1.0 PURPOSE

The purpose of this document is to define all activities of the certification body and the applicant in the certification process of the factory production control (FPC) according to the attestation of conformity 2 +.

2.0 INTRODUCTION

Bureau Veritas, d.o.o. is accredited by Slovenian Accreditation for notification purposes for assessment and verification of constancy of performance of construction products in accordance to Regulation (EU) No. 305/2011 for certification of factory production control (system 2+) of structural metal products and ancillaries according to the harmonized standard EN 1090-1: 2009 + A1: 2011 and structural timber products according to the harmonized standard EN 14081-1: 2005 + A1: 2011.
Bureau Veritas, d.o.o. is a notified body number 2129 at the EU Commission.

3.0 SCOPE

Certification body Bureau Veritas d.o.o., conducts the certification of the following construction products:

	Construction product	Product standard	Attestation of conformity system	Attestation of conformity based on	Function of the certification body
1	Steel and aluminium structures and ancillaries	EN 1090-1:2009 +A1:2011	2+	Commission decision	Surveillance of the production control
2	Structural timber	EN 14081-1:2005+A1:2011	2+	Commission decision	Surveillance of the production control

The certification of construction products indicated in the table shall be conducted in accordance with the Construction Products Act and the decisions of the Ministry of Economic Development and Technology of the Republic of Slovenia, published in the Official Gazettes of the Republic of Slovenia. The above stated construction products are subject to the attestation of conformity system 2 +, meaning an initial audit of the production and the factory production control operation for obtaining the certificate of the factory production control and subsequently the maintenance of the certificate based on successfully completed surveillance audits of the production control operations.

4.0 RESPONSIBILITIES AND AUTHORIZATIONS

The technical manager of the accredited area (TVA) is responsible and authorized for certification and in his absence longer than 1 month his deputy (nTVA).

5.0 DESCRIPTION OF THE CERTIFICATION PROCESS

5.1 CERTIFICATION PROCESS

The certification process consists of the following phases:
1 Informative visit to the manufacturer (at the potential client's request)
2 application,
3 initial audit (at the client's request),
4 certification audit,
5 issuances of the certificate,
6 surveillance regular or extraordinary audits (maintenance of the certificate).

5.2 REQUIREMENTS FOR OBTAINING THE CERTIFICATE OF THE FACTORY PRODUCTION CONTROL

The applicant shall be issued the certificate of conformed functioning of the factory production control of the construction product when the requirements specified in the relevant Certification Scheme are fulfilled.

The initial audit of the production and the factory production control operation is not mandatory and shall be conducted at the request and expenses of the client.

Certification audit shall be conducted when the system of factory production control has been completely implemented, meaning that the complete initial type-testing of individual product types has been implemented, that the system has been inspected at least once by the management and that at least one evaluation of the properties of the product has been implemented in terms of the requirements of harmonised technical specification from chapter 2.0.

6.0 APPLICATION, INITIAL AUDIT, CERTIFICATION AUDIT OF THE PRODUCTION AND THE INTERNAL PRODUCTION CONTROL OPERATION AND ISSUANCE OF THE CERTIFICATE

6.1 APPLICATION FOR CERTIFICATION

6.1.1 Informing the manufacturer with the certification process

The manufacturer, a potential applicant, shall be able to obtain all necessary information relating to the certification process based on demand by phone, fax, mail, email or informative talk.
All necessary information shall be provided by the TVA or the staff of certification body responsible for the field of construction products (SPA 10).
The potential applicant shall acquire information on:
- ✓ the certification process, applicable to the related construction product,
- ✓ documents containing rules for certification
- ✓ the costs of certification,
- ✓ rights and obligations of the applicant.

All the stated information can be found in the Certification Scheme of the related product.

At the applicant's request, an informative visit can be conducted. Likewise, an initial audit of the production and the internal production control operation can be performed at their request before conducting the certification audit.

The applicant shall be submitted the following documents:

- ✓ Application for Certification;
- ✓ Certification Process Pr. SPA10-1;

6.1.2 Submitting the application for certification

The application for certification shall be submitted by the authorized representative of the manufacturer/applicant to the certification body BV in the "Request for Certification" form for a given product or group of products for which there is a harmonized product standard.

The application shall only be valid for the production of one type of construction products, which may include several production units (plants, lines, devices), including subcontractors if these are included in the same system of factory production control. Should this be the case, the manufacturer shall be obliged to attach a list of all production units and subcontractors with the manufacturing processes included in the system of the factory production control.

