REGULATION FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

Rev.	Date	Object	Drafted by	Authorised by
10	02/11/2023	Changes following the Accredia findings and General Review	RQ	DG
09	27/07/2023	ISO 27001:2022 alignment	RQ	DG
08	04/05/2023	Removed ISO 9001 scheme	RQ	DG
07	15/06/2022	§3, §4, §6, §18. Alignment with the 27006 standard	RQ	DG
06	10/02/2022	§8. Post-audit activities	RQ	DG
05	27/12/2021	§14.Modification of Supplementary Audits §17. Remote Audits	RQ	DG
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1. Purpose

This document defines the conditions that must exist for the granting, maintenance, extension and reduction, suspension and revocation of the certification of Management Systems by Quinel Ltd to Corporate Organisations.
This Regulation therefore defines the actions that must be carried out for this purpose, both by Quinel Limited and by the applicant Corporate Organisation.

2. General Rules

2.1 Principles behind Quinel Ltd certifications

Quinel Limited grants its certification services to Organisations that request them without any undue discrimination, financial or otherwise.
Quinel Limited employs both permanent in-house and external staff to carry out the activities necessary to issue its certifications.
Quinel Ltd, before undertaking a certification assignment, assesses its ability to carry out such activity in compliance with the reference principles and documents. Quinel Limited undertakes not to issue certifications in cases where it cannot guarantee the impartiality and independence of the certifications themselves, in compliance with the following principles:

- Impartiality
- Expertise
- Transparency
- Confidentiality

2.2 Complaints and appeals

Quinel Limited has trained all personnel who may have contact with the outside world in the proper handling of all reports of unmet needs from direct and indirect customers.
Quinel Limited has put in place a procedure to analyse and manage all complaints from customers or other parties when the service provided by Quinel Limited does not meet their expectations; this procedure (PG 09 "Complaints and Appeals Management") is delivered to applicants together with the documentation relating to the application for certification.

2.3 Responsibility of the client Organisation

In order to obtain and maintain a certification, the Corporate Organisation must comply with all the requirements of this Regulation and must consequently implement the information security in compliance with the requirements of the reference standard for which it has requested certification and maintain this compliance over time. In particular, for the performance of the Audit by Quinel Limited, the Corporate Organisation must have implemented the full operation of the System (including the Management Review and at least one Audit on the entire Management System), in compliance with the legislation referred to in the Quality Manual.

The Organisation that has obtained the certification is fully responsible for the conformity of the information security management system established according to the reference legislation.

An Organisation that has obtained a system certification, as attested by the "Certificate of Conformity", is obliged to make use of it limited to the subject of the certification obtained or to request its extension if it wishes to expand it.
An Organisation that has obtained certification must not use it in an improper or misleading way and must in any case use it in compliance with the requirements of these Rules.
The Organisation that has obtained the certification receives a certificate of conformity of its Management System and the right to use the Quinel Limited trademark within the limits defined by Regulation RG 09 "Regulations for the use of the Quinel trademark".
If Quinel Limited decides to suspend or revoke a certification, the Corporate Organisation must cease using all material (advertising and otherwise) referring to such certification and return the Certificate of Conformity (in the case of revocation).

The client Organisation is required to make available to ACCREDIA data, information and documents during the audits that ACCREDIA carries out on Quinel Limited for the purpose of granting/maintaining the accreditation of Quinel Limited. The client Organisation is also required to allow ACCREDIA inspectors to be present at Quinel Limited audit of the Organisation: in this case, the ACCREDIA inspector does not participate in the audit activity but is present as an observer.

3. Definitions

For the purposes of this Regulation, the definitions given in the ISO/IEC 17021-1:2015, ISO/IEC 27006:2021, ISO 9000:2015 ISO 19011:2012, ISO/IEC 17000:2013 standards apply.
In these Rules, the terms "organisation" and "company" are used to designate the entity/parties requesting and using the certification services of Quinel Limited.

