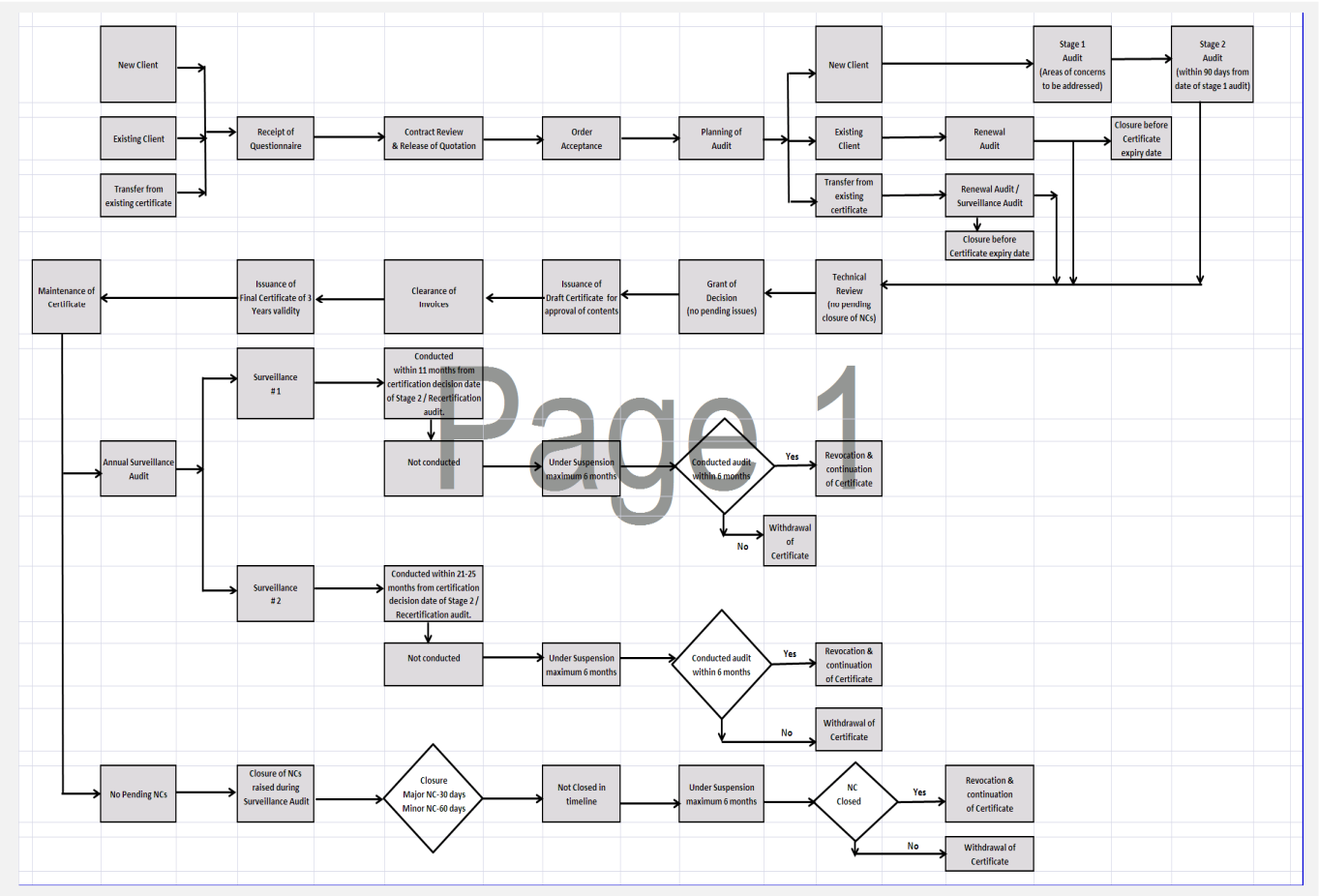
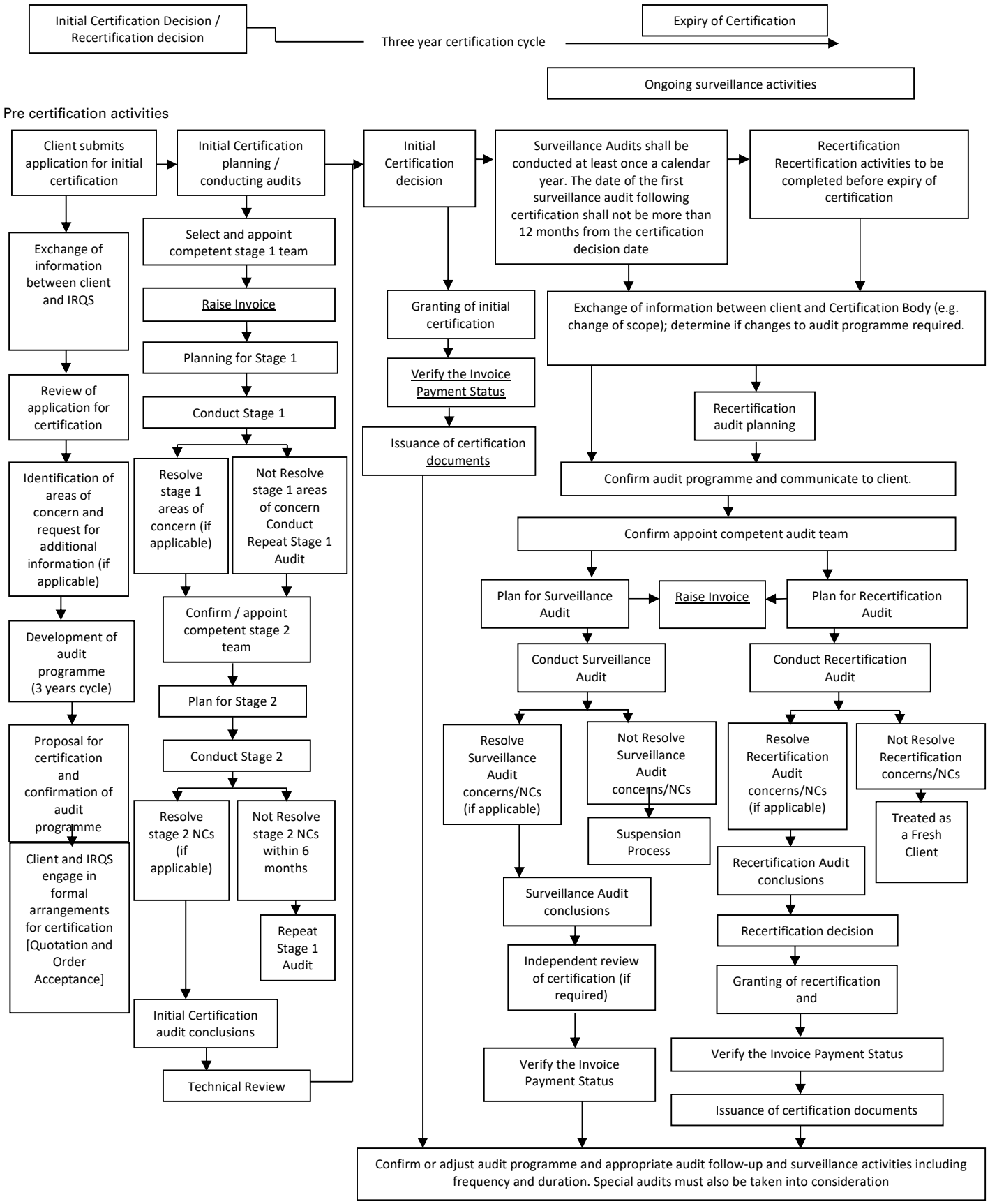
Certification Process:



Page 1

NOTE: For details refer below.

FLOW DIAGRAM FOR MANAGEMENT SYSTEM CERTIFICATION OF AN ORGANISATION FOR NEW CLIENTS & EXISTING CLIENTS



A. Purpose : General Information about Certification Scheme

B. Scope : Certification Scheme(s) offered by IRQS

C. Responsibilities : Nominated Representative / Divisional Head-IRQS

D. Description : IRQS (A Division of IRCLASS Systems and Solutions Private Limited) provides independent certification services for various management systems. IRQS commenced certification services in 1993. IRQS stands for **Integrity, Reliability, Quality and Safety**.

1. Management Systems Certification Scheme

1.1 The scheme covers assessment by IRQS for certification of various management system/s in accordance with the International Standards viz. ISO 9001, IATF 16949, OHSAS 18001, ISO 14001, ISO 22000, FSSC 22000, ISO/IEC 27001, ISO 28000, ISO 30000, ISO 50001 & ISO 13485.

1.2 Certificates are issued as per the following accreditations / certification schemes:

1.2.1 RvA accredited certificates for QMS, EMS, OHSAS, ISMS and FSMS
1.2.2 NABCB accredited certificates for QMS, EMS, OHSAS, FSMS, FSSC, ISMS & EnMS
1.2.3 IATF accredited certificates for IATF 16949
1.2.4 ANAB accredited certificates for SMSSC.
1.2.5 Unaccredited certificates for ISO 30000. These certificates are issued as per IRQS certification scheme.

1.3 **Scope of Accreditation**

The accreditation covers the quality system of the certifying body as well as specified certification scope in working areas described under different IAF/EA code, for which the certification body is authorized to carry out assessment and issue of certificates of approval.

1.3.1 For IRQS accreditations details of particular industry sector authorizations refer to RvA, NABCB, ANAB, IATF-SMMT and FSSC certificates or visit the following websites;

- www.rva.nl
- www.qcin.org
- www.anab.org
- www.fssc22000.com

For registration details of IATF 16949, refer www.iatfglobaloversight.org

1.3.2 For other information and list of clients; visit www.irqs.co.in / www.irclass.org, the same can be obtained upon request.

1.4 **Scope of Assessment**

These are the various activities carried out by the industry / organization, within the scope of the standard which appears in the certificate of approval issued to the organization by IRQS after satisfactory assessment.