If a manufacturer produces several types of the same construction product (several types), all types of this construction product and the relevant reports on the initial type test must be specified.

The applicant shall submit to the Certification Body completed request for certification, signed by the legal representative of the applicant or an authorized person, including the following information:

a. the applicant's data: company name and address, legal status, responsible person, tax number and bank account number,
b. the scope of the desired certification: the product to be certified, its label and intended use and the product standard,
c. the information on the production plant and production line: location, number of production units/subcontractors within the same quality control system, production manager, management representative for quality control with contact information, annual production quantity, data on other acquired certificates in the quality field (ISO 9001, ...).

In case of an incomplete application, the TVA shall request additional information.

6.2 Proposal and contract placement

Based on the information provided in the Request for Certification form, the TVA shall draw up the Proposal/Contract.
Upon signing the proposal/contract the client shall order the service along with all activities related to obtaining and maintaining the certificate.

By signing the certification contract the contracting authority shall confirm that they are familiar with the process and with the terms and conditions for obtaining and maintaining the certificate and to promptly submit all necessary information for smooth execution of the audits.

The TVA shall provide the authorized representative of the audited organization with a Questionnaire for certification Audit to later facilitate the auditors during the audit process.

6.3 APPOINTING THE AUDIT TEAM

Given the size of the audited organization and processes involved in the system of the factory production control (planning, welding, NDT, AKZ ...), the TVA shall appoint the audit team, consisting of the lead auditor and, where appropriate, members of the audit team. The lead auditor and the members of the audit team shall be selected from the list of staff in the matrix qualification (Obr. SPA 10-10). The team may also involve staff of the Certification Body in the training process.

The appointed persons shall be obliged to comply with the condition of not having acted as advisors to the audited company in the previous 3 years.

The initial audit shall be executed by the lead auditor appointed to conduct the certification audit.

6.4 REQUIRED DOCUMENTATION

Prior to the audit, the manufacturer shall submit the following documentation to the TVA:

- ✓ Report on the initial type test,
- ✓ Completed questionnaire for Certification audit,
- ✓ Rules of procedure of the internal production control, or any other system documentation containing the following information:
  a. Organisation chart of the company and the system of the internal production control
  b. Responsibilities and authority of the key personnel
  c. Appointing the management representative for the production control
  d. List of subcontractors
  e. Process of control and testing implementation
  f. List of key equipment
  g. List of measuring and test equipment
  h. Frequency and locations of controls, sampling and testing (Quality Control Plans)
  i. Process of marking products and
  j. Other required processes according to the product standards.

TVA reviews the completeness of the documentation, and the reviewers are content.

6.5 REVIEW OF THE RECEIVED APPLICANT'S DOCUMENTATION

6.5.1 Review of the system documentation

The TVA shall verify the completeness of the submitted documentation. Should the documentation be incomplete, the authorized representative shall be required to complete the documentation.

The TVA shall submit the entire documentation to the lead auditor for review. The lead auditor shall examine whether all the requirements for conducting production control, specified in the certification scheme, are covered by the rules of procedure of the production control or in the additional system documentation.
Lead auditor can produce a partial report or include the findings of the review in the Report on the initial audit or certification audit.

Should the documentation reveal non-conformities that could affect safe and correct execution of the factory production control, the manufacturer shall be notified about the detected non-conformities and required to appropriately complete the documentation prior to conducting the certification audit.

The certification audit shall not be executed if the manufacturer has not conducted the initial type test or has not closed the non-conformities, identified in the review of the documentation.

6.5.2 Review of reports on the initial type test

Prior to the execution of the certification audit, the manufacturer is obliged to conduct the initial type test (ITT) according to the test methods as required by the product harmonised technical specification (EN 1090-1:2009 + A1:2011, paragraph 6.2 for steel structures or EN 14081-1:2009 + A1:2011, paragraph 6.2 for timber structures). The selected range of tests is the responsibility of the manufacturer. The lead auditor shall review the adequacy of the choice of methods, the results of the initial type test and the compliance with the requirements of the product standard. The findings of the review shall be included in the Audit Report - verification of documentation.

6.6 INITIAL AUDIT OF PRODUCTION AND THE FACTORY PRODUCTION CONTROL OPERATION

The initial audit is optional. The request for the initial audit shall be stated by the client in the contract. Purpose of initial audit is to determine the readiness of the organisation for the certification audit.

