

**Conformity Assessment Activities****1. Application for Conformity Assessment**

1.1. Application for Conformity Assessment is accepted via the relevant Application Form.

1.2. If the application is not in the scope of SZUTEST, this condition shall be conveyed to the COMPANY.

1.3. If the application is appropriate for conformity assessment scope, in accordance with the classification conditions defined in the relevant directive (regulation) or standard, SZUTEST shall plan conformity assessment activities. It prepares the relevant offer/contract in accordance with the conformity assessment activity period and pricing conditions.

Depending on the situations that may arise during the conformity assessment activity that are contrary to the contract, the Team Leader may extend or shorten the duration of the conformity assessment activity or cancel the conformity assessment activity by contacting the Department Manager and/or Planning Responsible.

**2. Carrying out the Conformity Assessment Activity**

2.1. Performing the conformity assessment activity in accordance with the conformity assessment plan that SZUTEST will send to the COMPANY; the organization conducts mutual negotiations to confirm whether the relevant conformity assessment work within the organization is applied in an acceptable way according to the applied standard, scope and documentation created. These evaluations are provided by examining documents and records using the sampling method, are carried out by observing the work and conditions in the relevant departments. In product conformity audits, it is examined whether the conditions related to the product are applied in an acceptable way according to the relevant directive.

Conformity assessment activity is carried out in two stages in management systems and quality system-based modules. Stage 1 audit can be performed in the office/by remote audit methods or it can be done on-site. The duration between Stage 1 and Stage 2 can be maximum of 6 months. It should be ensured that the nonconformities found during the Stage 1 audit are closed before the Stage 2.

Nonconformity: Non-fulfilment of a requirement.

Major Nonconformity: These are nonconformities that affect the ability of the management system/product certification to achieve its intended results. It is the situation where any of the standard items or sub-headings are not adequately defined and/or not applied systematically, which may affect the continuous implementation of the system in general and/or adversely affect the service or product offered to the customer to meet the desired conditions.

Minor Nonconformity: These are nonconformities that do not affect the ability of the management system/product certification to achieve its intended results. They are non-systematic deviations from the system standard conditions and/or COMPANY documentation conditions that do not affect the overall system.

2.2. In the conformity assessment activity, if there are deviations from the relevant standard according to the scope of the audit of the management system/product certification, the technical file of the product or the product conditions according to the regulatory requirements, the legal legislation requirements and the organization's documentation; these deviations are shall be classified and shall be notified to the COMPANY through the nonconformity report.

2.3. The audited COMPANY is obliged to notify SZUTEST of the corrective actions to be taken against the nonconformities detected in the audit with the nonconformity report within 10 working days (30 days for the Construction Products Regulation). The period required to close nonconformities detected as a result of the conformity assessment activity is 90 days for nonconformities (may be major/minor).

Major nonconformities should be closed within the period indicated above. The COMPANY, which cannot close the relevant Major nonconformities, should re-operate the process for conformity assessment.

Whether the corrections and corrective actions for minor nonconformities are carried out effectively is evaluated by SZUTEST in the next conformity assessment activity. Minor nonconformities, which are determined during the conformity assessment activity and which are decided to be closed in the next audit, provided that the corrective action plan is approved, are categorized as major nonconformities if they are not closed or repeated during the next audit. In case of such nonconformities, the maximum period determined for the implementation and fulfilment of the corrective action is one month. If it is determined that the nonconformity is still not resolved in the audit carried out at the end of the one-month period, the certificate of the COMPANY is suspended.

If the COMPANY cannot close its nonconformities within the given period, it is expected to justify it. If it cannot be justified, the Stage 2 audit is performed again. If it can provide a suitable justification, it is given an additional 3 months to close the nonconformities. At the end of this period, if the nonconformities are still not closed, the process is restarted.

2.4. If the follow-up audit is not required for the major and minor nonconformities by the audit team, the evidence for corrective actions shall be sent to the audit team by the COMPANY within the period defined in SZUTEST procedures.

2.4.1. Sending the corrective action plans is sufficient for minor nonconformities.

2.5. The audit report and recommendation decision prepared by the audit team after the elimination of the nonconformities detected in the conformity assessment activity carried out for the management system/product certification is not the final decision for the conformity assessment but is an

opinion for the decision maker/certification committee. The COMPANY is notified after the decision of the decision maker/certification committee as to whether or not a conformity assessment decision will be made.

### **3. Follow-up Audits**

**3.1.** Follow-up audits are carried out to follow up the major nonconformities that arise during Stage 2, surveillance, renewal, transfer, change, and extraordinary audits and minor nonconformities that require on-site examination through on-site visits. These audits are carried out to determine that corrective actions related to them are being implemented effectively.

**3.2.** Follow-up audit activity is carried out on a jointly planned date with the COMPANY after the corrections determined in the nonconformity report are made. If the COMPANY fails to complete its preparations and/or fails to prove that it has corrected the nonconformities within the period given to the COMPANY for the follow-up audit after the Stage 2 audit, the COMPANY's application is canceled.