2. Management Systems as per international Standards

Certifications of following Management Systems Standards /Specifications are offered by IRQS:

2.1 **Quality Management System (QMS) – ISO 9001**

The International Standards specify requirements for quality management systems where an organization needs to demonstrate, the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; facilitating opportunities to enhance customer satisfaction; addressing risks and opportunities associated with its context and objectives; the ability to demonstrate conformity to specified quality management system requirements, including processes for continual improvement of the system.

2.2 **IATF 16949**

This technical specification, in conjunction with ISO 9001:2015, defines the quality management system requirements for the design and development, production and, when relevant, installation and service of automotive-related products.

This technical specification is applicable to sites of the organization where customer-specified parts, for production and / or service, are manufactured.

Supporting functions, whether on-site or remote (such as design centers, corporate headquarters and distribution centers), form part of the site audit as they support the site, but cannot obtain stand-alone certification for IATF 16949.

2.3 Environmental Management System (EMS) – ISO 14001

The requirement for an environmental management system is to enable an organization to achieve the intended outcomes it sets for its environmental management system by a systematic approach to environmental management through :

- protecting the environment by preventing or mitigating adverse environmental impacts;
- mitigating the potential adverse effect of environmental conditions on the organization;
- fulfillment of compliance obligations;
- enhancing environmental performance;
- controlling or influencing the way the organization's products and services are designed, manufactured, distributed, consumed and disposed by using a life cycle perspective that can prevent environmental impacts from being unintentionally shifted elsewhere within the life cycle;
- achieving financial and operational benefits that can result from implementing environmentally sound alternatives that strengthen the organization's market position;
- communicating environmental information to relevant interested parties.

This International Standard, like other International Standards, is not intended to increase or change an organization's legal requirements.

2.4 Occupational Health and Safety Management Systems (OH & SMS) – OHSAS 18001 / ISO 45001

This standard gives requirements for an occupational health and safety (OH & S) management system, to enable an organization to control its OH&S risks and improve its performance.

This standard is intended to address occupational health and safety of personnel and processes, rather than product and services safety.

The standard is applicable to any organization that wishes to

a) Establish an OH&S management system to eliminate and minimize risk to employees and other interested parties who may be exposed to OH&S risks associated with its activities.
b) Implement, maintain and continually improve the OH&S management system
c) Assure itself of its conformance with its stated OH&S policy
d) Compliance to legal and other requirements

- **Validity of Certificate:**

Validity of the existing granted "Certificate of approval" for OHSAS 18001:2007 will be up to 11th March 2021.

Certificate granted for any audits carried out for OHSAS 18001:2007 either as Individual scheme or as Integrated with other standards the VALIDITY OF "Certificate of approval" for OHSAS 18001:2007 will be up to 11th March 2021 and not for 3 years from the date of decision.

For example: The Certification Audit for OHSAS 18001:2007 conducted in the month of 20th April 2018, 3 years cycle is upto 19th April 2021. But certificate is issued with the validity date is 11th March 2021, instead of 19th April 2021, since OHSAS 18001:2007 standard will be withdrawn after 11th March 2021.

Note: As per IAF notification, the transition period for migrating accredited certifications from OHSAS 18001:2007 to ISO 45001:2018 has been extended to 30th September 2021.

- **Conduct of Audit for Migration to ISO 45001:2018:**

Options for client:-

a) Existing certified Organization can migrate to ISO 45001:2018 standard during their upcoming Renewal / Surveillance Audit in 2018, 2019, 2020.
b) Existing certified Organization can get migrated before their due surveillance/renewal audit in 2018, 2019,2020 through Special Audit with additional charges.

Allocation of Mandays for Migration to ISO 45001:2018:

- During Surveillance Audit – Surveillance audit Man-days plus additional One Man-day.
- During Re-certification audit – Re-certification audit Man-days plus additional One Man-day.
- For New Client Man-days will be as per Contract Review : No additional Man-day to be added.

- **IRQS Shall not accept any new clients for certification of OHSAS 18001:2007 Standard from 1st June 2020.**

2.5 **Food Safety Management System (FSMS) - ISO 22000**

Certification of an organization's FSMS is one of the means of providing assurance that the certified organization has implemented a system for the food safety management of its processes, activities, products and services in line with the organization's food safety policy and the requirements of ISO 22000.

It is applicable to all organizations, regardless of size, which are involved in any aspect of the food chain and want to implement systems that consistently provide safe products.

- **Validity of Certificate :**

Validity of the existing granted "Certificate of approval" for ISO 22000:2005 will be up to 18th June 2021.

Certificate granted for any audits carried out for ISO 22000:2005 either as Individual scheme or as Integrated with other standards the VALIDITY OF "Certificate of approval" for ISO 22000:2005 will be up to 18th June 2021 and not for 3 years from the date of decision.

Note: As per IAF notification, the transition period for ISO 22000:2018 has been extended to six months more (up to 31 December 2021)

2.6 **Food Safety System Certification 22000**

FSSC 22000 is the world's leading, independently managed, nonprofit food certification scheme for ISO 22000-based certification of food safety management systems. Acknowledged by GFSI for the manufacture and processing of foods and food packaging materials, FSSC 22000 retains the flexibility to add scopes in line with market demands.

2.7 **Information Security Management System (ISMS) - ISO 27001**

An Information Security Management System (ISMS) is a systematic approach to managing sensitive company information so that it remains secure. It encompasses people, processes and IT systems.

Certification of an organization's ISMS ensures that the organization has a model for establishing, implementing, operating, reviewing, maintaining and improving the security of information including those of customer, held by the organization. The implemented ISMS ensure handling of overall business risks by implementation of security controls customized to the needs of the organization thus increasing the productivity of the people and enhancing corporate image.

2.8 **Energy Management System (EnMS) - ISO 50001**

ISO 50001:2011 / ISO 50001:2018 specifies requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy use and consumption.

ISO 50001:2011 / ISO 50001:2018 specifies requirements applicable to energy use and consumption, including measurement, documentation and reporting, design and procurement practices for equipment, systems, processes and personnel that contribute to energy performance.

ISO 50001:2011 / ISO 50001:2018 applies to all variables affecting energy performance that can be monitored and influenced by the organization. ISO 50001:2011 does not prescribe specific performance criteria with respect to energy.

ISO 50001:2011 / ISO 50001:2018 has been designed to be used independently, but it can be aligned or integrated with other management systems.

ISO 50001:2011 / ISO 50001:2018 is applicable to any organization wishing to ensure that it conforms to its stated energy policy and wishing to demonstrate this to others, such conformity being confirmed either by means of self-evaluation and self-declaration of conformity, or by certification of the energy management system by an external organization.

- **Validity of Certificate :**

  Validity of the existing granted "Certificate of approval" for ISO 50001:2011 will be up to 20th August 2021.

  Certificate granted for any audits carried out for ISO 50001:2011 either as Individual scheme or as Integrated with other standards the VALIDITY OF "Certificate of approval" for ISO 50001:2011 will be up to 20th August 2021 and not for 3 years from the date of decision.

  Note: As per IAF notification, the transition period for ISO 50001:2018 has been extended to six months (up to 31st January 2022)

2.9 **Specification for security management systems for the supply chain – ISO 28000**

Supply chain describes an overall process that results in goods being transported from the point of origin to final destination and includes the movement of the goods, the shipping data, and the associated processes as well as the series of dynamic relationships. It involves many entities such as producers of the goods, logistics management firms, consolidators, truckers, railroads, air carriers, marine terminal operators, ocean carriers, cargo/mode/customs agents, financial and information services, and buyers of the goods being shipped.

ISO 28000:2007 outlines the requirements to enable an organization to establish, implement, maintain and improve a security management system, including those aspects critical to security assurance of the supply chain. These aspects include, but are not limited to, financing, manufacturing, information management and the facilities for packing, storing and transferring goods between modes of transport and locations.

Security clearance:

An independent agency be appointed by IRQS for vetting candidate as security auditors and carrying out the Background checks of all auditors involved in "Security Management System for Supply Chain" management system certification audits.

The reports of independency agency would be used for qualification of "Security Management System for Supply Chain" management system certification audits.

The reports of independent agency upon request shall be shared with organizations applying for "Security Management System for Supply Chain" management system certification or audit, and other relevant stakeholder organizations associated with "Security Management System for Supply Chain" management system certification or audit.

2.10 **Ship Recycling Management System (SRMS) ISO 30000**

ISO/PAS 30000:2009 specifies requirements for a management system to enable a ship recycling facility to develop and implement procedures, policies and objectives in order to be able to undertake safe and environmentally sound ship recycling operations in accordance with national and international standards. The management system requirements take into account the relevant legal requirements, safety standards and environmental elements that the ship recycling facility needs to identify and comply with in order to carry out safe and environmentally sound ship recycling.

ISO/PAS 30000:2009 applies to the entire process: accepting a ship for recycling by the facility; assessing the hazards onboard the ship; identifying and complying with any applicable notification and import requirements for ships to be recycled; carrying out the recycling process in a safe and environmentally sound manner; conducting required training; ensuring the availability of social amenities (e.g. first aid, health checks, food and beverages); storage and processing of materials and wastes from the ship; waste stream and recycling stream management, including contractual agreements; and documentation controls for the process, including any applicable notification of the final disposal of the vessel.

2.11 **Ayush Scheme :**

The Ayush products are regulated under the Drugs and Cosmetics Act, 1940 by the Drugs Controller General of India through the State Governments. The Department of AYUSH has been exploring the possibility of introducing a voluntary product certification scheme for selected AYUSH products to enhance consumer confidence. The matter was discussed in a series of meetings taken by the Secretary (AYUSH) beginning 24 Dec 2008 and the Quality Council of India (QCI) offered to develop a concept paper on the subject.
The Scheme is based on a criteria for certification. It has two levels:

a. Ayush Standard Mark which is based on compliance to the domestic regulatory requirements

b. Ayush Premium Mark which is based on GMP requirements based on WHO Guidelines and product requirements with flexibility to certify against any overseas regulation provided these are stricter than the former criteria.
Under this scheme, each manufacturing unit would obtain a certification for its products from a approved certification body (CB) which is accredited to appropriate international standards by the National Accreditation Board For Certification Bodies (NABCB) and will be under regular surveillance of the certification body.