The initial audit includes:

- ✓ Review of documentation and readiness of the factory production control to be certified,
- ✓ collecting information of the scope of the factory production control system (processes and location),
- ✓ evaluating the planning of the certification audit and management review.

Upon the conclusion of the initial audit, the manufacturer shall be notified of the findings of the audit and potential non-conformities. An Audit Report shall be produced. Possible non-conformities shall not suspend the process of the of the certification audit.

Based on the determined findings, the lead auditor and the authorized representative of the manufacturer shall agree on the start date of the certification audit.

6.7 CERTIFICATION AUDIT OF PRODUCTION AND INTERNAL PRODUCTION CONTROL OPERATION

6.7.1 Certification audit planning

Upon determining the compliance of the factory production control system documentation with the requirements of the standard and the positive initial type test, the TVA and the authorised representative of the manufacturer agree on the start date of the certification audit. The method and scope of the certification audit of production and internal production control operation shall be specified in the certification scheme.

The certification audit must take place within the agreed audit plan framework, pre-coordinated with the manufacturer.

In the field of steel structures (EN 1090-1) before carrying out the certification audit, the compliance with the requirements of ISO 3834 with regard to EXC is verified. The compliance with the ISO 3834 standard requirements by the party is demonstrated by submitting a certificate for the relevant section of the standard based on the EXC. The certificate must be issued by an accredited body.

6.7.2 On-site certification audit

The certification audit can only be carried out at the production site. The audit shall be commenced with an introductory meeting where the representatives of the manufacturer shall be acquainted with the certification process.

During the certification audit of production and the factory production control operation the auditors shall verify whether the production control has been implemented in accordance with the requirements of the applicable product standard, review the inspection plan, based on comparison of control plans and the scope of production they shall determine whether the control has been implemented in the required extend, review the records of the implemented measurements, review the records of identified non-conformities and verify the implementation of corrective actions, review the records of calibration of measuring and test equipment, inspect the plant, measuring and test equipment, competences, staff qualifications and labelling of products.

The auditors use a pre-completed questionnaire (Form SPA 10-3 for certification according to EN 1090-1 or form SPA 10-23 for certification according to EN 14801-1).

During the preparatory phase and according to the audit plan, the TVA shall allocate tasks to the other team members (based on items in the questionnaire), should the certification audit involve other auditors, and in the final phase of the audit check whether all the relevant fields have been completed.

Any non-conformity (deviation from the requirements of the product standard) must be closed prior to issuance of the certificate.

Non-conformities shall be categorized according to the Pr. SPA 10-2 and indicated in the Non-Conformance Report (Obr. SPA 10-6).
The Non-Conformance Report must clearly indicate who the non-conformity has been detected by. The same person shall also verify the applicability of completed corrections and corrective actions.

Certification audit of production and the factory production control operation can only be conducted in the event of an operating production. In exceptional situations, when the production is not in operation, the audit can be implemented in two parts. At the audit must be present responsible persons of audited area.

6.8 CORRECTIVE ACTIONS IN THE EVENT OF NON-CONFORMITIES

6.8.1 Review of the documentation and the results of reports oF the initial type testing

The first stage of the certification audit consists of the review of the system documentation and reports on the implemented initial type tests.

Non-conformity of the system documentation constitutes a deviations from the requirements of the standard, which in turn can mean improper operation of the factory production control system

Non-conformity in the report on the initial type testing constitutes inadequate test performance, improper use of equipment or that the test results do not meet the requirements of the product standard.

Should the auditor find one or more non-conformities in the review of the manufacturer's documentation or in the reports on the initial type testing, the management representative of the internal production control shall be supplied with the non-conformance report (Obr. SPA 10-6) with the request for addressing the detected non-conformities. The management representative shall enter the cause of the non-conformity occurred and an application for correction with corrective action and the deadline for its implementation, which may not be exceed **three months**.

The implementation of the corrective actions arising from the review of the documentation or reports on the initial type testing shall be verified on the basis of evidence presented (review of the revised system documentation and/or reports on the implementation of the type test ...). **Only after closing the identified non-conformities, the on-site audit can be conducted.**

Should the non-conformities not be closed within three months, the certification audit process shall be suspended. The auditor shall produce a negative report and submit it to the head of the certification body and the audited organization.