The acronyms used in this regulation are shown in the following table:

Abbreviation	Descriptions
SGSI	Information Security Management System
RG	Regulation
PG	Management Procedure
IO	Operational Instruction
AC	Corrective Action
NC	Non-Conformity
CSI	Impartiality Safeguard Committee
CD	Deliberation Committee
DG	General Manager
DT	Technical Director
RQ	Quality Manager
ST	Technical Secretariat
COM	Sales Manager
AUD	Auditor
LA	Lead Auditor
ESP	Expert
GVI	Inspection Verification Group

4. Request for Certification

If an Organisation wishes to be certified, it contacts Quinel directly and the Technical Secretariat (ST) sends out the "Questionnaire" MD 04/02.
The Organisation must complete the "Questionnaire" in all its parts and must send it to Quinel Limited together with the documents requested in the same questionnaire.
Once received, Quinel Limited will proceed with its analysis and subsequently prepare the economic offer.

4.1. Certification Offer

The technical secretary verifies that all the information requested in the Questionnaire has been provided.
If the result of the questionnaire verification is not satisfactory, ST invites the Corporate Organization to complete the information.
If the questionnaire is complete, the correct number of man-days is identified using a specific spreadsheet for all the audits to be carried out during the period of validity of the certificate.
The Questionnaire must be completed by the customer also for the renewal of the certification, to verify the validity of the information already in Quinel's possession, and to correctly issue the renewal offer.
Based on the information contained in the Questionnaire, prepares the "Economic offer" (MD 04/05), which is reviewed, approved and signed by DG.

DG, before signing the offer for approval, checks the correct application of the Rates and the calculation of the days with the Technical Manager.
The Technical Secretariat sends the Economic Offer to the Corporate Organisation. Once countersigned, the offer becomes the certification agreement.
The Corporate Organisation, having signed this document for acceptance, sends it to Quinel Limited.

After signing the offer, DT appoints a Lead Auditor (LA) and any suitably qualified auditors and experts for the Certification.

4.2. Appointment of the inspection Body

Quinel provides the name and, when requested, makes available background information on each member of the audit team, in sufficient time (i.e., at least 7 days prior to the audit date) to allow the client organisation to re-engage each member of the review team with objections deemed valid by Quinel.

5. Certification Process

The certification process adopted by Quinel consists of the following basic steps:

- Start of the certification process;
- Any preliminary visit (pre-audit);
- Stage 1 Audit (documentation review and initial visit);
- Stage 2 Audit (or certification audit) for the initial verification of the management system (which may also include possible follow-up audits, or post-audits, to verify the corrective actions required during the initial verification);
- CdA (Approval Committee or certification resolution);
- Issuance of the certificate;
- Periodic audits to maintain the certificate (surveillance and renewal audits, which may also include possible follow-up or supplementary audits to verify the corrective actions required following surveillance or renewal respectively);
- Any unscheduled audits to maintain the certificate.

In the event of findings in Stage 1, the Client Organisation must close them within and no later than 90 days from the date of the findings, otherwise the certification process lapses and it does not go on to Stage 2.

The Stage 2 audit is planned and performed only after the positive outcome of Stage 1.

In all the audits envisaged in the certification cycle and during the period of validity of the certification contract, the Organisation must:

- provide all the information (documented and non-documented) needed to conduct the assessment.
- allow access to the Quinel audit team, possibly accompanied by personnel from the accreditation bodies to all areas where the activities and processes included in the scope are carried out. If access is not granted, it will not be possible to proceed with the issuance of the certificate, in case of initial or renewal audit, or it will be necessary to suspend/withdraw the certification already issued in case of a periodic surveillance or unscheduled audit;
- In addition, the organisation that maintains an active management system certification process with Quinel shall promptly send the latter a written notice in the following cases:
  - accidents, emergencies, accidents occurred
  - ongoing legal proceedings relating to the scope of the management system

- changes in the size and context of the organisation with respect to what was previously communicated when the certification contract was signed, in terms of: employees, changes in the scope of the management system and related processes, sites.
- Changes on the statement of applicability (SoA) concerning the applicability of controls.