2.12 **Medical Devices (ISO 13485)**

A medical device is any device intended to be used for medical purposes. Thus, what differentiates a medical device from an everyday device is its intended use. Medical devices benefit patients by helping health care providers diagnose and treat patients and helping patients overcome sickness or disease, improving their quality of life. Significant potential for hazards are inherent when using a device for medical purposes and thus medical devices must be proved safe and effective with reasonable assurance before regulating governments allow marketing of the device in their country. As a general rule, as the associated risk of the device increases the amount of testing required to establish safety and efficacy also increases. Further, as associated risk increases the potential benefit to the patient must also increase.
ISO 13485 international standard for medical devices quality management systems (QMS). Medical devices can be simple or complex, but all of these can benefit from being designed and manufactured under ISO 13485 which is the most widely used medical device QMS standard. It is required in Europe, Canada and many other countries for most devices. In the US the FDA Quality System Regulation (QS Reg.), also known as the cGMP, is required. Although the QS Reg. is structured very differently than ISO 13485, they have no conflicting requirements.

ISO 13485 is a regulatory standard whose focus is meeting customer requirements, including regulatory requirements, and maintaining the effectiveness of the QMS.

ISO 13485 follows the process approach introduced in QMS. The process approach treats the QMS as a set of interrelated processes covering not only the manufacture of a product or provision of a service, but also management processes and support processes. A "process" is something that transforms a collection of inputs into outputs. Inputs consist of everything needed to accomplish this transformation. For manufacturing a device these this might included such things as raw materials, manufacturing supplies, work benches, cleaning materials, tools, and equipment, the building, people, written instructions, assembly drawings, comparison samples, and workmanship standards. The output of the process, that is the transformation of these inputs, produces the finished part, records about what was done by who, and information about how the transformation was accomplished, such as time to complete or production yield. Unwanted outputs might include scrap parts and wasted material. For non-manufacturing processes, for example Document Control, inputs might include Document Control procedure, change request, people, equipment (copy machine, computer, scanner), document control center, and the outputs would included controlled documents, controlled copies, and process statistics.

2.13 **ISO 21001:2018 Educational organizations — Management systems for educational organizations**

ISO 21001 provides a common management tool for organizations providing educational products and services capable of meeting the needs and requirements of learners and other customers. It is a stand-alone management system standard, aligned with other ISO management system standards (such as ISO 9001, ISO 14001, etc.) through the application of the high level structure. ISO 21001 focuses on the specific interaction between an educational organization, the learner, customers and other relevant interested parties.

It specifies requirements for an Educational Organization Management System (EOMS) when such an organization:
• Needs to demonstrate its ability to consistently provide, share and facilitate the construction of knowledge while conforming with applicable statutory and regulatory requirements
• Aims to enhance the satisfaction of learners, other customers and personnel through the effective application of its EOMS, including processes for improvement of the system

All requirements of ISO 21001 are generic and intended to be applicable to educational organizations that provide, share and facilitate the construction of knowledge through teaching, training or research, regardless of type, size and the product and service provided. The standard therefore applies to the management system of any organization utilizing a curriculum to provide, share and transfer knowledge.

The potential benefits to an organization of implementing an EOMS based on this International Standard are:
• Better alignment of objectives and activities with policy • Enhanced social responsibility by providing inclusive and equitable quality education for all • More personalized learning and effective response to all learners, in particular those with special education needs and distance learners • Consistent processes and evaluation tools to demonstrate and increase effectiveness and efficiency • Increased credibility of the educational organization • Ability to demonstrate commitment to effective quality management practices • Development of a culture for organizational improvement • Harmonization of regional, national, open and proprietary standards within an international framework • Widened participation of interested parties • Stimulation of excellence and innovation.

2.14 **Remotely Piloted Aircraft Systems (RPAS)**

Drones are technology platforms with wide-ranging applications, from photography to agriculture, from infrastructure asset maintenance to insurance. Drones can vary in size from very small to those that can carry a high payload. The Ministry of Civil Aviation, Government of India, has been working to establish a world leading drone ecosystem in India, which will create the physical and digital infrastructure to support safe, efficient and secure access to the Indian airspace by millions of UAVs.

The advent of Drone Regulations 1.0 has indeed made it possible to establish a global standard on drone regulations that would permit, with appropriate safeguards, the commercial application of various drone technologies. The Directorate General of Civil Aviation has issued the Civil Aviation Requirements (CAR) to ensure airworthiness and seamlessly operate privately owned Remotely Piloted Aircraft System (RPAS) for civil purposes.

Instead of simply digitizing a paper-based process for registering and operating drones, India has formulated the Digital Sky Platform with an all-digital process. This is a national, first-ofits-kind, unmanned traffic management (UTM) platform which implements a "no permission, no take-off" (NPNT) framework. The users are required to complete a one-time registration for their drones, pilots and owners. For every flight that a user wishes to embark on (exempted for the nano category), they request permission to fly online and if found acceptable, a digital permit is given online. To prevent unauthorized flights and to ensure public safety, any drone without a digital permit to fly cannot take-off. The compliance to No permission no takes off is ensured through Registered Flight Module which allows RPAS to arm for flight only if a valid digital permit is fed to the RPAS.
Certification Scheme Process for RPAS available on website:www.irqs.co.in

2.15 **Privacy Information Management Systems - ISO 27701**

ISO 27701 was developed to provide a standard for data privacy controls, which, when coupled with an ISMS, allows an organisation to demonstrate effective privacy data management. ISO 27701 establishes the parameters for a PIMS in terms of privacy protection and processing personally identifiable information (PII).

ISO 27701 and ISO 27001 are two standards that are often used interchangeably by non-information security professionals when referring to information security.

Both ISO 27001 and ISO 27701 standards are IT security management standards. The difference between the two standards is that ISO 27001 focuses on the gap between risk management and security controls whereas ISO 27701 is a standard geared towards meeting privacy regulations and laws like GDPR and the Data Protection Act. ISO 27701 is focused on privacy data risks.

ISO 27701 is an extension of ISO 27001. It's one of the risk management standards, but it ensures that the business complies with GDPR and other relevant PII regulations. Before you can benefit from ISO 27701's security benefits, you must first implement ISO 27001.

Benefits of ISO 27701 :

- Demonstrate next-level data protection with ISO 27701
  - The ISO 27701 standard is one of the ways to show that you are complying with all appropriate data protection, confidentiality and privacy security requirements.

- Build trust when managing personal information
  - When it comes to handling personal information, you need to have a way of ensuring that your organisation is doing everything possible to ensure that information is handled correctly and in compliance with the law. ISO 27701 gives you the standard necessary to build trust when managing data. Suppliers, consumers and partners can have confidence in your policies, procedures and protocols when you work to an international standard like 27701.

- Integrates with the leading information security standards
  - ISO 27701 integrates with the leading information security standards. This enables seamless development and updating of policies and procedures across differing standards, and the sure knowledge that you won't compromise your compliance with other standards by adopting ISO 27701 standards.

- Supports compliance with other privacy regulations
  - ISO 27701 is the 'industry standard' to comply with new data protection legislation. Even though ISO 27701 aligns with the principles of GDPR, it also allows organisations to document compliance with other privacy laws, regulations, standards, and requirements.

- Flexible enough to accommodate jurisdictional specifics
  - The ISO 27701 standard was developed to provide standards for working with personally identifiable information so you can meet different privacy laws. If your company operates outside the EU and you want to follow the equivalent territory specific guidelines equivalent to GDPR, you can bring those jurisdictional specifics into ISO 27701.

- Provides transparency between stakeholders
  - ISO 27701 sets the standard for how privacy data is managed. The standard makes processes transparent for all stakeholders, engendering trust and mutual respect.

- Facilitates effective business agreements
  - When companies are committed to working to the same high privacy data standards there it is easier to make agreements and to work together. ISO 27701 engenders trust and ensures that all stakeholders are on the same page when considering system integration and shared business processes.

3. Certification (Registration) of Management Systems

3.1. Application

Organization, intending to obtain management system certification from IRQS, to fill up the questionnaire, indicating the scope of assessment (refer para 1.4) along with other details :

- the specific certification scheme, including its name and the address(es) of its site(s), its processes and operations, human and technical resources, functions, relationships and any relevant legal obligations;
- identification of outsourced processes used by the organization that will affect conformity to requirements;
- the standards or other requirements for which the applicant organization is seeking certification;
- whether consultancy relating to the management system to be certified has been provided and, if so, by whom

An offer is made to the organization based on required man days calculated as per the details provided in the questionnaire and after ensuring that the declared scope of assessment is within the authorization of IRQS's scope (refer para 1.3) of accreditation.

3.2. Submission of Documents

Upon acceptance of IRQS offer the Organization submits the 'Order Acceptance, Agreement Including Terms & Conditions Form indicating the scope of assessment (refer para 1.4) acknowledgement. If accepted / approval is provided by Email along with the documentation establishing the relevant management system, for review by IRQS auditors.

For Public Sector Unit i.e. PSU, which usually form a client base involved in tendering process, the issuance of Work Order / Purchase Order by these PSU's are considered equivalent document for Order Acceptance & deemed acceptance of the Terms & Conditions specified in Clause 4 of this document.

In such cases details of certification requirements shall be provided through the document 'Certification Scheme'.

3.3. Assessment of Documents

The assessment of the documents may be done prior to the scheduled Stage I audit or during the Stage I audit. The adequacy of the management system documentation with respect to implementation is reviewed during the assessment and if found deficient appropriate comments are communicated to the auditee through Stage I report.

The details of audit plan/schedule are planned and these are submitted to the Organization.