### **4. Surveillance Audits**

**4.1.** These are periodic audits carried out to verify that the organization whose conformity is assessed continues to comply with the certification requirements. Surveillance audits are planned with reference to the last day of the decision date.

If it cannot be carried out within 12 months from the decision date of the Initial Certification/Recertification Audit, the COMPANY's certificate is suspended as of the expiry of the 12-month period. Provided that the reason for the postponement requests from the organizations for the Second Surveillance audit is stated, it can be postponed for a maximum of three months for temporary situations (such as Fairs, Conferences, Business Trips, Heavy Workload, Temporary Health Problems, Temporary Stopping of Production and Service). Postponement request is received in writing (e-mail or fax).

In the Factory Production Control System Audits carried out in accordance with the Construction Products Regulation, the certificate is issued for a period of 12 months. When the validity period of the certificate expires, the certificate loses its validity.

**4.2.** Surveillance audit is determined by the COMPANY and can be increased in line with the customer complaints received by SZUTEST, the degree of nonconformities found, and the opinions of the conformity assessment team. In System Certification and Product Certification, surveillance activity is carried out at regular intervals to check whether the product/system/service continues to comply with the requirements of certification, taking into account the complaints received regarding the product/system/service.

In case of a complaint regarding the certification scope of the relevant customer COMPANY, an unannounced audit can be planned by the technical responsible SZUTEST without waiting. SZUTEST reserves the right of an unannounced audit to the customer COMPANY that has received System/Product Certification service and is certified, in case a risk is detected.

**4.3.** Performing the conformity assessment, reporting, closing and monitoring nonconformities are performed in the same way as in the certification audit. The period given for closing the nonconformities in the surveillance audits conducted within the scope of the Construction Products Regulation is 60 days.

**4.4.** On-site verification of nonconformities that were detected in the previous audit and closed without verification and control of certificate and mark use are carried out during the surveillance audit. If an inappropriate use is detected as a result of on-site verification, this will be considered as nonconformity.

**4.5.** If the nonconformities cannot be closed before the specified date, the certificate of the COMPANY is suspended. The continuation of the validity of the certificates of the COMPANIES, which closed all nonconformities before the specified dates, is decided by the decision maker/certification committee unless there is a situation contrary to the certification.

### **5. Recertification Audits**

**5.1.** Recertification audits are audits to recertify companies before the validity period of the certificate expires. If the COMPANY wants the continuity of the certificate, it applies to SZUTEST at least 3 months before the expiry of the validity period of the certificate. If no application has been received, the certificate loses its validity at the end of the validity period of the certificate.

**5.2.** A new contract is made with the COMPANY according to the pricing list published by SZUTEST before recertification. Planning the recertification audit, appointing the audit team, performing the audit, reporting the audit, closing the nonconformities, and making the certification decision are the same as in the certification audit. If the organization wants to be certified again after the validity period of the certificate, the application is considered as certification, not recertification.

**5.2.1.** For management system certifications, provided that the recertification activities are completed, the certification can be activated within 6 months after the expiry of the certification period. If a recertification audit could not be carried out within 6 months, it is accepted as a new application and the process is started. The valid date on the document must be the recertification date or later, and the validity period is based on the previous certification cycle. This rule does not apply to audits conducted according to Construction Products Regulation, ISO 3834, and EN 15085 standards.

**5.3.** During recertification, the nonconformities that have been previously determined and the corrective actions are reviewed. The scope of the audit, new documents, and mark and certificate usage are checked and the same processes are applied as in the surveillance audit. As a result of the auditing, the evaluation is made in the same way as in the certification audit.

**6. Special Audits****6.1. Change Audits**

**6.1.1.** These are audits carried out to check the changes such as changes in the COMPANY's title, changes in the COMPANY's scope of activity, changes in the COMPANY address and branches. Before the change audits, if the official status of the COMPANY has changed (address, title, etc.), the service contract is renewed.

**6.1.2.** Change requests are received from companies in writing with a certification change form, whether a document review or a field audit will be conducted is evaluated by SZUTEST and defined on the certification change form. In scope change and address change audits, in addition to document review, field audits can be carried out in the required time depending on the scope and production location and are recorded with the audit report.

If the certification change is not deemed appropriate, the COMPANY is notified in writing. The validity period of the current certificate of the COMPANY does not change in certificate changes.

**6.1.3. Short Notice Audits**

In the case of complaints containing objective evidence against the COMPANY, a decision to carry out an extraordinary audit can be taken by contacting the COMPANY, even though it is not in the program. In such audits, the COMPANY is notified and the audit is carried out in a time that will not allow the COMPANY to change the current situation (maximum 1 day before).

If the COMPANY does not accept the audit, its certificate is suspended and the situation is notified to the COMPANY in an official letter.

If SZUTEST determines that the conditions that form the basis of the certificate it has given as a result of its audit are not present, it suspends or cancels the certificate according to the nature of the unfulfilled conditions.

**7. Transfer Audits**

**7.1** Transfer audits are audits made for transfer applications. If this audit is decided, the process is considered as a new application. In this case, all departments are audited without excluding any.

**7.2** In transfer audits, the COMPANY must provide evidence of corrective actions to SZUTEST for all nonconformities, regardless of nonconformity categories.

