

PRODUCT CERTIFICATION REGULATION



EUROPEAN INSPECTION AND CERTIFICATION COMPANY S.A.

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HISTORY OF AMENDMENTS

<i>PAGE No.</i>	<i>AMENDMENT No.</i>	<i>CONTENT OF AMENDMENT</i>	<i>DATE</i>
11	1	Addition for information of Notification authority	2016-03-10
5	2	Addition of legislation for Dispatching Centers (par 2.12, 2.13)	2017-06-22
5	3	EN 197-5:2021 - Cement - Part 5: Portland-composite cement CEM II/C-M and Composite cement CEM VI	22-05-26
10 & 11	4	Additions to articles 7 & 8	2022-06-02

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0. INTRODUCTION

- 0.1 EUROCERT EUROPEAN INSPECTIONS AND CERTIFICATIONS COMPANY S.A., is a private company that is activated in a National, European and International level.
- 0.2 EUROCERT does not involve itself in any way in the provision of consultancy services regarding the organisation and application of the relating standards to the interested parties.
- 0.3 EUROCERT's independence is assured by its Constitution, its organisational structure and the Certification Committee's operation.
- 0.4 EUROCERT treats all companies in an equal manner and co-operates with them under the exclusive subject of good interpretation and application of the Standards and this regulation.

USED APPREVIATIONS

- IAF** : International Accreditation Forum
- P.C.C** : Product Compliance Certificate
- I.T.** : Inspection Team
- C.C.C.** : Catalogue of Certified Companies
- R.C.C.** : Register of Certified Companies
- C.C.** : Certification Committee

ARTICLE 1 : SCOPE

- 1.1 This present document has been written in the form of a Regulation, in accordance to the internal procedures that are applied by EUROCERT and comply with the requirements of the Standards ISO/IEC 17065 and EN ISO/IEC 17020 as well as the guiding instructions of the IAF. The present Regulation defines the responsibilities of the companies as well those of EUROCERT for the procedures concerning the issue, monitoring, extension, pause, renewal and recall of the PCC. A company's certification automatically assures its registration in the Catalogue of Certified Companies, CCC.
- 1.2 The Regulation has been approved by EUROCERT's Managing Director and each amendment ought to be approved by him. In cases of amendment, the applications that have been submitted are reviewed by the Secretary, the non-informed clients are identified according to the current issue and they are sent the valid issue which is recorded on the application.
- 1.3 The implementation of this Regulation is supervised by the Certification Committee. The latter is an independent to EUROCERT Committee in which interested parties to the certification in the sector of products/ services are represented. The Certification Committee has defined its representatives of the following organizations to examine the subjects concerning the certification of products / services:

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- Representative of SEV (Hellenic Industry Association)
- Representative from EK.POI.ZO (Consumer Association)
- Representative of the Benaki Phytopathological Institute
- Representative from E.P.P.E.(Union of Environmental Scientists)
- Member of the Board of EUROCERT

- 1.4 The necessary requirement for a company to be granted the PCC is that the produced items comply with the requirements of this Regulation, the requirements defined in EUROCERT's relevant procedures and the requirements defined by Legislation (Hellenic and European).
- 1.5 The company ought to inform EUROCERT, during the inspection, about the requirements defined by Legislation (Hellenic and European).
- 1.6 The procedure for issuing / awarding a PCC is carried out according to the valid inspection and certification procedures for the products / services.

ARTICLE 2 : RELATED DOCUMENTS

- 2.2 ISO/IEC 17065 «Conformity assessment — Requirements for bodies certifying products, processes and services»
- 2.3 ISO/IEC 17020 “General criteria for the operation of various types of bodies performing inspections”
- 2.4 IAF/ILAC A4 «Guidance on the Application of ISO/IEC 17020»
- 2.5 M.D.12403 (G.G.1441-B-2007) «Amendment of PD43/2002 (G.G. 43/A/7.3.2002) «Classification of hotel residencies in categories with a system of stars and their technical specifications»
- 2.6 Law no.3190: Article 16 «subjects for classification of main hotel residencies, rented rooms and rented furnished apartments in stars and keys categories»
- 2.7 EA-6/03: 2010 - EA Document for Recognition of Verifiers under the EU ETS Directive
- 2.8 ISO 14065 – Greenhouse Gases – Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition
- 2.9 EA-2/17: 2009 - EA Guidance on the horizontal requirements for the accreditation of conformity assessment bodies for notification purposes
- 2.10 305/2011/EK – Construction Products Regulation
- 2.11 M.D. F23/11267/547/09.01.15 “Decision authorization / notification of the Body by the Ministry of Development and Competitiveness”
- 2.12 L.4245-2014 (FEK 851/A/7-4-2014/ SECTION 10 (Reference to Cement Dispatching Centers)
- 2.13 Circ of Ministry οικ12044/2ηΔΚΒΠ662/φ.24/31-10-2014 (Imports of Cement)
- 2.14 EN 197-5:2021 - Cement - Part 5: Portland-composite cement CEM II/C-M and Composite cement CEM VI

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ARTICLE 3 : DEFINITIONS

All terms and regulations used in this Regulation are in line with the Hellenic Standard ELOT EN 45020.