6.8.2 On-site audit

The same process as described in the paragraph 6.8.1 shall be applied in case the on-site audit identifies that non-conformities have not been closed by corrective measures within three months.

Certificate of conformity of FPC shall not be issued before the non-conformities have been closed by relevant corrective actions and verified by the certification body.

The auditor who has identified the non-conformity may decide to verify the implementation of corrective actions in the following ways:

- ✓ Certain steps of the certification audit shall need to be repeated on site (Follow up),
- ✓ evidence on closed non-conformities supplied by the manufacturer shall be sufficient.

Should the manufacturer exceed the set deadline for the implementation of the corrective actions without requesting to extend the deadline or should the non-conformities remain unclosed, the process of the certification audit of production and the production control operation shall be suspended.

Each non-conformity may be closed by the corrective action only once. In case that one or more of the required corrective actions have not been properly implemented and the non-conformity has not been closed, the auditor shall reject the implementation of such corrective action and again require the closing of the non-conformity. The lead auditor shall be notified of this.

Should the non-conformity remain unclosed in the second attempt, the lead auditor shall issue a negative report through the TVA.
The TVA shall notify the organisation of the decision to suspend the certification process due to non-conformities in the production control on the ground of two consecutively failed attempts of closing the non-conformities. Therefore, the certification process of the production control has been suspended and thus completed.

6.9 LEAD AUDITOR REPORT ON CERTIFICATION AUDIT OF PRODUCTION AND THE FACTORY PRODUCTION COTROL OPERATION

Upon implementation of all the corrective actions for closing the non-conformities, the auditor shall complete the Audit Report and submit it to the TVA along with the completed questionnaires, non-conformance reports, and other records produced during the audit process.

TVA forwards the received documentation to the technical reviewer for review. Technical reviewer after the review prepares a report on the technical review (on the form Obr. SPA 10-31 or Obr. SPA 10-32). The review shall verify the correctness of the assessment and the completeness of the records. In case that the documentation is found to be incomplete, the auditor is required to complete the documentation, otherwise TVA is recommended to issue a certificate.

The TVA verifies:
- ✓ whether the audit process has been conducted in accordance with the product standard, the SIST EN ISO/IEC 17065 standard, and this process,
- ✓ whether the auditor has supplied the recommendation for the issuance of the certificate,
- ✓ whether the tehnical reviewer of the documentation has supplied the recommendation for the issuance of the certificate.

In case of incomplete documentation, the TVA shall order the lead auditor to complete the documentation.

6.10 DECISION ON GRANTING OR SUSPENDING THE CERTIFICATE

On the basis of the collected documentation on the certification audit, the TVA shall submit the final observation on whether all the requirements, specified in the certification scheme for the product that is the subject of the certification process, have or have not been met, and shall recommend the lead auditor either to grant the certificate of the factory production control or to suspend the process in the event of unfulfilled requirements.

The head of the certification body shall be supplied with:
- ✓ Completed questionnaires (Obr. SPA 10-3 for steel structures or Obr. SPA 10-23 for timber structures)
- ✓ Audit Report (Obr. SPA 10-5)
  - for steel structures Obr. SPA 10-5
  - for timber structures Obr. SPA 10-25

Should the manufacturer not agree with the decision of the certification body, they may appeal the decision.

In case of suspension, the entire certification process must be repeated.

6.11 ISSUANCE OF THE CERTIFICATE

The certificate of the factory production control shall contain the information as stated in the product standard.

The certificate of the factory production control has a unique number consisting of three parts, separated by dashes. Individual number parts are:

Example: 2129-CPR-0001-XX
Notification number Bureau Veritas, d.o.o. No. »2129«
Label »CPR«
Current number of the issued certificate »e.g. 0001«
The XX mark is optional:

- W means that the certificate is issued to the manufacturer of structural timber.
- WC indicates the welding certificate issued to the manufacturer of steel structure elements.

For steel structures in case should the scope of the certified organisation also include the welding process, additional certificate for welding shall be issued, with reference to the basic Certificate of the factory production control or the standard EN 1090-1:2009 + A1:2011.

The manufacturer may reproduce photocopies of the certificate only in black and white, colour copies of the original can be ordered against payment at the certification body that has issued the certificate.

Should the manufacturer not settle all the costs of the certification within 30 days after the invoice has been issued, the certificate cannot be issued. Should the manufacturer still be interested in the issuance of the certificate, the entire certification process must be repeated.