6. Non-Conformity Corrective Actions

The findings notified to the Organisation are classified according to the relevance of the deficiencies found (level/type of NC and specific situation).
The classification of Non-Conformities, Observations and Remarks is reported below

Classification Findings	Definition
Non-Conformity	• The absence of significant elements of the SG in the face of the reference legislation (total lack of application). • Failure by the client to meet an implicit, contractual or mandatory requirement that, based on available objective evidence, raises significant doubts about the conformity of the product/service offered by the organisation
Observation	• The partial absence of an element of the SG in the face of the reference legislation (lack of application and/or documentation) which, on the basis of available objective evidence, does not affect the conformity of the product/service offered by the organisation. • Failure by the client to meet an implicit or contractual requirement that, based on available objective evidence, affects the conformity of the product/service offered by the organisation in a non-significant way. • The lack of documentation of an element of the SG, in the face of the reference legislation, which is in any case implemented. • The presence of occasional errors requiring prompt action.
Comment	• An aspect that does not fall under the definitions of Non-Conformity and constitutes a potential opportunity for improvement in the effectiveness of the SG • Where a rapid closure of the detected deviation is not necessary. • Detections of trends towards Non-Conformity. • Slight discrepancies in the SG from normal practice, with no negative evidence found. • In the event that one of the three fundamental points on which the Non-Conformities are based is missing: • Requirement specified • Variation or lack of application of the requirement • Objective evidence • the finding when an objective situation of non-compliance of a requirement has not been encountered, but is aimed at preventing this situation from occurring (as it is potentially achievable) and/or at providing indications for the improvement of documents and/or operational methods
Conformity	Fulfilment of a requirement

The Organisation shall perform a thorough root cause analysis for each Non-Conformity and/or Observation recorded. Based on this analysis, which must be recorded, the Organisation must define the relevant corrective actions (responsibilities, closure times, resources, closure assessment methods and effectiveness methods). The Organisation shall send this analysis to Quinel Limited within the timeframe set out below:

TYPE OF FINDING	TYPE OF VISIT	DEFINITION and COMMUNICATION WITHIN (*)	IMPLEMENTATION AND CLOSURE WITHIN (*)	VERIFICATION OF IMPLEMENTATION AND EFFECTIVENESS BY
Non-Conformity	Every type	2 weeks	3 months	Additional visit within 3 months (*) and/or Documentary evidence review within 3 months (*) and verifications in the following visit
Observations	Every type	2 weeks	3 months	Documentary evidence review within 3 months (*) and/or subsequent visit
Comment**)	Every type	NO	NO	subsequent visit

Notes:
(*) the timeframes established may be shorter than these depending on the specific situation detected, or longer in the event of objective reasons preventing compliance with this limit, in which case the Client must promptly inform Quinel and assess the closure timeframe.
(**) for findings classified as remarks, the Organisation is not obliged to define and implement any treatments (corrections) and/or corrective/preventive actions. It is, however, advisable that the Organisation carefully analyse the submitted observations to prevent the occurrence of Non-Conformities and/or to improve the current SG. Quinel will only verify at the following maintenance visit whether and how the Organisation has addressed these observations.

7. Audit Report

A written audit report is issued to the Client for each audit performed. The GVI can identify opportunities for improvement but should not recommend specific solutions.
The audit report remains the property of Quinel.
The person in charge of the GVI must ensure that the report is prepared and is responsible for its content.
Quinel audit report contains:

- Odc (Certification Body) identifier (Quinel)
- the name and address of the Client and its representative
- the type of audit carried out (certification, maintenance, etc.)
- the audit criteria
- the audit objectives
- the scope of the audit, identifying the processes audited and the duration of the audit
- any deviation from the audit plan and related reasons
- any significant issues affecting the audit programme
- the head of the GVI, the members of the audit team and any accompanying persons/observers
- the places and dates where the audit activities were carried out
- any audit findings, evidence and conclusions, consistent with the requirements and the type of audit
- if applicable, any significant changes that affect the Client's SG
- any unresolved issues
- whether the audit is combined, joint or integrated, if applicable
- a disclaimer indicating that the audit activity is based on a sampling process concerning available information
- recommendations by the GVI
- control of the use of the trademark and the certification document by the Client in an effective way
- verification of the effectiveness of corrective actions taken with regard to previous Non-Conformities, if applicable

*Note: Certification documents may refer to national and international standards as the control source(s) set for controls that are determined as necessary in the Organisation's Statement of Applicability in accordance with ISO/IEC 27001:2013 or ISO/IEC 27001:2022.
The reference on the certification documents must be clearly indicated as only a source of control for the controls applied in the Statement of Applicability and not a certification thereof.