The term “company” applies to all organisations, as well as individuals that request the inspection and the certification of a product.

According to the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium- sized enterprises

- The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.
- Within the SME category, a small enterprise is defined as an enterprise which employs fewer than 50 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 10 million.
- Within the SME category, a microenterprise is defined as an enterprise which employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 2 million.

ARTICLE 4 : GENERAL REQUIREMENTS

- 4.1 All companies irrespective of size or scope may submit an application to EUROCERT regarding product certification.
- 4.2 All applications are evaluated in line with procedure ΔΠ6.1 and the corresponding product/service procedure. For the former to be accepted and for the inspection and certification procedure to commence they ought to be accompanied by the necessary documents as stated in the corresponding procedure.
- 4.3 EUROCERT’s Management as well as personnel (permanent staff and external associates) deal all incoming information during the certification process as highly confidential and adhere to the Code of Ethics
- 4.4 The interested company ought to know that all documents that are issued by EUROCERT are the latter’s property and as such any further duplication and distribution to third parties without the latter’s permission is prohibited.

ARTICLE 5: SUBMISSION AND HANDLING OF APPLICATION FOR EVALUATION AND

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CERTIFICATION

- 5.1 The company ought to submit an application to EUROCERT in accordance with the special application form and the required technical file.
- 5.2 The application ought to be dully filled in.
- 5.3 Each submitted application concerns only one product /service category. The submitted application stands as a contract apart from the cases where a separate contract document exists and its duration is defined by the re-assessment date as listed on the PCC.
- 5.4 Immediately after the submission of the application the evaluation procedure commences according to the relevant procedures in which the contents of the application and the attached documentation which has to comply with the corresponding reference standard are checked.
- 5.5 During the application examination, EUROCERT's accredited schedule and notification status, where required, are considered. In case the applied inspection standard is covered by notification but it is not mentioned in the official schedule issued by the accreditation body, then the standard is used as technical specification for checking the design of the product but not mentioned on the certificate.
- 5.6 In the event of an acceptance of the application, an Inspection Team is called upon to perform the inspection. The customer documents his/her acceptance of the inspection team by either returning to EUROCERT a signed inspection program or by signing the Visit Form. In the event the application is not accepted the interested company is informed in writing.
- 5.7 The Inspection Team, I.T., consists of one, or more Inspectors, permanent or external associates that have been approved by EUROCERT's Board of Directors, based on the requirements defined in the International Standards and occasionally by technical expertise. The formation of the team occurs in such a way that it is in a position to evaluate the special technical requirements of the product / service.
- 5.8 The technical experts may come from Public Organisations, Legal Parties of Public Right, Legal Parties of Private Right, Educational Institutions, Technological/ Research Centres, and Businesses etc. In each case the inspections dates and the inspection team are announced in advance to the interested company the latter of which is asked for their confirmation.
- 5.9 When external associates are used, EUROCERT takes all proper measures to assure the objectivity, the integrity, and the confidentiality. In any case, the interested company has the right to ask for the replacement of a member of the Inspection Team.

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- 5.10 The company is bound to allow the free access of the Inspection Team to all areas or product / service areas and to provide all the related to the inspection documents and to ease the inspectors by providing them where necessary with the relevant personnel.
- 5.11 The inspection of the products /services is described in the corresponding product / service certification procedures.
- 5.12 In cases where sampling is required, the received samples are sealed and marked and are forwarded to the appropriate laboratories on applicant's costs. In the case sampling is executed in an uninformed inspection mode, then the frequency of the sampling is annual and one sample is taken per product type selected from those ready to be dispatched.
- 5.13 In cases where destructive or non-destructive testing is required, these are performed by laboratories approved by EUROCERT and according to instructions designated by the relevant manufacturing standards. The manufacturing standards designate the inspection method as well as the evaluation method of the findings (table 1). Due to the aforementioned, the laboratories you select must be evaluated by EUROCERT or accredited and you must specify to the labs you appoint the inspections the requirements of the relevant standards. The non destructive tests will be carried out with the EUROCERT auditor's presence who will point out the inspection areas. Where possible (e.g RT) the relevant reports will have attached a sketch of the inspected areas. Especially for the laboratories abroad, those have to be selected from the accreditation bodies web sites in the countries they are based and for the relevant per case scope.