7.0 CERTIFICATION MAINTENANCE

The certificate of the factory production control shall be issued for period of *one* year, or until the harmonized standard, construction product, valuation method or production conditions in the plant, unless the notified body suspends or revokes it.

Its validity shall be maintained by conducting regular surveillance audits within the determined time periods (as stated in Chapter 7.1) and according to the following requirements of the certification body:

- ✓ The certificate holder must notify the certification body of any intended changes that may affect the conformity of the product (change in technology, key personnel replacement, change in ownership…),
- ✓ In years when a surveillance audit is not scheduled, the certificate holder is obligated to provide a statement to the Certification Body. This statement should specify whether there are any planned changes that could impact product compliance (such as changes in technology, key personnel replacement, change of ownership, etc.). If there are no changes or if the changes are within a scope that does not necessitate a surveillance audit, the Certification Body issues a new certificate for a one-year period. Otherwise, a surveillance audit is conducted.
- ✓ The certificate holder must at any time from the issuance of the certificate meet all the certification requirements,
- ✓ The certificate holder must not mislead consumers regarding the identification of the certified product in the media, brochures, documents or advertising,

- ✓ The certificate holder should not use the Certificate in a way that is detrimental to the reputation of the certification body and not give unauthorized or misleading statements on the certificate.
- ✓ The certificate holder should enable the certification body, to carry out the assessments (certification, surveillance and extraordinary audits) including the review of documentation and records and provide access to relevant equipment, locations, personnel or its subcontractors.
- ✓ The certificate holder should enable the investigation of complaints by Certification body and enable the presence of observers.
- ✓ The certificate holder must, in the case of suspension, withdrawal of the certificate, to stop advertising the certificate, to refer, and the certificate physically returned to the issuer.

7.1 REGULAR SURVEILLANCE AUDITS

The surveillance of the production control operation shall be conducted by the certification body in accordance with the requirements of the product standard and the relevant certification scheme, having regard to the additional instructions of the conformity audit bodies.

Regular surveillance audits are carried out in the periods provided for in the harmonized technical specifications as follow:
For certification according to EN 1090-1, depending on the execution class (EXC).
In general, the surveillance audits shall take place for EXC 1 and 2 at intervals of 1-2-3-3 .... years and for EXC 3 and 4 at intervals of 1-1-2-3-3 - ....

In case of new or replaced basic equipment, the replacement of the responsible welding coordinator, new welding processes, changes in the base material and the relevant WPQR and new equipment that may have an impact on the declared properties of the product, the interval can be shortened accordingly.

For certification according to EN 14081-1 at intervals 1-1-1-1, ... years.

The process of the planning of the regular surveillance audits is the same as the process of the planning of the certification audit.

The surveillance audit is planned in such a way that it is possible to check all phases of manufacturing process and the operation of the FPC.

If regular production is not carried out at the time of the surveillance audit, the manufacturer should demonstrate the production of structural elements and the implementation of FPC, which is the subject of the audit, on a structural element manufactured according to the requirements of EN 1090-2 at least EXC 2.

7.1.1 Application for the regular surveillance audit

One month before the scheduled date of the regular surveillance audit, which is *one moth before issuance date* of the first certificate, the TVA invites the representative of the certified manufacturer to provide him with information regarding any changes that have occurred since the last audit and proposes a date for the implementation of the surveillance audit. TVA coordinates the appointment with the planned lead auditor or/and audit team.

The surveillance audit must be carried out no later than two months before the expiry of the validity of the certificate or the scheduled date of the surveillance audit.

If the manufacturer does not provide the required information and does not respond within 14 days, due to non-compliance in the implementation of production control, the measure of suspension of the certificate will be issued to him. The imposed measure can only be lifted when a regular surveillance audit has been completed.

7.1.2 Executing of regular surveillance audit

Regular surveillance audit shall be conducted in the same manner as the certification audit of production and the factory production control operation. The auditors shall use the same forms for planning the audit, the audit, non-conformities and the audit report.

In case that, for justified reasons, the regular surveillance audit can't be performed at the production location, it can only be performed remotely in accordance with the guideline "Technical Memo No. 6".