3.4. Certification Assessment for the Management Systems is carried out in 2 stages.

a) Stage I
b) Stage II

The activities of each are described as below:

a) Stage I – The stage 1 audit shall be performed on-site to

1. review the client's management system documented information
2. evaluate the client's location and site-specific conditions and to undertake discussions with the client's

personnel to determine the preparedness for the stage 2 audit;

3. review the client's status and understanding regarding requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
4. Obtain necessary information regarding the scope of the management system,
   - The client's Site(s)
   - Processes and equipment used
   - Level of controls established (particularly in case of multi-site clients)
   - Applicable statutory and regulatory requirements and compliance (e.g. quality, environmental, legal aspects of the client's operation, associated risks, etc.);
5. review the allocation of resources for stage 2 audit and agree the details of Stage 2 audit with the client.
6. Level of maturity, in case integrated management system
7. provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in the context of the management system standard or other normative document.
8. Evaluate if the internal audits and management review are being planned and performed, and that the level of implementation of the management system substantiates that the client is ready for the stage 2 audit.

   *Stage 1 audit shall be carried out at the client's premises in order to achieve the objectives stated above.

9. Documented conclusions/findings with regard to fulfillment of the stage 1 audit objectives and the readiness for the stage 2 shall be communicated to the client, including identification of any areas of concern that could be classified as nonconformity during the stage 2 audit.

10. In determining the interval between stage 1 and stage 2 audits, consideration shall be given to the needs of the client to resolve areas of concern identified during stage 1 Audit. IRQS may also need to revise its arrangements for stage 2.
    The client has to submit the action taken report for areas of concern identified during the stage 1 audit. On the receipt & acceptance of the action taken report, Stage 2 audit can be planned.

    If any significant changes which would impact the management system occur, the IRQS shall consider the need to repeat all or part of stage 1. The client shall be informed that the results of stage 1 may lead to postponement or cancellation of stage 2.

b) Stage II – Audit

The purpose of the stage 2 audit is to evaluate the implementation, including effectiveness, of the client's management system. The stage 2 audit shall take place at the site(s) of the client. It shall include the auditing at least the following:

1. information and evidence about conformity to all requirements of the applicable management system standard or other normative document;
2. performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document);
3. the client's management system and performance regarding meeting of applicable, statutory, regulatory and contractual requirements.
4. operational control of the client's processes;
5. internal auditing and management review;
6. management responsibility for the client's policies;
7. links between the normative requirements, policy, performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document), any applicable legal requirements, responsibilities, competence of personnel, operations, procedures, performance data and internal audit findings and conclusions.
8. IRQS has a policy, shall conduct Stage II audit within 90 days from the last date of the stage I audit. In exceptional cases on a case to case basis Divisional Head-IRQS, Nominated Representative or Head-Operations may approve for extension upto maximum 180 Days. Beyond which Stage 1 shall be repeated.

3.5. Outcome of certification audit (Initial/ Renewal):

The outcome of a certification audit or renewal audit is decided based on the audit findings including nature of non-conformities noted during the audit.

There are four possible outcomes:

a) Recommendation for certification
b) Recommendation for certification subject to corrective actions being implemented satisfactorily and / or effectively
c) If grant the certificate is recommended under conditions / observations & if IRQS is not able to verify the implementation of corrections and corrective actions of any major nonconformity within 6 months after the last day of stage 2, the IRQS shall conduct another stage 2 prior to recommending certification.
d) Follow-up limited audit / full re-audit
e) For (c) and (d) above, additional fee and expenses will be charged

Note: The certificate cannot be recommended in case of any unresolved non-conformities identified during the audit.

3.6. Non – Conformity

Non- conformities shall be categorized by the auditors into Major and Minor.

Characteristics of a major nonconformity are:

i. The absence of a documented procedure to address a requirement of the applicable audit criteria, when required.
ii. An extensive breakdown or the absence of evidence of effective implementation of a process and/or documented procedure required by the applicable audit criteria.
iii. An inability to demonstrate compliance with a technical claim relative to matters affecting product/service quality.
iv. The absence of, or total systemic breakdown of, a management system element specified in the applicable audit criteria; or any nonconformity where the effect is judged to be detrimental to the integrity of the product, processes, or service.
v. The absence of, or failure to implement and maintain, one or more management system requirements; or a situation which would, on the basis of objective evidence, raise significant doubt as to the capability of the management system to achieve its policy and objectives.
vi. A number of minor nonconformities against any one requirement of the audit criteria represents a total breakdown of a system and therefore could collectively represent a major noncompliance. (Note: This condition usually represents 4 or more nonconformities.)

Characteristics of a minor nonconformity are:

i. A failure to fully satisfy a requirement of the audit criteria with a documented procedure, when required.
ii. A breakdown in the effective implementation of a documented procedure in isolated incidents.
iii.

Timelines for NC Submission and closure		
Particulars	**Major NC**	**Minor NC**
Submission of Corrective Action	30 days	60 days
Acceptance of Corrective Action by IRQS	60 days	90 days
Verification & Closure	Subsequent visit within 60 days	Based on documentary evidence(s) under exceptional cases
	Based on documentary evidence(s) under exceptional cases	Subsequent visit - If required within 90 Days – decided based on the nature & no. of Non-conformity(ies)
NC during Recertification	Closure before Certificate expiry date	

Note: Under exceptional circumstances, the timeline can be extended by Decision Making personnel in consultation with Team Leader.

3.7. Surveillance Audit:

3.7.1 Surveillance activities shall include on-site audits assessing the certified client's management system's fulfillment

of specified requirements with respect to the standard to which the certification is granted. Other surveillance activities may include

a) enquiries from the certification body to the certified client on aspects of certification,
b) reviewing any client's statements with respect to its operations (e.g. promotional material, website),
c) requests to the client to provide documents and records (on paper or electronic media), and
d) other means of monitoring the certified client's performance.

3.7.2 Surveillance audits are on-site audits, but are not necessarily full system audits, and shall be planned together with the other surveillance activities so that the certification body can maintain confidence that the certified management system continues to fulfill requirements between recertification audits. The surveillance audit programme shall include, at least

a) internal audits and management review,
b) a review of actions taken on nonconformities identified during the previous audit,
c) complaint handling
d) effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system(s)
e) progress of planned activities aimed at continual improvement,
f) continuing operational control,
g) review of any changes, and
h) use of marks and/or any other reference to certification.

3.7.3 Surveillance audits shall be conducted at least once a year.

The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date of Stage 2 / Recertification audit.

Annual second surveillance audits shall be completed within 21-25 months from certification decision date of Stage 2 / Recertification audit.

[NOTE: If organization has opted & agreed upon for more than 2 Surveillance Audits then the Surveillance Audits shall be planned & conducted as per Contract Review.]

3.8. Recertification:

3.8.1 Recertification audit planning

3.8.1.1 The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of certification. A recertification audit shall be planned and conducted to evaluate the continued fulfillment of all of the requirements of the relevant management system standard or other normative document. This shall be planned and conducted in due time to enable for timely renewal before the certificate expiry date.

3.8.1.2 The recertification activity shall include the review of previous surveillance audit reports and consider the performance of the management system over the most recent certification cycle.

3.8.1.3 Recertification audit activities may need to have a stage 1 audit in situations where there have been significant changes to the management system, the client, or the context in which the management system is operating (e.g. changes to legislation).

If such changes can occur, any time during the certification cycle and then IRQS might to perform a special audit, which might or might not be a two-stage audit.

3.8.2 Recertification audit

3.8.2.1 The recertification audit shall include an on-site audit that addresses the following:

a) the effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification;
b) demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;
c) the effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s).

3.8.2.2 For any major nonconformity, the IRQS shall define time limits for correction and corrective actions. These actions shall be implemented and verified prior to the expiration of certification.

3.8.2.3 When recertification activities are successfully completed prior to the expiry date of the existing certification, the expiry date of the new certification shall be based on the expiry date of the existing certification. The issue date on a new certificate shall be on or after the recertification decision.

3.8.2.4 If the IRQS has not completed the recertification audit or the certification body is unable to verify the implementation of corrections and corrective actions for any major nonconformity prior to the expiry date of the certification, then recertification shall not be recommended and the validity of the certification shall not be extended. The client shall be informed and the consequences shall be explained.

3.8.2.5 Following expiration of certification, IRQS shall restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.

3.9. Special audits

i. Expanding Scope

IRQS shall, in response to an application for expanding to the scope of a certification already granted, undertake a review of the application and determine any audit activities necessary to decide whether or not the extension may be granted. This may be conducted in conjunction with a surveillance audit.

ii. Short-notice audits

It may be necessary for the IRQS to conduct audits of certified clients at short notice to investigate complaints, or in case of major incidents or incidents resulting in fatality or in response to changes, or as follow up on suspended clients. In such cases

a. IRQS shall describe and make known in advance to the certified clients the conditions under which these short notice visits are to be conducted, and
b. IRQS shall exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members.

iii. Suspending, withdrawing or reducing the scope of certification

IRQS has a policy and documented procedure(s) for suspension, withdrawal or reduction of the scope of certification, and shall specify the subsequent actions by the certification body.

IRQS shall suspend certification in cases when, for example,

a. the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system,
b. the certified client does not allow surveillance or recertification audits to be conducted at the required frequencies,
c. in case of major incidents or incidents resulting in fatality
d. the certified client has voluntarily requested a suspension.
e. In case, if absence of objective evidence for all activities of Scope of certification", on a case to case basis conditional grant of certification or reduction of scope will be undertaken in consensus with Operations-Head/Head-IRQS (Top management).

Under suspension, the client's management system certification is temporarily invalid. In case of suspension the client refrains from further promotion of its certification. IRQS shall make the suspended status of the certification publicly accessible on request and shall take any other measures it deems appropriate.

Failure to resolve the issues that have resulted in the suspension in a time established by IRQS shall result in withdrawal or reduction of the scope of certification. The suspension would not exceed 6 months.

IRQS shall reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard used for certification.

IRQS shall make the status of the certification about suspending, withdrawing or reducing the scope of certification, publicly accessible on request and shall take any other measures it deems appropriate.

3.10. Documents Issued to the Organization:

Stage I Audit:

- Audit plan/schedule
- Stage I audit report
- Invoice

Stage II / Renewal / Surveillance Audit:

- Audit plan / schedule
- Audit report
- Non-conformity report
- Invoice

On decision for grant of certificate of Approval, certificate is issued from Head Office along with covering letter and the logo artwork with Usage of Mark / Logo guidelines.