Table 1

Manufacturing Standard	NDT	Findings acceptance limits
EN 13445-5	§ 6.6	§ 6.6.3.2, 6.6.3.3
EN 12953-5	§ 5.5	§ 5.5.4
EN 12952-6	§ 9.1	§ 9.3

- 5.14 In the case of inspection for the classification of hotel residencies in star categories, the inspection team, besides the required documents mentioned in the relevant application form, examines also the conformity of the company to the compulsory national legislation according to the annex to this regulation.
- 5.15 In cases where deviations are observed either from the requirements of the products or the corresponding procedures and the present regulation, EUROCERT does not issue / award a PCC.
- 5.16 The interested company ought to repair, amend, fill-in the deviations/findings of the performed inspection for it to be issued with a PCC. If required upon occasion, the correction of the findings occurs with an on site inspection by the I.T.
- 5.17 The relevant manager on the basis of the inspection results and the outcomes of the

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laboratory tests and after verification of the corrective actions by the I.T, examines if the product / service conforms to the requirements of this present regulation, the corresponding reference standards and the relevant procedures and decides accordingly upon the issue of the PCC or the Verification Statement in the case of verification of greenhouse gas emissions data.

- 5.18 The company must a) keep a record of all complaints made known to the supplier relating to a product's compliance with requirements of the relevant standard and to make these records available to EUROCERT when requested, b) take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with the requirements for certification, c) document the actions taken.
- 5.19 In the case of verification of greenhouse gas emissions, the client shall:
- 5.19.1 Act as necessary for the verification to be carried out and for the installation areas to be inspected including the necessary documentation and access to all areas, archives and personnel for verification and lifting of complaints purposes.
- 5.19.2 To assure that EUROCERT's verification report will not be used in a misleading manner
- 5.19.3 To provide a written attestation that all necessary data and information have been revealed to the verification team. This is documented by the signature of the client on EUROCERT's verification report.
- 5.20 EUROCERT reserves the right to reissue a revised verification report where mistakes have been spotted in the verification report after the verification report has already been issued to the client for further submitting to the competent authority.

ARTICLE 6: CERTIFICATION AND REGISTRATION IN THE CATALOGUE OF THE CERTIFIED COMPANIES

- 6.1 The decision for the issue of a PCC is the due responsibility of the relevant Manager. The Certification Committee then validates the decision.
- 6.2 The Certification Committee validates the decisions of the relevant Manager at a later date than the initial granting of the PCC. The operation rules and the responsibilities of the Certification Committee are defined in the relative regulation and EUROCERT's Quality Manual.
- 6.3 If the Certification Committee rejects the validation, a Special Inspection is carried out for EUROCERT to verify the Committee's remarks. In the event that no compliances are observed, Art. 9.2 of this present Regulation applies. The special inspection's associated cost is carried by EUROCERT.
- 6.4 After the issue of the PCC, the company and the product are registered into the CCC as well as into EUROCERT's web catalogue of certified customers on:

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www.eurocert.gr. The CCC includes the company's name, the category, or the type of the products that are defined by the PCC's field of application. The ACC also includes the standard according to which the evaluation and certification took place, as well as the PCC's date of issue.

- 6.5 EUROCERT does not give to any third parties any documents relating to certification cases or control of service or product of customer without the written permission of the client. In the event that a competent authority requests information, the customer is informed before any disposal of the information. ESYD within the accreditation of EUROCERT, like any other competent body of accreditation and only in this case, as governed by a code of ethics for the protection of customer privacy, may have access to customer case files. No other information other than those listed in 6.4, permitted to enter into shared access.

ARTICLE 7 : RE-INSPECTION AND RENEWAL OF PCC

- 7.1 The frequency of the re-inspections is stated in the PCC.
- 7.2 The re-inspection requires on site visit. The re-inspection requirements are defined in the corresponding product / service EUROCERT procedures. Planning of the re-inspection must be completed at least 2 months before the expiration of the current Certificate, the validity of which is renewed with the signing of a new Contract by both parties. Minimum contract duration for all standards is one year.
- 7.3 The certified company must inform the EUROCERT during the term of P.C.C. of any changes which may affect its ability to comply with the requirements of Certification. Such changes can be any change in manufactured products in production processes, the equipment used, etc. EUROCERT after updating by the company decides whether to conduct a site inspection or require further detailed information from the company.
- 7.4 The certification committee maintains the right to perform a re-check of the product / service in the event that further special checks or tests are needed. In case of service, the certification committee reserves the right to recheck the company when found deviations from the prescribed requirements. The corresponding costs are carried over by EUROCERT.

