



## CERTIFICATION AGREEMENT & RULES

### Agreement between RDM Certification Services (Here in Referred as RDM).

- 1. INTRODUCTION** RDM is a Private Limited, independent certification body for management systems certification. Although not a statement guaranteeing that the product or services actually meet specified requirements, accredited certification of a management system is a measure of compliance with the appropriate international standards.
- 2. SCOPE OF THE RULES OF REGISTRATION** These rules of registration are applicable to all management system audits undertaken by RDM within the current scope of accreditation as detail on the accreditation board website. In fulfilling this scope, the client agrees to supply all necessary information to RDM so that a full and fair assessment can be undertaken.
- 3. PERSONNEL** RDM undertakes to provide suitably qualified and competent personnel for all audit and surveillance activities using their own staff or suitable qualified and competent associates. All members of RDM (full-time employees, associates or local representatives) are required to sign confidentiality agreements concerning all confidential information to which they may be exposed.
- 4. APPLICATION FOR REGISTRATION** On receiving a completed Application Form/Request for Quotation RDM or its local representative will prepare a quotation detailing audit cost which will be forwarded to the client along with a copy of this document.
- 5. AUDIT METHOD** The first stage of the audit requires the Auditor to conduct an on-site readiness review of the client's management system to assess the documentation and if the implementation of the management system is at a level sufficient to progress to the Stage two audit. When satisfied with the compliance of the documentation and system readiness the Auditor will produce a report and will agree a date with the client for the Stage 2 audit. The Stage 2 audit will then be conducted in accordance with RDM accredited management system processes. If further visits are required, due to noncompliances found, these will be undertaken and the client will be liable for any extra charges incurred. In case of any Major Non Conformity recommendation for certification will be granted based on On-site Follow Up Audit. The audit will be carried out against agreed audit criteria. Once registration has been obtained the client will be under a duty to notify RDM of any changes that Significantly affect the registration. RDM may re-audit if necessary (short notice) due to the significant changes or as a result of any complaint, or follow up on suspended clients. If any additional charges are incurred RDM

reserve the right to pass these additional charges on to the client.

6. **CERTIFICATION** On completion of the audit the Auditor will submit the report to the RDM Quality Manger who will do the administrative review of file and present the file to RDM's Certification Committee. The Certification Committee will make the certification decision and authorize the issue of the certificate after the Technical Review of the Client File. The certificate remains the property of RDM and is valid for three years, providing the client maintains the management system to the required standard. All certification activities and the management of impartiality is overseen by an Independent Certification Board.
7. **ANNUAL REGISTRATION AND SURVEILLANCE** After the issue of a certificate, planned surveillance visits will be carried out by an Auditor at the client's premises at least annually in order to maintain registration. If areas of concern are identified, more visits may be carried out at the discretion of the RDM Management. The client agrees to meet the extra costs relating to any additional audits. A triennial recertification audit is required to maintain registration. The client will notify RDM without delay of any matters incurred that may affect the capability of the management system to fulfill requirements.
8. **EXTENSION OR REVISION TO THE SCOPE OF REGISTRATION** This may be applied for in the same way as the initial audit, indicating the increased scope/address change of registration required. The audit will be carried out in the areas not previously audited. If successful, a new certificate indicating the new scope/address change will be issued by RDM. There will be a charge for extensions to scope/address change and the re-issuing of the certificate. Should a certified scope be reduced, the client will amend all advertising matter.
9. **PUBLICITY** When a certificate has been issued, the client has the right to publish the fact. The relevant logos can be used on stationery relating only to the audited scope of registration and standard. Separate logo rules will be issued by RDM at the time of registration.
10. **CERTIFICATE MISUSE** RDM will take all necessary steps to ensure that there is no misuse of the logo or the certificate by the client. The client undertakes not to misuse or misrepresent the logo or the certificate in any way.
11. **FEES** All fees for audits and annual registration are reviewed annually and are available on request. All fees paid to RDM are strictly non-refundable. Certification & Surveillance fees are payable in advance and are to maintain registration.
12. **CERTIFICATE SUSPENSION OR WITHDRAWAL** Following a successful audit of a client's management system to the appropriate standards or specifications, the certificate may be suspended due to: Continued misuse of logos Failure to apply corrective action as a result of discrepancies found at audit or surveillance visits. Any other breach of RDM's Certification Agreement & Rules. Non Payment of Audit Fee as agreed Or withdrawn due to: Failure to respond to requests made by RDM after suspension of certificate Failure of a client to settle a financial account the client's request Following either the suspension or withdrawal of a certificate the client will discontinue its use and return the original to RDM and discontinue to claim accredited management system registration.

13. **CLIENT COMPLAINTS AGAINST RDM PERSONNEL** If a client has a complaint regarding any employee or associate of RDM, this should be sent in writing to the RDM Managing Director at the Head Office address. If the complaint involves a Managing Director, then the complaint is to be addressed to the Impartiality Committee.
14. **COMPLAINTS AGAINST THE REGISTERED COMPANY** The client agrees to make available to RDM or its representative all information pertaining to complaints received by the client from customers, regulators and any other interested parties.
15. **TERMS OF PAYMENT** Cancellation of audit or surveillance dates by the client within twenty working days of the agreed dates will result in RDM claiming an extra levy equivalent to one-man day from the company for each staff day cancelled. Payments are due in accordance with the contract.

16. **LIABILITY** Neither RDM nor any of its employees or auditors shall be liable for any loss, expense or damage however so sustained by any company, client or person due to any act whatsoever taken by RDM or its employees or auditors, save to the extent that any attempted exclusion or liability would be contrary to law.

17. **JURISDICTION** This agreement is to be governed in all respects by Indian Law and in the event of a dispute the parties agree to submit to the jurisdiction of New Delhi Court.

*RDM reserves the right to change these Certification Agreement & Rules without prior notification.*

Authorized Signatory

Date: -

RDM Certification Services

*Certification Services*



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