3.11. For current extra ordinary situation COVID -19 for Remote auditing will be under taken.

4.A. General Terms and Conditions as mentioned in IV IRQS:FORM:15

1.0 Responsibility of IRQS

It is the responsibility of IRQS to provide Assessment and Certification in accordance with the current issue of IRQS Document "Certification Scheme". Please note that in meeting its Policy of continual improvement of service, IRQS reserves the right to modify the contents of "Certification Scheme".

2.0 Responsibility of Auditee Organization

2.1 It is the responsibility of the organisation to provide IRQS with all documents, information, facilities and changes as, when it takes place and undertake the audit as per the determined mandays to enable IRQS to provide the services under these terms and conditions.

2.2 It is the responsibility of the organisation to provide accreditation bodies of IRQS with all documents, information and visits as necessary to enable verification of audits carried out by IRQS.

2.3 It is the responsibility of Client Organization to visit IRCLASS/IRQS website www.irqs.co.in on the updation of the Certification Scheme.

2.4 Based on concerns noticed during the office assessment / market feedback / complaints Director, NABCB may decide to arrange visits to certified organizations. IRQS shall, in their contract with their clients provide for such visits. IRQS shall be informed of any such validation visits and may join the NABCB assessor on such visits if required. IRQS would be informed of the duration of such visits and the information planned to be collected. For the present NABCB would bear the cost related to such validation visits.

2.5 IRQS may opt for such validation visits in lieu of witnessing on their own. In such cases the number of validation visits required, duration and charges to be levied would be communicated to the IRQS by NABCB secretariat in advance for acceptance. Selection of samples would be done by NABCB Secretariat.

2.6 If Accreditation Bodies or IRQS identified the Organization for Witness assessment along with the accreditation or otherwise or independently by accreditation body, client organization shall offer themselves for the witness. In case client organization refuses to undertake these witness assessments, in such cases the granted certificate "Certificate of Approval" shall be withdrawn with immediate effect.

2.4 Independently from the involvement of the competent regulatory authority, if necessary IRQS may conduct a special audit in case of a serious incident related to occupational health and safety, for example, a serious accident, or a serious breach of regulation, in order to investigate if the management system has not been compromised and did function effectively. IRQS shall document the outcome of its investigation.

2.5 Information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified client or directly gathered by the audit team during the special audit, shall provide grounds for IRQS to decide on the actions to be taken, including a suspension or withdrawal of the certification, in cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements.

2.6 It is the responsibility of the organization to ensure the safety of IRQS team during the audit process onsite. To provide relevant PPE's including Safety Shoes, Hard hat (Helmet), Respiratory protective equipment, any other relevant PPE's as applicable & identified by the organization to prevent injury and ill health.

2.7 For Medical Devices : The certified client has no objection in authorizing the release of the Audit report information to the regulator that recognizes ISO 13485.

3.0 Fees & Expenses

3.1 For agreements under Tender Documents: All terms & conditions will be applicable as per agreed tender documents.

3.2 The fees payable and terms of payment are as detailed in IRQS letter enclosing the quotation to the organisation. The basic charges for services requested are based on the assumption that the information supplied by the organisation was accurate and complete.

3.3 Repeat Stage 1, Follow-up audit Full or Part (Stage 2, Re-certification, Surveillance) Special Audit (Expanding scope of certification already granted, Short notice audit or unannounced to investigate complaints or in response to changes or follow-up for revocation of suspension.

3.4 All the repeat stage 1, follow-up & special audit will be charged as per prevalent fees applicable at that time.

3.5 Travel and Incidental Expenses
All fees are exclusive of travel and incidental expenses which will be charged extra at actuals.

3.6 Postponement – (Recovery of Administrative Costs) : In case a scheduled audit is postpone, at the behest of the auditee, an amount of 10% of the total Audit and Certification fee, shall be charged – for each of such alterations – towards Administrative charges.

3.7 Cancellation – (Recovery of Administrative Costs) : The application fees/administrative charges as mentioned in Annexue-1 of our quotation for Certification Services, shall be payable in advance, prior to scheduling of the audit. In case of cancellation of audit by the auditee, these application fees/ administrative charges will not be refunded.

3.8 Statutory Taxes : All fees and expenses quoted are exclusive of any statutory taxes which will be charged at the current rate, if applicable.

3.9 Invoices : Invoices will be submitted as soon as practicable, after the completion of any assessment visit(s). As IRQS is a division of IRCLASS Systems and Solutions Private Limited, the invoices would be as per IRCLASS Systems and Solutions Private Limited invoice format.

3.10 Payment : All payments should be made in the name of "**IRCLASS Systems and Solutions Private Limited**" preferably by local cheque/demand draft within 7 days of receipt of the invoice. Amounts remaining unpaid for more than 30 days from invoice date will be liable to interest at the rate of 15% per annum.

3.11 The Certificate(s) of Approval cannot be released until full payment has been received by IRCLASS Systems and Solutions Private Limited.

3.12 If the payment for Audit is not made within 6 months from the date of Invoice then the Certificate shall be put under the Suspension & subsequently withdrawn as per suspension/withdrawal procedure.

4.0 Termination

Either party may terminate this request for assessment:-

4.1 By Notice

4.1.1 Three months written notice may be given by either party to the other.

4.2 By default

4.2.1 Immediately upon either party being notified by the other of any material breach of this request for assessment.

4.2.2 If either party goes into liquidation or a receiver or administrator is appointed for all or part of the undertaking thereof.

In the event of request for assessment being terminated whether by notice, default or otherwise the IRQS Certificate of Approval issued pursuant hereto shall forthwith become invalid and the Supplier shall cease to use the same and return to IRQS all documentation

5.0 Fundamental Term

5.1 Organisation whereby warrants and covenants with IRQS that it will at all times during the subsistence of these terms and conditions comply with all reasonable requirements necessary for the issuance of the Certificate of Approval including (but without prejudice to the generality thereof) all statutes, rules, regulations issued by any statutory or any other competent authority, all recommendations, codes and similar matters issued by any authority, pursuant to which or in compliance of which or for the purpose of which the Certificate of Approval is issued or such other reasonable requirements of IRQS as are necessary to enable the Certificate of Approval to be issued and maintained in force in conformity with standards of high quality of certification.

5.2 The organization hereby warrants the completeness and accuracy of all documents and accuracy of all information supplied to IRQS for the purposes of these terms & conditions for assessment.

6.0 Certificates and Use of Logo(s) and Complaints Procedure

6.1 Upon successful completion of Initial Assessment IRQS shall issue Certificate(s) of Approval to the organisation detailing the quality Standard(s) to which assessment was made, declaring the scope of supply. The Certificate(s) of approval is/are valid for a period of three years from the date of issue subject to satisfactory maintenance of the quality systems through surveillance audits.

6.2 Certification under this scheme does not imply certification of the organization's product or service and does not therefore exempt him from his legal obligations.

6.3 a) The use of IATF logotype as displayed in the certificate issued by IRQS should not be reproduced in isolation elsewhere.

b) For details of LOGO Usage, kindly refer III IRQS:OPM:19 supplemented with the 'Certificate of Approval'.

6.4 The organization undertakes to institute a system of registering all complaints received from any source. The corrective action(s) taken and review by Organisation Management of such actions shall be made available for verification. They will inform that the complainant can also write to IRQS.

7.0 Liability

7.1 Whilst IRCLASS Systems and Solutions Private Limited and its Committees use their best endeavors to ensure that the functions of IRCLASS Systems and Solutions Private Limited are properly carried out, in providing services information or advice neither IRCLASS Systems and Solutions Private Limited nor any of its employees or agents warrants the accuracy of any information supplied. Except as set our herein neither IRCLASS Systems and Solutions Private Limited nor any of its employees or agents (on behalf of each of whom IRCLASS Systems and Solutions Private Limited has agreed this clause) shall be liable for any loss damage or expense whatsoever sustained by any client organization due to any act or omission or error of whatsoever nature and howsoever caused by IRCLASS Systems and Solutions Private Limited , its employees or agents or due to any inaccuracy of whatsoever nature and howsoever caused in any information or opinion given in any way whatsoever by or on behalf of IRCLASS Systems and Solutions Private Limited , even if held to amount to a breach of warranty. Nevertheless, if any client organization uses services of IRCLASS Systems and Solutions Private Limited , or relies on any information or advice given by or on behalf or IRCLASS Systems and Solutions Private Limited and suffers loss damage or expenses thereby which is proved to have been due to any negligent act omission or error of IRCLASS Systems and Solutions Private Limited, proved in a court of law or related jurisdiction its employees or agents or any negligent inaccuracy in information or opinion given by or on behalf of IRCLASS Systems and Solutions Private Limited then IRCLASS Systems and Solutions Private Limited will pay compensation to the client organization for his proved loss up to but not exceeding the amount of the fee charged by IRCLASS Systems and Solutions Private Limited for that particular service, information or opinion.

8.0 Indemnity

8.1 The Organisation shall fully and effectually indemnify IRCLASS Systems and Solutions Private Limited agents all costs, claims, actions and demands arising from:

(i) the service provided by IRCLASS Systems and Solutions Private Limited save to the extent only that such claims arise from the neglect of IRCLASS Systems and Solutions Private Limited , its employees or agents.

(ii) the misuse by the organization of any certificate, license, mark of conformity provided by IRQS in accordance with these terms & conditions.

(iii) any breach of these terms & conditions.

9.0 Force Majeure

9.1 IRCLASS Systems and Solutions Private Limited shall not be liable in any respect should be prevented from discharging such obligations as result of any matter beyond its control which could not be reasonably foreseen.

10.0 Confidentiality

10.1 Except as may be required by Law, IRQS and the Organisation will treat as strictly confidential and will not disclose to any third party without prior written consent of the other, any information which comes into their possession, the possession of their employees, agents or other by virtue of these terms & conditions.

10.2 All information obtained during the course of audit shall be available for verification to IRQS personnel (as part of internal Certification Process) & personnel from relevant accreditation body (as part of Accreditation Process). Auditee organization shall be informed in writing by IRQS if the outcome of the review by Internal personnel or Accreditation Body personnel influences the interest of the auditee Organization or individual concerned shall, unless regulated by law, be notified in advance of the information provided.

