persons operating on behalf of Autenticert, as mentioned, are required to maintain the confidentiality of all information obtained or deriving from the performance of Autenticert activities
Autenticert 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 cabinets).
When confidential information is made available to other bodies (e.g. accreditation bodies, etc.) Autenticert informs the customer of such actions.
In addition, the foregoing is valid except that:

- the publication of data is required by the accreditation or certification rules (List of Certified Organizations including the points reported in paragraph 9.3);
- 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 is made with the explicit and unanimous consent of all interested parties.

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

19. APPEALS, COMPLAINTS AND LITIGATION

19.1 Appeals

The appeal applies to the case in which an Organization intends to appeal against any decision taken against it. The appeal, which does not suspend the measure/sanction, must be submitted by certified email or registered letter with return receipt within 10 (ten) working days, from the notification of the measure/sanction.
Autenticert acknowledges, in writing, the receipt of the appeal and in the same letter, communicates to the Organization the names of the members of the Committee for the Safeguarding of Impartiality that the Director can use to examine the file, which may be all of them (generally all) or only those most competent on the subject of the appeal.
The activation of the Committee guarantees independence, impartiality and no previous involvement in the contents of the appeal and, above all, that there are no actions of a discriminatory nature against the applicant. The Committee decides, evaluating the entire process of receipt, validation

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and examination of the appeal by Autenticert and taking into account the outcomes of similar, previous appeals. In addition, it ensures their registration, traceability, actions to resolve them and the adoption of appropriate corrections and/or corrective actions.
The Organization may object to the composition of the group of members to whom the appeal is submitted. In the case of objective reasons, the replacement of the member or members of the group interested in the recusal is envisaged. This objection must be submitted in writing within 3 working days of receipt of the communication of the names. After the analysis of the appeal and decisions on the matter by the Committee, Autenticert provides a written response to the applicant Organization within 3 (three) calendar months from the submission of the appeal. Autenticert provides reports on the progress of the appeal, whenever there are changes on the progress itself. The costs relating to the activities deriving from the appeal are borne by the Organization only in the event that it is the losing party.

19.2 Complaints and Reports

Autenticert takes into consideration all complaints and reports received in writing from customers or other parties and manages them in accordance with these Regulations.
They are identified and recorded in a special register, analyzed by technicians who have had no previous involvement in the contents of the complaint itself (typically the Quality Manager) and all the information necessary to assess its validity is verified. In the event that the complaint proves to be unfounded, Autenticert informs the complainant in writing justifying the reasons why the complaint is to be considered unfounded.
In the event of a well-founded complaint, relating to certification activities for which the CB is responsible, Autenticert analyzes the facts described, the records, the auditors' behavior, the reference file to verify the effectiveness of the management system, etc. On the basis of these analyses, Autenticert will correct the event and, when the causes are known, will open a corrective action.
If the report refers to a certified Organization, Autenticert notifies the Organization of the complaint in writing, within 5 (five) working days of receipt and, when applicable, requesting the implementation of a corrective action that will subsequently be evaluated by the CB. Where deemed necessary, Autenticert arranges for additional audits to be carried out.
Upon request, including by telephone, by the complainant, Autenticert provides reports on the progress of the complaint.
At the end of the above activities, Autenticert, after having communicated in writing to the complainant (within 30 calendar days), the results of the complaint processing process, will evaluate with the complainant the possibility of communicating information about the complaint to the outside world.
Complaints can be received by Autenticert by any means, as long as they are in writing (fax, e-mail, ordinary mail); in order to ensure a rapid and effective response, it is preferable to use the specially prepared form on the CB's website.
Any verbal or telephone complaints are taken into consideration, provided that they are not anonymous and that they are followed by written communication.
All the activity described above is subject to confidentiality requirements, as regards the complainant and the content of the complaint itself, compatibly with the notification requirements to the subjects provided for by the law.

19.3 Litigation

Any dispute that may arise:

- with regard to the interpretation, implementation, execution, validity, effectiveness and termination of the certification contract or for any other reason (e.g., unsatisfactory response to an appeal) and in any case referred to the Autenticert-Organization contractual relationship;
- between the parties, directly or indirectly, for the application or interpretation of these "Certification Regulations" or for any other reason,

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it is devolved exclusively to the award of an arbitration panel in accordance with the informal arbitration procedure.

This panel is composed of three members, two of whom are appointed by the parties, one for each, and the third, acting as chairman of the arbitration panel, by the two arbitrators appointed by the parties.
In the absence of an agreement, the arbitrator is appointed by the President of the Court of Bari for Autenticert srl and of the Court of Tirana for Autenticert Albania SHPK. The party that decides to promote arbitration will communicate to the other party by certified email the name of the arbitrator designated by it.
The party that has received this communication must in turn communicate the name of its own appointed arbitrator to the other party by certified email. The arbitration, as mentioned, will be informal (arbitrato irrituale) but conducted according to law and the parties undertake to consider the arbitration decision as a manifestation of their contractual will and to respect it as such pursuant to Article 1372 of the Italian Civil Code.
The costs of the arbitration shall be borne by the losing party. The seat of arbitration is exclusively Bari for Autenticert srl and Tirana for Autenticert Albania.
With regard to disputes, the notification is recorded in the certification file of the Organization and a copy of the same is sent to the Impartiality Committee.
For all other disputes that may arise between Autenticert and parties other than the licensee organizations, the Court of Bari for Autenticert srl and the Court of Tirana for Autenticert Albania have exclusive jurisdiction.

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20. HANDLING OF SPECIAL CASES

Below are the possible requests from Organizations already certified by Autenticert and the methods of management by Autenticert of the same.

20.1 Sale of Business Units

With regard to this problem, the possible cases are:
transfer of the entire certified business unit: the certificate is revoked without carrying out an audit;
sale of part of the certified business unit: the scope relating to the assets sold is reduced without carrying out an audit.

20.2 Contribution of the entire company

The certificate shall be revoked without auditing.

20.3 Minor changes in certification

20.3.1 Change of company name

The company has changed the name as can be seen from the Chamber of Commerce certificate shown during the audit and sent to Autenticert previously, without any other changes: a new certificate is issued.

20.3.2 Transformation

The company has changed only the type of company (e.g. from partnership to corporation), a new certificate is issued.

20.3.3 Change of Location

Given that the registered office means the one reported in the Chamber of Commerce certificate, while the operational headquarters is the place where the activities are actually carried out, in the event that the two are distinct, the following applies:

20.3.4 Change of Registered Office

A new certificate shall be issued.

20.3.5 Change of Operational Location

A Supplementary Audit may be carried out, with the issuance of a new certificate, where the request is received between two audit visits.
Where the registered office and the operational site coincide, the provisions described for a change of operational site shall apply. The issuance of the Certificate shall be decided by Management.

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