8. Post-Audit Activities

The certification Body must, at the end of each phase (Stage 1 and Stage 2):

- Within 3 days of receipt of the audit records, Quinel confirms the findings (if any) and invites the Organisation to formulate and describe on the Non-Conformity form the specific actions taken, or planned to eliminate all the root causes of the Non-Conformities recorded with respect the certification requirements identified during the assessment; moreover, Quinel informs the Organisation on the need for a complete or partial supplementary evaluation, or if a written planning of the corrective actions and a description of the immediate corrections (treatments) to be verified during the subsequent surveillance visit is considered adequate. In the event of Non-Conformity, Quinel always provides for a closing check at the Organisation's site.
- Alternatively, Quinel will confirm, within 10 days of the audit, any change in the classification of the findings issued by the audit group.
- If the Organization does not send this plan within the required time, the certification application will lapse.

9. Issuance of the Certification

The audit report prepared by the Lead Auditor is submitted to the Deliberation Committee (CD) of Quinel Ltd for its decision, in accordance with the "Operating regulation of the Deliberation Committee of Quinel Limited" (RG 07).
The resolution is carried out in the face of:

- Sufficient information provided by GVI with respect to the requirements and scope of the certification
- Accuracy of the certification process, in terms of complete definition of contractual agreements and use of appointed and qualified auditors;
- Relevance of the findings formulated (correct classification of findings) and of the information collected through the audit (with particular reference to the certification purpose);
- Level of compliance of the Client Organization with respect to available evidence;
- Quinel has reviewed, accepted and verified the effectiveness of the corrections and corrective actions for each Non-Conformity;
- Quinel has reviewed, accepted and verified the plan of corrections and corrective actions for each Observation.

Following the positive assessment of the certification deliberation phase, Quinel Ltd sends the Certificate to the client Organisation.

10. Content of the Certificate of Quinel

The certificate issued by Quinel Limited states:

- name and geographical location of the Client
- date of issue of the certificate
- date of modification of the certificate
- certificate review
- date of expiry of the certificate
- unique identification code (C-XXXX)
- standard used for the Client's audit (e.g., 27001:2XXX)
- the scope of certification for each audited site, without misleading or ambiguous information

- Quinel's name, address and certification trademark
- reference with revision of the Client's SoA document
- reference to Quinel's internal module (e.g., MD 04/XX)
- signature of the DG of Quinel
- IAF sector of reference for the Client's field of application
- Accredia mark/logo referring to the Accreditation
- reference to the applicable scheme/industry Technical Regulations, if any

The certificate is valid for 3 years; at the end of the 3 years, and in any case within that period, a Renewal Audit must be carried out covering all areas of the Management System. The renewal verification must end and must also contain the release of the new certificate within the 3 years of validity of the certification.
Following the resolution of the Deliberation Committee, Quinel Limited enters the name of the certified company in the "List of Certified Organisations" and in the Accredia database of certified companies.

11. Blocking the Certification Process

Quinel Limited may block the process when one or more of the following situations occur:

- The client Organisation fails to make the due payments to Quinel Limited in accordance with the contractual terms.
- The client Organisation engages in conduct detrimental to the image of Quinel Limited.
- Proven negative situations occur in the Management System and in the behaviour of the client Organisation attested by objective and serious grievances, complaints and reports from parties involved in the certification.
- The applicant Organisation does not implement the corrective actions or does not send the required documentation within the agreed deadlines.

In addition, Quinel Limited blocks the certification process if the client Organisation does not accept the conditions governing the certification, which are set out in the RG 02 Regulation.
If DT identifies a reason for blocking the certification process, they notify the company without delay.

12. Certification Maintenance Audit

During the three years of validity of the Certification, Quinel Limited carries out Maintenance Audits. They are planned so that during the period of validity of the Certification, all processes and all areas of the Management System are evaluated at least once.
Audits are performed annually (or as needed depending on the relevance and/or repetitiveness of the problems encountered in the last Audit) starting from the Initial Audit.