11.0 Law

11.1 These terms & conditions are governed by the law of India and the parties submit to the jurisdiction of the Courts of justice in Mumbai and all notices and proceedings served will be deemed to be duly served if send by pre-paid registered mail to the address of the party as herein above appearing or as may be subsequently notified by the other.

12.0 Arbitration

12.1 Any disputes or differences arising between the parties other than as the payments of IRCLASS Systems and Solutions Private Limited 's charges shall be determined by single arbitrator to be appointed by the parties in default of these terms & conditions.

13.0 Terms & conditions related to IATF 16949 Audit

a) the client shall notify the certification body of any changes
1) Legal Status, 2) Commercial Status (e.g. Joint Venture, Subcontracting with other organizations), 3) Ownership Status (e.g. mergers and acquisitions), 4) Organization and management (e.g. key managerial, decision-making or technical staff), 5) Contract address or location 6) scope of operations under the certified management system, 7) IATF Automotive OEM customer special status , 8) Major changes to the management system and processes

b) the client cannot refuse an IATF witness audit of the Certification Body
c) the client cannot refuse the presence of a certification body internal witness auditor
d) the client shall authorize access for the IATF representative or their delegates
e) the client shall authorize the certification body to provide the final report to the IATF
f) the only use of the IATF logo is as displayed on the certificate issued by the IRQS. Any other use of the IATF logo separately or not is prohibited.
g) Consultants to the client cannot be physically present at the client's site during the audit OR participate in the audit in any way. Failure to inform IRQS is considered as a breach of the legally enforceable agreement and may result in withdrawal of the IATF 16949 certificate.

14.0 Terms & conditions related to FSSC 22000 Audit

Reference: Part IV: Requirements for Certification Bodies Clause

14.1 The FSSC certified organization shall inform IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) within three (3) working days, of significant changes that affect the capability of the management system to continue to fulfil the Scheme requirements. These include changes relating to:

a) legal, commercial, organizational status or ownership,
b) organization and management (e.g. key managerial, decision-making or technical staff),
c) organization name, contact address and site details,
d) scope of operations and product categories covered by the certified management system,
e) management system and/or processes,
f) any other change that renders the information on the certificate inaccurate.

The organization shall seek the advice of IRQS in cases where there is doubt over the significance of a change.

14.2 The FSSC certified organization shall inform IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) immediately of serious events that impact food safety and / or the integrity of the certification and the FSSC certified organization's entry in the FSSC

a) legal proceedings, prosecutions and the outcomes of these related to food safety or legality,
b) public food safety events (such as e.g. public recalls, calamities, etc.)
c) extraordinary events which pose major threats to food safety or certification integrity such as war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, flood, earthquake, malicious computer hacking, other natural or man-made disasters.

IRQS in turn will take appropriate steps to assess the situation and will take any appropriate action including additional verification activities.

These activities may have implications for the certified status of the FSSC certified organization.

14.3 Procedures for nonconformity grading by IRQS and timeframe to close nonconformities by the certified organization including the consequences of open nonconformities on any decision by IRQS to issue certification or to leave it in place is as follows:

a) Minor nonconformity, b) Major nonconformity, c) Critical nonconformity.

14.3.1 Minor nonconformity

A minor nonconformity shall be issued when the finding does not affect the capability of the management system to achieve the intended results:

1) When a minor nonconformity is issued during an audit, the organization must provide IRQS with objective evidence of an investigation into causative factors, exposed risks and the proposed corrective action plan (CAP). This shall be provided to the auditor within three (3) months after the audit.
2) Corrective action (CA) shall be implemented by the organization within 12 months after the audit.
3) IRQS shall review the design of the corrective action plan, challenge it and approve it when acceptable.
4) Implementation of the corrective action plan shall be reviewed, at the latest, at the next scheduled on-site audit. IRQS shall review the corrective action plan and determine its effectiveness of implementation through recording auditor name and date of review on the CAP.
5) A major nonconformity is raised (on management responsibility and resource allocation) in the event of non-completion of the approved action plan at the next scheduled on-site audit.

14.3.2 Major nonconformity

A major nonconformity shall be issued when the finding affects the capability of the management system to achieve the intended results:

1) When a major nonconformity is issued during an audit, the organization must provide IRQS with objective evidence of an investigation into causative factors, exposed risks and the proposed CAP. This shall be provided to IRQS within 14 days after the audit.
2) Corrective action shall be implemented by the organization within 14 days after the audit.
3) The major nonconformity shall be closed by IRQS within a further 14 days after implementation of the corrective action by the organization. The organization shall submit objective evidence of implementation to IRQS.
4) IRQS shall review the corrective action plan and related objective evidence of implementation, challenge it if necessary and determine its effectiveness and approve the CAP and CA through recording his/her name and date of review on the 22000 Register of Certified organizations and these include at a minimum: CAP.
5) IRQS shall conduct a follow-up audit to verify the implementation of the CA to close the major nonconformity. In cases where documentary evidence is sufficient to close out the major nonconformity, IRQS may decide to perform a desk review.
6) The completion of corrective actions might take more time depending on the potential severity of the major nonconformity and the amount of work necessary to eliminate the causative factors. In such cases the CAP shall include any temporary measures or controls necessary to mitigate the risk until the permanent corrective action is implemented. A follow-up audit shall be conducted to verify the permanent corrective action and to close the major nonconformity.
7) A critical nonconformity is raised in the event of non-completion of the approved corrective action.

14.3.3 Critical nonconformity

A critical nonconformity is issued when a direct food safety impact without appropriate action by the organization is observed during the audit or when legality and/or certification integrity are at stake:

1) When a critical nonconformity is issued at a certified site the certificate shall be immediately suspended for a maximum period of six (6) months.
2) When a critical nonconformity is issued during an audit, the organization must provide IRQS with objective evidence of an investigation into causative factors, exposed risks and the proposed CAP. This shall be provided to IRQS within 14 days after the audit.
3) A follow-up audit shall be conducted by IRQS within the six (6) month timeframe to verify the closure of the critical nonconformity.
4) The certificate shall be withdrawn when the critical nonconformity is not effectively solved within the six (6) month timeframe.
5) In case of a certification audit, the full certification audit shall be repeated.

14.4 The FSSC Certified organization, formally agrees and accepts with IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.)for the Foundation's requirements to;

a) Share information concerning the certified organization with the Foundation and governmental authorities when appropriate.
b) Display information with regards to the certified status on the website of the Foundation in the FSSC 22000 Register of Certified Organizations.
c) For the purposes of the FSSC 22000 Integrity Program, to allow assessors from the Foundation on their premises to witness IRQS auditors during FSSC 22000 or FSSC 22000-Quality audits.

14.5 Ownership of the certificate and the audit report content is held by IRQS

14.6 The FSSC Certified organization, formally agrees with IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) that the Foundation is entitled to carry out control audits at the premises of the certified organization at any time. The organization has to provide the foundation with all relevant information, support and access to the premises which is deemed necessary by the Foundation to be able to carry out the control audit.

14.7 The FSSC Certified organization, formally agrees with IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) that IRQS is entitled to carry out UNAANOUNCED audits at the premises of the certified organization at any time as stipulated by the Scheme requirements.

15 Terms & conditions related to Ayush Audit:

15.1 Certificates and Use of Logo(s) and Complaints Procedure

1. Upon successful completion of Initial Assessment IRQS shall issue Certificate(s) of Approval to the Organisation detailing the quality Standard(s) to which assessment was made, declaring the scope of supply. The Certificate(s) of approval is/are valid for a period of three years from the date of issue subject to satisfactory maintenance of the quality systems through surveillance audits.
2. The client shall comply with the requirements of the certification body if applicable, While making reference to its product certification in communication media such as documents, brochures or advertising.

3. The client shall use the certification mark only on products it has found to comply with the requirements if applicable
4. Client shall not apply the certification mark on products prior to certification. Certification mark is affixed only to products covered under the scope of the certificate. The organization shall ensure that the size, colour of the Certification mark is as prescribed by the Ministry of Ayush/ QCI. Accreditation mark not to be used on products. *For details on Use of Marks and logo for AYUSH scheme kindly refer* Annexure A: Approval for Use of Certification Mark to Certified Units available on the IRQS website www.irqs.co.in
5. Client can apply a mark to each certified product, or to product packaging, or on information accompanying each product if applicable
6. The client shall keep a record of all complaints made known to the client relating to the compliance with certification requirement and to make these records available to the certification body when requested, and takes appropriate action with respect to such complaints and any deficiencies found in products,
    a) processes or services that affect compliance with the requirements for certification
    b) Document the actions taken

   Verification by the certification body of (l) is performed only when the certification scheme mandates it.
7. AYUSH Certified organization, formally agrees and accepts with IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.)for the AYUSH Scheme requirements to;
    a) Share information concerning the certified organization with the QCI, NABCB and governmental authorities when appropriate.
    b) Display information with regards to the certified status that as a minimum shall show the name, relevant certification criteria (normative document), scope and geographical location on the website of IRQS and Quality Council of India (QCI)
8. Information about the client obtained from sources other than the client (e.g. from the complainant or from regulators) shall be treated as confidential

15.2 Responsibility of Auditee Organization

I. The client shall always fulfill the certification requirements including product requirement and changes communicated by the IRQS
II. The client shall take responsibility for, the certified product always fulfils the certification requirements.
III. The client shall make all necessary arrangements for the conduct of the evaluation, including provision for examining documentation and records, and access to the relevant location(s), area(s), and personnel and for investigation of complaints.
IV. The client shall make claims regarding certification only in respect of the scope for which certification has been granted
V. The client shall does not use its product certification in such a manner as to bring the IRQS into disrepute and does not make any statement regarding its product certification which the certification body may consider misleading or unauthorized.
VI. Upon suspension or withdrawal of certification, the client shall discontinue its use of all advertising matter that contains any reference thereto and returns as required by the certification scheme any certification documents and takes any other measure. The manufacturing unit has to have procedures in place to ensure that a non-conforming certified AYUSH product that gave rise to suspension of certification is recalled. The organization shall submit the recall status to IRQS every 15 days. Depending on the situation, IRQS shall inform QCI on the details of the recalled product(s)/ status
VII. On receipt of instructions for suspension of certification, the certified units shall suspend using AYUSH certification mark on AYUSH products being manufactured by them with immediate effect. The manufacturing unit shall be advised to undertake a root cause analysis and identify the necessary corrective actions for resolving the same.
VIII. The client shall endeavor to ensure that no certificate or report nor any part thereof is used in a misleading manner.
IX. If the client provides copies of the certification documents to others, the documents shall be reproduced in their entirety.
X. The client manufacturer shall commit to implement the agreed IQAP (Internal Quality Assurance Protocol) for ensuring conformity of products and processes to the Certification Criteria and the Scheme requirements on a continuing basis after it is certified for the AYUSH scheme.
XI. The renewal shall be effected from the date of the expiry of the previous certificate and the intervening period shall be treated as period of suspension and clearly stated on the Certificate. The manufacturing unit shall not claim certification or use the Certification Mark during this period.
XII. When the certification scheme introduces new or revised requirements both in Certification criteria and Certification process requirements that affect the manufacturing unit, IRQS shall ensure these changes are communicated to all applicants and the certified units. IRQS shall verify the implementation of the changes by its applicants and certified units and shall take actions required by the scheme.