At the regular surveillance audit, the auditor must review the evidence on the factory production control operation. Greater attention must be paid to the verification of the documentation with later dates (since the last certification or the last regular surveillance audit). Reports on testing, issued declarations on conformity, control of non-conforming products, resolving complaints must be reviewed and thus verified that the production control operates in accordance with the requirements of the product standard.

The compliance with the ISO 3834 standard requirements by the party is demonstrated by submitting a certificate for the relevant section of the standard based on the EXC. The certificate must be issued by an accredited body.

At the closing audit meeting, the manufacturer shall be notified of the results of the audit, including any detected non-conformities.
In the case of any detected non-conformities, the manufacturer's representative shall agree and confirm the findings with a signature. The management representative for control of the manufacturer shall propose a corrective action for addressing the non-conformities that shall be approved by the auditor. Simultaneously, the auditor shall indicate the method of checking how the non-conformities shall be completed. This can be verified based on the evidence submitted by the manufacturer or an extraordinary (partial or complete) surveillance audit can be conducted. After the auditor has verified the completion of the non-conformity, he shall complete the non-conformance report with his observations. Records on the completion of the non-conformity and the supporting evidence shall always be reviewed by the auditor who has detected the non-conformity.

Should the manufacturer fail to complete the agreed corrective action(s) for closing the non-conformity within a period of one month and not apply in case of a valid reason to extend the deadline, the TVA shall send them a written note. If the manufacturer fails to send the report on the completion of the non-conformity within 14 days, the TVA shall initiate the procedure for the suspension of the certificate.

The suspension of the certificate shall be effective until the manufacturer submits the report on the cause of the non-conformity and evidence on its completion.

After the auditor has received the manufacturer's evidence on the completion of the non-conformity or after he has identified the completion of the non-conformity with the extraordinary audit, he shall produce the report on the inspection of the production and control operation.

7.1.3 Proposal for the certification maintanance

The conclusion of the report shall state the proposal for the maintenance or extension of the validity of the certificate. The proposal for maintaining the validity of the certificate may be made only if the auditor verifies the compliance of the internal control of the manufacturer with the requirements of the product standard.

The lead auditor provides the TVA with the audit report on the production and the internal factory production control operation, including any reports of non-conformities, completed questionnaires and other records generated during the audit.

TVA forwards the received documentation to the technical reviewer of the documentation for review. After the inspection, the technical reviewer of the documentation prepares a report on the technical review (on the form SPA 10-31 or SPA 10-32). During the review, the correctness of the audit and the completeness of the records are checked. If the documentation is found to be incomplete, the auditor is requested to supplement the documentation. If the documentation is adequate, reviewer recommends maintaining the validity of the certificate.

Should he question the accuracy of the report on the extension of the certificate due to the audit that the factory production control does not operate in accordance with the requirements of the product standard, he shall reject the auditor report with the request to evaluate the impact on the safe use of the construction product and based on this draw up a revised proposal.

The TVA shall propose to the head of the certification body maintenance of the validity of the certificate, or in case of the improper production control imposing a sanction as defined in Section 8.0.

7.2 EXTRAORDINARY SURVEILLANCE AUDIT

The extraordinary surveillance audit must take place in the following cases:

- ✓ any change in technology in the production process, which could impact the declared properties of the product,
- ✓ the change of the product standard applicable in the certification process,
- ✓ changes in the quality management system, should their nature possibly affect the declared properties of the product,
- ✓ changes in the management or ownership of the company, should their nature possibly affect the declared properties of the product,
- ✓ any changes that may lead to the non-compliance of the product with the requirements of the product standard,
- ✓ after the completed corrective actions, if so stated in the minutes of the review.

Extraordinary surveillance audits shall be conducted in the same way as regular surveillance audits, only with the exception that the planning and execution of the audit may also take place in a reduced scope.

8.0 SANCTIONS IN THE EVENT OF DETECTED NON-CONFORMITIES

Should the auditor or TVA determine non-conformities in the production control operation, which are not being addressed as stated and agreed upon with the manufacturer, the technical manager shall act and impose one of the following sanctions:

[5]
Suspension of the certificate if the non-nonconformity of the certificate holder may affect the safety of facilities for which the product is intended and where major corrective actions are required, or if the certificate holder has not completed the corrective action imposed by the warning. *The temporary withdrawal of the certificate is also imposed if a surveillance audit is not carried out and corrective actions are not implemented by the deadline, as provided in EN 1090-1 or EN 14081-1.*
The suspension is imposed by TVA in writing by letter, indicating non-conformity or other reason of the manufactures, due to which he has opted for such a sanction and also instructing to complete all non-conformities with the relevant corrective action within 60 days. Suspension of the certificate may last until the reason for revocation has been eliminated and the elimination has not been verified on the basis of evidence or a surveillance audit, or a maximum of 6 months.