ARTICLE 8 : Extension / Suspension / Withdrawal / Reduction of Scope of Certification

8.1 Extension of Scope

The company must submit a new application or a letter for extension and revised the Quality Management Manual.

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The responsible Director, as appropriate and in cooperation with the company can combine the specific survey required for that purpose with the annual inspection of surveillance or recertification inspection.

Following steps of Article 5 of this and a new contract (if required) and a new certificate issued.

8.2 Suspension / Withdrawal / Reduction of Scope

EUROCERT has the right to put in suspension the certificate if:

- The client is systematically unable to follow the requirements of the standard, of this Regulation and of the contractual obligations
- The client denies the conduction of the audits for the interval which is determined from EUROCERT
- The client has asked for the interruption of the Certification
- The Certification Committee requires the recall when the company failures to comply with of the present proceeding

In this case, a time interval of not than more three months is given to the client to comply with the requirements of the reference standard and this regulation.

During the period of suspension of the certificate, it is not considered to be valid and its use is not allowed.

If at least one of the above still holds and the client is unable to resolve the problem then EUROCERT may ask for the withdrawal of the client's certificate or the reduction of its certification scope.

Additionally EUROCERT requests the withdrawal of the certificate in case it is imposed by the Certification Committee of EUROCERT, after non-compliance with this Regulation and with the contractual obligations

In case the certificates have an expiration date later than the expiration date of the Contract or do not have an expiration date and if the contract is not renewed in time, in accordance with paragraph 7.2 of this Regulation, then these certificates are automatically revoked.

For all the above the Client must be informed in writing as well as the relevant Directorate of the Ministry of Development.

ARTICLE 9 : COMPLAINS - APPEALS

9.1 The company may raise a complaint or appeal against decisions the Bodies of EUROCERT writing within thirty days from the notification to it of the decision.

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9.2 COMPLAINS

- 9.2.1 Any of the staff receives complaint of any kind, from the client or other interested party, complete the form ΔΠ18.1 / E01, attaching if any, and the related letter or FAX of the client and forwards them to the Quality Manager.
- 9.2.2 The Quality Manager, together with the relevant Director, review the complain and determine if required to do corrective action, when the ΔΠ19.3 applicable.
- 9.2.3 In the evaluation of a complaint will not take part the person who has relation to the complaint.
- 9.2.4 In the event that the complaint is correct, forwarded to Managing Director a copy of the form ΔΠ18.1 / E01. If involved persons or sections then the Quality Manager send copies to them and to their directors, for information.
- 9.2.5 If from the investigation do not detected deficiencies in the Quality System or the way of processing the case in which the client indicated, then the Quality Manager shall inform the customer in the form of a letter or email. In this case and if the complainant is not satisfied with the response, he has the ability to appeal the decision of the Body in accordance with the provisions of paragraph 9.3 hereof.
- 9.2.6 In the opposite case are taken immediately all the appropriate measures for the solution of the problem and the complainant is informed in writing about the actions to be taken by the competent Director. In this case and only all corrective actions to be taken will be charged financially the Certification Body.

9.3 APPEALS

- 9.3.1 When there is an appeal against decisions of EUROCERT, Managing Director complete the form ΔΠ18.1 / E01, attaching and the relevant FAX or letter of the client in any written form has been filed (paper or electronic).
- 9.3.2 In order the CB to be received and examined, the application must have submitted within one month of notification of the decision to the person concerned.
- 9.3.3 Managing Director after consultation with the Director related to the issue, will examine and accept or reject the appeal.
- 9.3.4 If the appeal is accepted, the company amends its decision and inform the client in writing. At the same time Managing Director informs the Board and directly apply corrective action to remedy the problem and the non reappearance of this, based on procedure ΔΠ19.3. The effectiveness of the corrective action verified by the Managing Director himself. In this case all corrective actions to be taken will be charged financially the Certification Body.

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- 9.3.5 If the appeal is rejected, the applicant shall be notified and the decision is .fully justified
- 9.3.6 The decision on the acceptance or not of the appeal must be issued within three months of its submission, unless the applicable Community or national legislation or the competent authority imposes different.
- 9.3.7 The applicant and EUROCERT have the right to appeal if not satisfied in a Court of Arbitration in accordance with the provisions of the Civil Procedure Code..

ARTICLE 10 : FINANCIAL TERMS

- 10.1 Before the PCC is send to the company, the latter ought to have paid the entire fee as agreed during the receipt of the application.
- 10.2 The laboratory costs are directly paid by the interested party to the testing laboratory.