The client shall inform the certification body, without delay, of matters that may affect its ability to conform to the certification requirements.

15.3 The AYUSH certified organization shall inform IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) within three (3) working days, of significant changes that affect the capability of the organization to continue to fulfil the Scheme requirements. These include changes relating to:

a) legal, commercial, organizational status or ownership, b) organization and management (e.g. key managerial, decision-making or technical staff),c) organization name, contact address and site details, d) scope of operations , dosage(s) and product(s) covered under the scope of certification e) any other change that renders the information on the certificate inaccurate.

The organization shall seek the advice of IRQS in cases where there is doubt over the significance of a change.

15.4 The AYUSH certified organization shall inform IRQS (A Division of IRCLASS Systems & Solutions Pvt. Ltd.) immediately of serious events that impact food safety and / or the integrity of the certification

a) legal proceedings, prosecutions and the outcomes of these related to food safety or legality,
b) public Product safety events (such as e.g. public recalls, , etc.)

IRQS in turn will take appropriate steps to assess the situation and will take any appropriate action including additional verification activities. These activities may have implications for the certified status of the AYUSH certified organization.

4.B General Terms and Conditions as mentioned in IV IRQS:FORM:68 for SMSSC

4.C General Terms and Conditions as mentioned in IV IRQS:FORM:15 for Remotely Piloted Aircraft Systems (RPAS)

1.0 Responsibility of IRQS

1.1 It is the responsibility of IRQS to provide Assessment and Certification in accordance with the current issue of IRQS Document "Certification Scheme". Please note that in meeting its Policy of continual improvement of service, IRQS reserves the right to modify the contents of "Certification Scheme".

1.2 Information gathered during the certification process shall be strictly treated as Confidential. The information shall be protected through access control using password / hard copies files under physical access control.

1.3 Any changes related to SMSSC shall be communicated periodically in timely manner as applicable.

2.0 Responsibility of Auditee Organization

2.1 It is the responsibility of the organisation to provide IRQS with all documents, information, facilities and changes as and when it takes place as necessary to enable IRQS to provide the services under these terms and conditions.

2.2 It is the responsibility of the organisation to provide accreditation bodies of IRQS with all documents, information and visits as necessary to enable verification of audits carried out by IRQS.

2.3 It is the responsibility of Client Organization to visit IRCLASS/IRQS web www.irqs.co.in on the updation of the Certification Scheme.

2.4 If Accreditation Bodies or IRQS identified the Organization for Witness assessment along with the accreditation or otherwise or independently by accreditation body, client organization shall offer themselves for the witness. In case client organization refuses to undertake these witness assessment, in such cases the granted certificate "Certificate of Approval" shall be withdrawn with immediate effect.

2.5 The Client organization agrees to carry out the audits explicitly covering each certified site of the client's organization as identified under the scope of certification.

2.6 Client organization shall comply with the requirements of certification.

3.0 Fees & Expenses

3.1 For agreements under Tender Documents: All terms & conditions will be applicable as per agreed tender documents.

3.2 The fees payable and terms of payment are as detailed in IRQS letter enclosing the quotation to the organisation. The basic charges for services requested are based on the assumption that the information supplied by the organisation was accurate and complete.

3.3 Repeat Stage 1, Follow-up audit Full or Part (Stage 2, Re-certification, Surveillance) Special Audit (Expanding scope of certification already granted, Short notice audit or unannounced to investigate complaints or in response to changes or follow-up for revocation of suspension.

3.4 All the repeat stage 1, follow-up & special audit will be charged as per prevalent fees applicable at that time.

3.5 Travel and Incidental Expenses

All fees are exclusive of travel and incidental expenses which will be charged extra at actuals.

3.6 Postponement – (Recovery of Administrative Costs)

In case a scheduled audit is postpone, at the behest of the auditee, an amount of 10% of the total Audit and Certification fee, shall be charged – for each of such alterations – towards Administrative charges.

3.7 Cancellation – (Recovery of Administrative Costs)

The application fees/administrative charges as mentioned in Annexue-1 of our quotation for Certification Services, shall be payable in advance, prior to scheduling of the audit. In case of cancellation of audit by the auditee, these application fees/ administrative charges will not be refunded.

3.8 Statutory Taxes

All fees and expenses quoted are exclusive of any statutory taxes which will be charged at the current rate, if applicable.

3.9 Invoices

Invoices will be submitted as soon as practicable, after the completion of any assessment visit(s). As IRQS is a division of IRCLASS Systems and Solutions Private Limited, the invoices would be as per IRCLASS Systems and Solutions Private Limited invoice format.

3.10 Payment

All payments should be made in the name of "**IRCLASS Systems and Solutions Private Limited**" preferably by local cheque/demand draft within 7 days of receipt of the invoice. Amounts remaining unpaid for more than 30 days from invoice date will be liable to interest at the rate of 15% per annum.

The Certificate(s) of Approval cannot be released until full payment has been received by IRCLASS Systems and Solutions Private Limited.

4.0 Termination

Either party may terminate this request for assessment:-

4.1 By Notice

4.1.1 Three months written notice may be given by either party to the other.

4.2 By default

4.2.1 Immediately upon either party being notified by the other of any material breach of this request for assessment.

4.2.2 If either party goes into liquidation or a receiver or administrator is appointed for all or part of the undertaking thereof.

In the event of request for assessment being terminated whether by notice, default or otherwise the IRQS Certificate of Approval issued pursuant hereto shall forthwith become invalid and the Supplier shall cease to use the same and return to IRQS all documentation and other matters issued pursuant thereto or bearing an indication of such Certificate of Approval.

5.0 Fundamental Term

5.1 Organisation whereby warrants and covenants with IRQS that it will at all times during the subsistence of these terms and conditions comply with all reasonable requirements necessary for the issuance of the Certificate of Approval including (but without prejudice to the generality thereof) all statutes, rules, regulations issued by any statutory or any other competent authority, all recommendations, codes and similar matters issued by any authority, pursuant to which or in compliance of which or for the purpose of which the Certificate of Approval is issued or such other reasonable requirements of IRQS as are necessary to enable the Certificate of Approval to be issued and maintained in force in conformity with standards of high quality of certification.

5.2 The organization hereby warrants the completeness and accuracy of all documents and accuracy of all information supplied to IRQS for the purposes of these terms & conditions for assessment.

6.0 Certificates and Use of Logo(s) and Complaints Procedure

6.1 Upon successful completion of Initial Assessment IRQS shall issue Certificate(s) of Approval to the Organisation detailing the quality Standard(s) to which assessment was made, declaring the scope of supply. The Certificate(s) of approval is/are valid for a period of three years from the date of issue subject to satisfactory maintenance of the quality systems through surveillance audits.

6.2 Certification under this scheme does not imply certification of the organization's product or service and does not therefore exempt him from his legal obligations.

6.3 a) The use of IATF logotype as displayed in the certificate issued by IRQS should not be reproduced in isolation elsewhere.

b) For details of Usage Marks / Logo, kindly refer III IRQS:OPM:19 supplemented with the 'Certificate of Approval'.

6.4 The organization undertakes to institute a system of registering all complaints received from any source. The corrective action(s) taken and review by Organisation Management of such actions shall be made available for verification. They will inform that the complainant can also write to IRQS.

7.0 Liability

7.1 Whilst IRCLASS Systems and Solutions Private Limited and its Committees use their best endeavors to ensure that the functions of IRCLASS Systems and Solutions Private Limited are properly carried out, in providing services information or advice neither IRCLASS Systems and Solutions Private Limited nor any of its employees or agents warrants the accuracy of any information supplied. Except as set our herein neither IRCLASS Systems and Solutions Private Limited nor any of its employees or agents (on behalf of each of whom IRCLASS Systems and Solutions Private Limited has agreed this clause) shall be liable for any loss damage or expense whatsoever sustained by any person due to any act or omission or error of whatsoever nature and howsoever caused by IRCLASS Systems and Solutions Private Limited , its employees or agents or due to any inaccuracy of whatsoever nature and howsoever caused in any information or opinion given in any way whatsoever by or on behalf of IRCLASS Systems and Solutions Private Limited , even if held to amount to a breach of warranty. Nevertheless, if any person uses services of IRCLASS Systems and Solutions Private

Limited , or relies on any information or advice given by or on behalf or IRCLASS Systems and Solutions Private Limited and suffers loss damage or expenses thereby which is proved to have been due to any negligent act omission or error of IRCLASS Systems and Solutions Private Limited, proved in a court of law or related jurisdiction its employees or agents or any negligent inaccuracy in information or opinion given by or on behalf of IRCLASS Systems and Solutions Private Limited then IRCLASS Systems and Solutions Private Limited will pay compensation to such person for his proved loss up to but not exceeding the amount of the fee charged by IRCLASS Systems and Solutions Private Limited for that particular service, information or opinion.