Withdrawal of the certificate, in case of major or repetitive non-conformities detected that could endanger the safety of buildings that the construction product is intended for, and extensive corrective actions are needed, or should the certificate holder fail to close the non-conformities, causing the suspension of the certificate. The sanction shall be imposed by TVA.

When the certification body decides to withdraw the certificate from the certificate holder, they shall immediately notify the manufacturer. The manufacturer may appeal the decision within 15 days from the date of the receipt of the decision in a written appeal to the certification body, which shall then address the appeal in accordance with the procedure for addressing appeals.

The certification body may also suspend or withdraw the certificate at the certificate holder's written request.

Sanctions, a note and a warning, are confidential and shall be submitted by the certification body in writing only to the certificate holder. Withdrawal and the suspension of the certificate shall also be promptly made public on the website of Bureau Veritas d.o.o.

In the event of the suspension or withdrawal of the certificate, the certificate holder may no longer issue declarations of conformity and must cease the placing of the relevant construction product as long as the corrective actions are effective.

The certification body shall revoke the suspension by issuing a permit for the re-use of the certificate after having verified by the extraordinary audit that the non-conformities have been appropriately closed within the period prescribed. The certification body shall in this case issue a new certificate with the same number as in the suspended certificate, with the new date of issue.

9.0 CERTIFICATE EXTENSION

With the certificates of the internal production control according to the attestation of conformity system 2+, the manufacturer may apply for the certificate extension for the additional type of the same construction product with different technical specifications but produced within the same production control in the same plant. In such case, the manufacturer must submit the written application for the certificate extension along with the reports on initial type testing.

The technical manager shall submit the report on the initial type testing to the auditor.

10.0 CHANGES IN CERTIFICATION REQUIREMENTS

Changes in the certification requirements are usually result of changes in the technical specifications but may also result from changes in the system documentation of the certified organisation. In the latter case, the changed certification scheme must be approved by the Certification Board with a special resolution.

In the event of changes in certification requirements the TVA shall implement the following actions:

- ✓ immediately notify all clients of the change and execution time,
- ✓ organize introduction and, if necessary, implement trainings for its auditors,
- ✓ where appropriate produce written instructions for auditors,
- ✓ within the specified time after the notification verify whether each manufacturer has implemented all the necessary adjustments.

The verification can be performed based on the submitted evidence or by conducting the extraordinary surveillance audit.

11.0 CHANGE OF THE NAME, ADDRESS, TECHNOLOGY OF THE PRODUCTION OR OWNERSHIP OF THE COMPANY OR PRODUCTION PLANT

Should the holder of the certificate change its name, address, the technology of the production or ownership, they are obliged to immediately notify the certification body and propose the modification of the certificate of the factory production control according to the given situation.

In the event of the name and/or address change on the certificate of the factory production control, the manufacturer shall submit to the certification body the written notification, enclosed with the court decision. Based on the submitted documentation and through knowledge of the situation, the TVA shall assess whether such a change may affect the technical properties of the product. In case he evaluates that the modification does not affect the properties of the product, a new certificate with the new name and address shall be issued. Otherwise, he can order the extraordinary audit.

Should there be a change in the manufacturing technology, the certification body must also be notified in writing. Usually, the change in the technology is associated with the replacement of the equipment, which requires a prolonged interruption of the production, leading to changed production conditions that may affect the properties of the final product. Upon the start of the production with the new equipment or different production method, initial type testing must be implemented, and the reports submitted to the certification body for review. Should the extraordinary audit approve the compliance of the production control operation with the requirements of the product standard, the technical manager shall revoke the suspension of the certificate.

12.0 APPEALS OF THE APPLICANT

The certification body shall adhere to the procedures for resolving appeals, complaints and disputes filed by clients or other customers on the implementation of the certification process or any activity related to certification.