<u>The maintenance/surveillance audit must be carried out within 12 months of the date of the last visit.</u>

The Maintenance Audits will be agreed between the Quinel Technical Secretariat and the applicant Organisation and can be carried out from two months prior to the expiry date until the actual expiry date.
The timing (person-days) of the audit will be those defined in the offer/contract defined in the first certification phase unless there have been significant corporate changes or changes within the client organisation. In this case Quinel will review the offer and recalculate, if necessary, the person-days to be performed.
The Maintenance Audits are conducted according to the same rules adopted for the Stage 2 Audit, even if limited to the programmed functions and areas.

For Maintenance Audits, planning activities, recording of results, post-Audit activities and maintenance review activities are performed in the same manner as for the initial Stage 2 Audit.

Each surveillance/maintenance audit should include:

- ✓ internal audits and management review
- ✓ a review of the actions taken following the Non-Conformities found in the previous audit
- ✓ the handling of complaints
- ✓ the effectiveness of the management system with reference to the achievement of the certified Client's objectives and the expected results with respect to the SG
- ✓ operational control on an ongoing basis
- ✓ the reviewing of any changes
- ✓ the control of the correct use of trademarks/logos and any other possible reference to the certification

13. Certification Renewal Audit

Close to the conclusion of the three-year certification period, but in good time for carrying out the renewal process, a Renewal Audit extended to all areas of the Management System must be carried out and the certificate issued no later than the three-year deadline.
A certification renewal audit shall be planned and conducted to assess the continued fulfilment of all requirements of the reference standard. The purpose of the recertification audit is to confirm the continued compliance and effectiveness of the management system as a whole, as well as the continued relevance and applicability to the scope of the certification
The certification renewal audit considers the management system performance over the certification period and includes a review of previous surveillance audit reports.
Audit activities may need a Stage 1 Audit if there have been significant changes related to the management system, the client, or the context in which the management system operates (e.g., changes in legislation).

If, during a renewal visit, cases of strong changes should emerge in the Corporate Organisation, or in the field of application of the certification, or in the corporate structure or in the Management System which imply strong changes, a recalculation of person-days will be carried out considering all the changes, and the Client Organisation will be provided with the revision of the economic offer with the new person-days.

In the event of non-renewal of the certification, Quinel Limited shall suspend the Certificate (as described in the points below).

Findings from renewal audits are managed as specified in chapter 6, except when, during a certification renewal audit, deviations are identified leading to the issuance of one or more major NC or in the case of other findings, the number and extent of which, in the judgement of the Lead Auditor/Quinel, is such as to compromise the correct operation of the management system and the conformity of the manufactured product with the specified requirements, in which case the Lead Auditor establishes the time limits for implementation, verification and closure of the consequent treatments and corrective actions, taking into account, under penalty of loss of validity, that the certificate must be re-issued, completing the process before its expiry date.
This implies that Quinel must carry out additional audits to verify the successful closure/correction of such Non-Conformities and the implementation and effectiveness of the relevant corrective/preventive actions in time for the subsequent issuance of the certificate. The additional checks are performed by the GVI.
The issuance of the renewal certificate follows the same process of the first certification.

14. Extensions and Reductions of the Certifications

14.1. Extensions and reductions at the request of the certified Corporate Organisation

The extension of the Scope of the Certification can be approved by Quinel Limited after an Audit limited only to the areas/products and/or services covered by the request. This Audit shall be conducted with the same rules as the other Audits and take place on the occasion of the first Maintenance Audit. However, it may be anticipated upon request of the applicant Organisation.
In any case, the audit must be carried out within 3 months of notification of the change by the client organisation.

The reduction is carried out in the same way by modifying the certificate with a specific resolution of the CD.

14.2. Reductions on the initiative of Quinel Limited

If during the Audits the Lead Auditor finds that the Company has not manufactured a part of the products/services covered by the scope of the Management System for more than two years, they report it in the Audit Report. The subject matter of the Certification may then be reduced (at the request of the LA and resolution of the CD).
In cases of reduction, Quinel Limited will communicate it to the applicant Organisation by email and issue the appropriately modified certificate following the same procedure as the original certificate.