8.0 Indemnity

8.1 The Organisation shall fully and effectually indemnify IRCLASS Systems and Solutions Private Limited agents all costs, claims, actions and demands arising from:

(i) the service provided by IRCLASS Systems and Solutions Private Limited save to the extent only that such claims arise from the neglect of IRCLASS Systems and Solutions Private Limited , its employees or agents.

(ii) the misuse by the organization of any certificate, license, mark of conformity provided by IRQS in accordance with these terms & conditions.

(iii) any breach of these terms & conditions.

9.0 Force Majeure

9.1 IRCLASS Systems and Solutions Private Limited shall not be liable in any respect should be prevented from discharging such obligations as result of any matter beyond its control which could not be reasonably foreseen.

10.0 Confidentiality

10.1 Except as may be required by Law, IRQS and the Organisation will treat as strictly confidential and will not disclose to any third party without prior written consent of the other, any information which comes into their possession, the possession of their employees, agents or other by virtue of these terms & conditions.

10.2 All information obtained during the course of audit shall be available for verification to IRQS personnel (as part of internal Certification Process) & personnel from relevant accreditation body (as part of Accreditation Process). Auditee organization shall be informed in writing by IRQS if the outcome of the review by Internal personnel or Accreditation Body personnel influences the interest of the auditee Organization or individual concerned shall, unless regulated by law, be notified in advance of the information provided.

11.0 Law

11.1 These terms & conditions are governed by the law of India and the parties submit to the jurisdiction of the Courts of justice in Mumbai and all notices and proceedings served will be deemed to be duly served if send by pre-paid registered mail to the address of the party as herein above appearing or as may be subsequently notified by the other.

12.0 Arbitration

12.1 Any disputes or differences arising between the parties other than as the payments of IRCLASS Systems and Solutions Private Limited 's charges shall be determined by single arbitrator to be appointed by the parties in default of these terms & conditions.

5 Maintenance of Approval

Certificate of Approval is issued to the Organization on the understanding that the relevant Management system will be maintained at all times and for this purpose, IRQS will conduct Surveillance Audits in accordance with the Audit Programme as noted in the Audit Report. During Surveillance audit, it is ensured that all the relevant Management system elements are examined at least once during the validity period of three years of the certificate of Approval. The intervals between the initial certification audit and the first and second surveillance audit as follows:

- The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date of Stage 2 / Recertification audit.
- Annual second surveillance audits shall be completed within 21-25 months from certification decision date of Stage 2 / Recertification audit.

[NOTE: If organization has opted & agreed upon for more than 2 Surveillance Audits then the Surveillance Audits shall be planned & conducted as per Contract Review.]

Before the end of three years duration i.e. before expiry date, if the Organization desires to continue Certification, Renewal Audit shall be carried out.

Independently from the involvement of the competent regulatory authority, if necessary IRQS may conduct a special audit in case of a serious incident related to occupational health and safety, for example, a serious accident, or a serious breach of regulation, in order to investigate if the management system has not been compromised and did function effectively. IRQS shall document the outcome of its investigation.

Information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified client or directly gathered by the audit team during the special audit, shall provide grounds for IRQS to decide on the actions to be taken, including a suspension or withdrawal of the certification, in cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements.

- Following **expiration of certification**, IRQS shall restore certification within 6 months provided that the outstanding recertification activities are completed, otherwise at least a stage 2 shall be conducted. The effective date on the certificate shall be on or after the recertification decision and the expiry date shall be based on prior certification cycle.

In case of transition / migration audits :

A. are not completed within the stipulated period, such cases are to be treated as expiry of certificate. The same requirement noted as above under "Following expiration of certification" is to be followed.
B. audit completed before the stipulated period, resolution of noted findings not resolved before the cut-off period for the period upto 6 months then issuance of certificate will be from the date decision for the remaining period of the certification cycle.

6 Suspension, Withdrawal or Cancellation

The Certificate of Approval shall be suspended, withdrawn or cancelled if it is found that:

- The certified client does not allow surveillance or recertification audits to be conducted at the required frequencies;
- The Organization does not complete corrective action within the agreed time scale
- The Organization fails to conform to the requirements of relevant standards
- The Organization fails to comply with the financial requirements of the agreement of Certification
- The Organization undertakes actions which may bring IRQS into disrepute
- The Certificate or Logo is misused in any way.
- The organization goes to liquidation or ceases to exist or ceases its activities for which it has been certified.
- The activities of the organization are stopped by directives from court / statutory authorities.
- If the certification to one or more Management Standard(s) / Specification(s) is subject to suspension / reduction / withdrawal, IRQS shall investigate the impact of this on the Certification to other Management System Standard(s) / Specification(s).

7 Appeals & Complaints

It would be the endeavour of IRQS to provide efficient and satisfactory services as per the 'Order Acceptance, Agreement Including Terms & Conditions'. However, in case it is felt that any decision or the conduct of IRQS is unjust and prejudicial to any party that party can appeal / complaint to IRQS and seek redressal. These appeals are to be sent to IRQS in writing or uploaded through the web-link. The complaints can be verbal or in writing or uploaded through the web-link.

8 Under Management of extraordinary events (A circumstance beyond the control of the organization, commonly referred to as "Force Majeure" or "act of God". Examples are war, strike, riot, political instability, geopolitical tension, terrorism, crime, pandemic, flooding, earthquake, malicious computer hacking, other natural or man-made disasters) for circumstances affecting certified clients for issuance, maintenance, re-certification, suspension and withdrawal following will be applicable:

IRQS shall evaluate the risks presented to its organization and to the certification(s) concerned & carry out as per III IRQS:OPM:33 and III IRQS:OPM:34

8.1 Initial certification and scope extensions

Initial certification and extension of existing scopes shall be granted subject to the certification decision based on demonstration of the certification scheme requirements through remotely conducted audit using ICT in satisfactory manner.

8.2 For Surveillance activities

Surveillance assessment objectives shall be assessed and achieved by remote assessment should take place within the current certification year. In case, on-site audit is not possible.

In case of the first surveillance audit after initial certification a postponement of the audit should not exceed six (6) months (18 months from date of initial certification). In case of subsequent surveillance audits a postponement of the audit should not exceed six (6) months.

These extended periods between surveillance visits, (as specified above) may result in a need for additional surveillance visits for the remainder of the certification cycle.

If the above assessment is not undertaken within 6 months as noted above the certificate put under suspension & the suspension procedure noted above will be applicable.

For withdrawal, the procedure as noted above shall be followed.

8.3 Re-certification

Based on Desk review / remote assessment on gathering sufficient audit evidences to provide confidence that the certified management system is effective, IRQS will consider to extend the certification for a period not exceeding six (6) months beyond the original expiry date. If the re-certification assessment is undertaken within six (6) months the certificate shall be suspended & the suspension procedure noted above will be applicable.

For withdrawal, the procedure as noted above shall be followed.

8.4 Adopted the RvA guidance on the time after the first six months of the Covid-19 pandemic:

The table below gives guidance based on different scenario's. These scenario's uses the starting point that the currently accepted methods for extension of the certification activities are depleted. So for all scenario's read that these take place after the one-time extension of six (6) months. The six (6) months extension starts at the initial planning of the surveillance activity or recertification assessment.

9 Disclaimer

While this document is intended to provide guidance to prospective / existing clients of IRQS and every effort is made to keep its content accurate and up to date, it should not be construed to be comprehensive or conclusive in its contents and applicability. Assessment audit / Certification / Surveillance being activities that always call for auditor's judgment based upon the facts and circumstances of each case / situations, this document cannot be construed to be binding IRQS in the scope, interpretation and applicability of its certification activities.

E. Revision History:

Rev. No.	Effective Date	Details
01	20-12-2016	▪ Corrective action on RvA concern, incorporated Conditions for granting certification showing through flow chart
02	17-04-2017	▪ Added 4 bullets under point 3.1
03	15-03-2018	▪ Updated Terms & conditions for FSMS/FSSC version 4.1, IATF 16949 and SMSSC
04	27-09-2018	▪ Added Security Clearance under 2.9 and requirements of IAF MD 22 at Clause No. 5
05	19-11-2018	▪ Added SMSSC accredited by ANAB at 1.2.4 ▪ Added the requirements for OHSAS 18001 & ISO 45001:2018 under 2.4
06	21-12-2018	▪ Added the Validity of the Certificate of ISO 22000:2005 at 2.5 and ISO 50001:2011 at 2.8 & at Note added under section 5.
07	15-07-2019	a) At 1.2.4 : Deleted ANAB Accreditation for EnMS Scheme of ISO 50001. b) Replaced reference to IRCLASS website : www.irclass.org with IRQS website: www.irqs.co.in. c) At 2.8 Under Energy Management System included, ISO 50001:2018. d) At 3.9 - (ii) Special audits: added "in case of major incidents or incidents resulting in fatality" and (iii) under Suspension, Withdrawal or reducing the scope of certification: added "in case of major incidents or incidents resulting in fatality". e) At 4.6 (b): After III IRQS:OPM:19 added "available on IRQS website www.irqs.co.in"
08	21-01-2020	▪ Added point (e) at 3.9 (iii), Added point 2.6, 2.7, 3.12 at 4 (A), incorporated 4 (B).
09	09-04-2020	▪ Added at 2.11 Medical Devices (ISO 13485)
10	04-05-2020	▪ Added IAF Notification for extension at 2.4, 2.5 & 2.8
11	03-07-2020	▪ Added date for extension for ISO 50001:2018 as per IAF notification i.e. up to 31st January 2022 at 2.8 under 2 Management Systems as per international Standard ▪ Added For 'For current extra ordinary situation COVID -19 for Remote auditing will be under taken' at 3.11

Rev. No.	Effective Date	Details
12	18-09-2020	▪ Added ISO 21001:2018 (EOMS) at 2.12
13	24-11-2020	▪ Added Remotely Piloted Aircraft Systems (RPAS)at 2.14 ▪ Added Section 8 for Under Management of extraordinary events
14	02-11-2021	▪ Added 2.15 for Privacy Information Management Systems (ISO 27701) - PIMS