Appeals to the decision on the suspension of the certification process or imposing sanctions due to detected non-conformities during the certification process must be filed to the certification body Bureau Veritas d.o.o. in writing or via Bureau Veritas website within 15 days of the receipt of the decision. Complaints regarding the implementation of the certification process must be filed in the same manner 15 days after completion of the audit.
All appeals or complaints shall be received by the head of the certification body, who shall verify the eligibility of the appeal or complaint.
The verification of the contested decision of the certification body, which is the cause of appeal, shall be performed by reviewing all activities, findings and conclusions recorded during the certification process and thus determining whether the appeal is eligible or not. Should it not be eligible, the technical manager of the certification body must inform the head of the certification body about the observation, who shall, based on this, refuse the appeal. If the appeal is eligible, the technical manager of the certification body shall prepare a resolution on amending the decision, signed by the head of the certification body. The amended decision shall be implemented by the technical manager.
The complaint shall be verified by reviewing the documentation and conducting an interview with the auditor, based on which it shall be determined whether the complaint is justified. Should it not be, the technical manager shall report the observation to the head of the certification body, which shall decline the complaint in writing. In the event of a justified complaint, the head of the body shall also be notified, after which he shall issue a decision to amend the disputed findings of the process or to repeat the process by another auditor.
Should the applicant no be satisfied with the decision of the appeal or complaint, they may file another appeal. In this case, the appeal or complaint shall be handled at the next, higher level in accordance with the system documentation.
Should the applicant still be dissatisfied with the decision or resolution, another appeal may be filed with the request the certification process be conducted by another certification body. Should another

certification body come to the same findings, the appeal is unfounded. In this case, the applicant shall cover all incurred costs.
The certification body shall:

- ✓ keep all records on appeals, complaints or disputes or praises regarding the certification processes with the technical manager,
- ✓ implement appropriate actions for each appeal, complaint or dispute
- ✓ document all implemented actions and resolutions with their impact.

The quality manager analyzes the findings of appeals or complaints and in order to avoid repeated errors include in the quality system documentation.

12.0 SURVEILLANCE OF THE USE OF CERTIFICATE

Surveillance of the use of the certificate will be carried out annually to the extent of 50% of granted certificates through a selection of means of communication (internet, brochures, ...), the regular surveillance or extraordinary audits. It verifies the identification and proper use of the granted certificate. The result of surveillance is a Surveillance Report on monitoring of the use of the certificate and contains Surveyor name, date of surveillance, asset and location of surveillance and conclusions of the surveillance and possible non-conformance. In the case of nonconformity, the technical manager of Certification body based on a catalogue of non-conformities determine the grade of nonconformity and invite the owner of the Certificate to introduce appropriate corrective action.

13.0 EXCHANGE OF INFORMATION

13.1 INFORMATION OF NOTIFYING AUTHORITY

Certification body inform Notifying authority (MGRT) about:

- ✓ any change in accreditation (refusal, limitation, suspension or withdrawal),
- ✓ all circumstances affecting the scope of notification activities and the conditions for notification,
- ✓ any requirements regarding information on the assessment and verification activities of the constancy of performance received from the market surveillance authorities; at the request of the notifying authority,
- ✓ on the tasks of a third party in accordance with the systems for assessing and verifying the stability of the properties carried out in the context of their notification, and
- ✓ any other activities carried out, including cross-border activities and subcontracting.

The exchanging of this information to the notification authority is defined by EU legislation (CPR Regulation) and is not considered confidential information.

13.2 INFORMATION OF OTHER NOTIFIED BODIES

The certification body shall provide other bodies notified under the CPR for **EN 1090-1: 2009 + A1: 2011** and **EN 14081-1:2005 + A1:2011** with relevant information on questions relating to negative and on demand positive results of these assessments and / or verifications.

14.0 COOPERATION IN THE NATIONAL MIRROR GROUP AG NB CPR

The Certification Body participates in the work of the National Mirror Group of Notified Bodies under the Regulation on Construction Products (NZS) in this context, in accordance with the NZS Rules of Procedure, participates in:

- ✓ Review and discussion of documents of the Advisory Group of Notified Bodies (AG GNB),
- ✓ to unify positions on the procedures for assessing and verifying the Constancy of performance,
- ✓ dealing with initiatives for clarifying and coordinating the procedures for assessing and verifying the inadmissibility of properties,
- ✓ monitoring of NHS documents, guidelines, ...
- ✓ submitting recommendations and views on SIST regarding Slovene issues of standards,
- ✓ the creation of sectoral groups of NHS,
- ✓ perform other tasks in accordance with regulations.