15. Suspension and Revocation of the Certification

a. Conditions for the suspension of the Certification

The suspension of the certificate, via written communication with confirmation of receipt (fax, certified mail, etc.) to the client Organisation, is a temporary measure adopted by Quinel Limited which consists in preventing the applicant Organisation from using the Quinel Limited Certificate until the following conditions are met.
The suspension may not last longer than 6 months, in which case the certificate revocation measure referred to in the following section shall apply.
Quinel Limited may suspend the certification in the following cases:

- if, during a Maintenance Audit, the presence of Non-Conformities is found to suspend the certification;
- if, following a Maintenance Audit, it is found that all or most of the previously reported Non-Conformities persist;
- if the applicant Organisation does not carry out the renewal visit upon expiry of the certificate;
- if the applicant Organisation does not implement the corrective actions within the agreed timeframe;
- if the applicant Organisation does not make the due payments to Quinel Limited according to the contractual methods;
- if the applicant Organisation engages in behaviour deemed harmful to the image of Quinel Limited;
- if negative situations occur in the Management System and in the conduct of the applicant Organisation certified by objective and serious complaints and reports from parties involved in the certification;
- if the applicant Organisation does not allow periodic maintenance audits to be carried out within the envisaged periods;
- if the applicant Organisation does not accept any changes to the certification regulations;
- if the applicant Organisation makes incorrect use of the Quinel Limited trademark and certificate (with respect to the provisions of RG 03);
- if the applicant Organisation makes a reasoned request in writing to Quinel Limited, for a suspension not exceeding six months by registered letter with acknowledgement of receipt.

The suspension measure is adopted with:

- provision of the decision-making committee (CD) if the suspension is motivated by deficiencies in the management of the system, as indicated in the previous points;
- approval of the General Director if the suspension is motivated by contractual aspects, always as indicated in the previous points.

If the applicant Organisation, after a suspension measure, adequately removes the conditions that determined its suspension and Quinel Limited ascertains the removal with favourable results by means of an additional audit and/or examination of documentary evidence, the reinstatement of the validity of the certification is promptly activated with a proposal for removal of the suspension to the deliberation committee and subsequent communication by the Quinel Ltd General Management to the Client Organisation.
The period of suspension of the certificate does not change the period of validity of the same.

b. Conditions for revocation of the Certification

A revocation of the certification involves the immediate withdrawal of the certificate by Quinel Limited. The communication of the revocation takes place by certified mail within 15 days from the date of the resolution. The measure is taken when:

- The conditions referred to in the preceding sections persist for more than six months despite the implementation of the suspension measure;
- The severity of the applicant Organisation's misbehaviour, documented by indisputable objective evidence, makes it necessary to protect the image of Quinel Limited with urgent and categorical measures;
- The client Organisation intends to take legal action against Quinel Limited, without any prior attempt to resolve the dispute through the arbitration board in accordance with the procedure "Complaints and Appeals Management" (PG 09).
- Which client organization decides to transfer the certification to another.

Quinel informs the Client Organisation of what is described in this section by means of RG 02 accepted by the Client in MD 04/05.

If the applicant Organisation wishes to reacquire the Quinel Limited Certificate after a revocation, the certification process will be resumed in the same way as for the first certification.

16. Certificate suspension and revocation procedure

If Quinel Limited ascertains the aforementioned situations, after evaluating any Corrective Actions proposed by the Company, if they are not satisfactory, it issues a provision for the suspension or revocation of the certification. This provision will have immediate effect.
Suspension or renunciation can be requested by the certified Organisation, notifying Quinel Limited by email or PEC.

17. Supplementary Visits

Quinel reserves the right, justified in writing to the Organisation, to perform additional audits, in addition to those of the audit program, in the following cases:

- verify the closure of Non-Conformities and the effectiveness of corrective actions;
- in the face of needs that emerged during the certificate issuance phase (e.g.: missing documentation from the Organisation, sampling and/or missing evidence during the audit phase);
- following changes made by the organisation to its system and considered relevant by Quinel;
- for the purpose of lifting the suspension of the certificate;
- extension of the scope.

18. Special Visits

Quinel reserves the right, following reports or complaints received, deemed particularly significant relating to the certified system and its compliance with the reference standards and with this regulation, to carry out special audits. This type also includes visits at short notice, audits carried out in order to investigate complaints, or following reports of changes by the client or as a follow-up action with regard to customers whose certification has been suspended and for which it must check that the same refrain from further advertising the certification.
In such cases:

- Quinel describes and makes known in an offer to certified clients the conditions under which these visits are carried out at short notice; and
- Quinel takes particular care in appointing the audit team because of the lack of possibility for the client to object to the members of the audit team.

If the Organisation refuses the special audits, without good reason, Quinel can start the certification suspension process.
All costs relating to any verifications shall be borne by the Organisation, with the exception of supplementary verifications following reports or complaints, which shall be borne by the Organisation only if they are considered justified by Quinel.
On completion of the visit, the GVI manager hands over a copy of the visit report to the Organisation. Quinel checks the report issued by the GVI and, if there are no points to clarify, confirms it to the Organisation; if not, the GVI manager is asked to address the doubtful points and/or the lack of evidence.

19. Transfer of the Certification from Other ODCS

If an Organisation with a valid certification issued by another Management System Certification Body, accredited by an Accreditation Body that adheres to the IAF/MLA mutual recognition agreement, wishes to transfer its certification to Quinel, it must send Quinel the "Questionnaire" and a copy of the Management System certificate. Quinel verifies that:

- the certificate is valid
- the certificate is not suspended
- the certification Body that issued the certificate is not suspended
- the certified activities fall within the accreditation scope of Quinel
- the Organisation has justified the request for the transfer and issued the economic offer for the certification transfer.

Subsequently, the Organisation, in case of acceptance of the economic offer, must send Quinel the following documents:

- a copy of the initial audit report or the last recertification audit report and surveillance audit reports relating to all subsequent surveillance audits
- evidence of corrective actions taken to resolve Non-Conformities identified during previous audits or evidence of verification of their implementation and effectiveness by the Body that issued the certificate
- type and dates of upcoming audits planned by the previous Certification Body
- list of any complaints received, and action taken regarding them
- reasons for requesting a transfer of certification
- any observations or reports received from the relevant national or local authorities

The verification of the above documentation normally includes a visit to the Organisation that has requested the transfer of the certification.
The contract between Quinel and the applicant is managed in the same way as the certification described in Chapter 5, depending on the extent of the audit activity.
In case the transfer comes from:

- Suspended or self-suspended OdCs
- OdCs that are revoked or renounce accreditation

Quinel shall carry out an audit called "pre-transfer visit" at the Client's premises, lasting a minimum of 1 person-day before the certificate can be transferred.

On successful completion of the above activities, a Certificate of Conformity is issued for the Management System in question, which, as a rule, maintains the deadline established by the Body that issued the previous certificate. In general, also for the surveillance and recertification audits of the System, the schedule already established by the Body that issued the previous certification is maintained. If the conditions for transfer are not met, the transfer procedure cannot be applied; the Organisation intending to continue with the certification process must follow the procedure set out in Chapter 5 as a new certification.

20. Certifications of Multi-Site Organisations

If an Organisation operates on several permanent sites and a single certification is required, the audit activities will be performed within the various sites requested.
The number of total on-site audit days will be distributed among the various sites based on the site's relevance to the management system and the identified risks. The distribution justification must be recorded by the certification Body.
The total time spent on initial audit and surveillance is the sum total of time spent at each site plus the central office and should never be less than what would have been calculated due to the size and complexity of the operation if all the work had been performed on a single site (i.e., with all employees of the company on the same site).

21. Remote Audit

In cases of particular needs, Quinel will be able to perform audits on Organisations remotely.
The audits in "remote" mode will be performed using ICT (Information Communication Technologies) systems according to the methods indicated in the IAF MD4:2018 *IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes.*
This type of audit is based on interactive communication between the Quinel audit team and Organisation representatives, such as interviews/meetings via the internet, teleconference, telephone or other electronic means.
The operational aspects will be defined between Quinel and the Client during the verification planning phase, taking into account the ITC equipment available at each individual client.
The request for remote audit execution must be formulated by the client or possibly proposed by Quinel itself, taking into account the client's needs.
Before proceeding and planning with the activity in remote mode, the CAB will evaluate the feasibility of the remote audit, as well as the risks and opportunities it entails, using a specific model.
If the outcome of the evaluation is positive, the following step will be planning.