**7.3** In transfer audit applications, SZUTEST may request from the COMPANY and the previous Notified Body and/or Conformity Assessment Body to conclude a transfer agreement that has no financial value.

**7.4** SZUTEST may contact the previous Notified Body/Conformity Assessment Body of the COMPANY for transfer applications and may reject the COMPANY's application according to the information provided. If information cannot be obtained from the previous notified body, SZUTEST may consider the application as a new application or reject it.

**7.5** If the COMPANY intends to transfer any certificate issued by SZUTEST to another Notified Body/Conformity Assessment Body, it must submit all declarations and documents requested by SZUTEST within 10 working days at the latest.

**7.6** If the COMPANY requests to transfer any certificate issued by another Notified Body/Conformity Assessment Body to SZUTEST, it must submit the documents requested by SZUTEST within 10 working days at the latest. In case of such a certificate transfer request, it must agree that SZUTEST can contact the existing Notified Body/Conformity Assessment Body. According to the information given by the Notified Body/Conformity Assessment Body, it must also accept that SZUTEST can reject the application during the application review phase. If the Notified Body/Conformity Assessment Body does not respond within 15 working days at the latest, SZUTEST may suspend the certificate transfer process.

**8. Preparation and Issuance of Certificate**

**8.1.** After confirming that applicant COMPANY is suitable with the conditions defined in the quality management system standards and/or the regulation/directive relating to product certification as a result of the audit and when the decision maker/Certification Committee decides on the certification, the COMPANY is entitled to receive a quality management system or product conformity certificate within the scope of the relevant regulation/directive.

**8.2.** The validity period of the certificates is determined by the relevant standards or related regulations. Certificates are valid as long as surveillance audits are performed and compliance of practices is confirmed. Certificate change audits do not affect this period. The COMPANY that receives the certification can only use the certification for the production and service places whose address is written on it and its annex. The certificate is issued for the scope written on it and does not reflect other fields of activity and products and cannot be used for this purpose.

The certificate is given to the COMPANY named on it and cannot be transferred to another institution or legal entity in any way. The use of the SZUTEST Mark and the Certificate is made in accordance with the PR.10 Certificate and Mark Usage Procedure.

**9. Suspension of the Certificate and Scope Reduction**

**9.1.** In the event that the following conditions occur, the entire or part of the scope of the COMPANY certificate may be suspended, provided that it does not exceed six months from the date of the decision maker/certification committee decision.

There are nonconformities detected during the audits and not resolved within a specified period,

Detection that non-standard requirements or legal sanctions (such as the Occupational Health and Safety Law, the Law on the Protection of Personal Data, or special requests required by the relevant product or service) regarding the product/service within the scope of the audit are not fulfilled,

The COMPANY voluntarily makes a written request regarding the suspension of the certificate or reducing its scope,

Misuse of SZUTEST certificate and mark,

Failure to comply with Certification/Conformity Assessment rules,

Failure to fulfill financial obligations,

Failure to notify SZUTEST of important changes in the organization of the COMPANY,

Failure to implement the Product/System Certification processes for the relevant product/service as documented and audited,

Identification of situations that SZUTEST believes will have negative effects on the system/product, or on the management system/product,

The COMPANY does not allow surveillance and recertification audits to be conducted as often as necessary, except for force majeure (fire, natural disaster, etc.),

Failure to notify SZUTEST of important changes made in the products subject to the certificate,

In case of misuse of the certification in any case,

Failure to carry out the necessary actions regarding the complaints made for the activities or products certified by SZUTEST,

Failure to submit the information requested by SZUTEST regarding the scope of certification.

Determining that it is not notified within 15 days that there are changes in the raw material list, which is notified in the application and approved as a result of the audit for the certified product, and changes in the technical personnel in cases limited by the rules.

When the organization shows a persistent or serious failure to meet the certification requirements for a part of the certification scope,

SZUTEST reduces the customer's certification scope to the exclusion of the part that does not meet the requirements.

**9.2.** The decision to suspend the certificate or reduce the scope is taken by decision maker/Certification Committee. In all cases where technical evaluation is not required, such as not accepting the surveillance audit, not fulfilling the financial obligations, not closing the nonconformities on time, the suspension decision is taken without the need for the committee to meet. The COMPANY is notified by SZUTEST in writing that the certificate has been suspended and the suspension has been lifted.

In case the certified organization cannot solve the problems within the given period, the certificate of the COMPANY is cancelled by the decision maker/certification committee or its scope is reduced. The COMPANY is obliged to stop using the certificate, mark and/or CE mark from the date of suspension of the certificate. The certificate of the COMPANY cannot be used by the COMPANY during the period of suspension.

#### **10. Re-instatement of the Certificate**

**10.1** Companies whose certificates have been suspended notify SZUTEST in writing that the reasons for suspension have been removed. In order to confirm that the reason for the suspension has been eliminated, an audit is carried out by SZUTEST on the COMPANY when deemed necessary. The type, content, and duration of the audit carried out within the scope of restoring suspension are determined depending on the reason for the suspension of the certificate. However, this period cannot be less than the surveillance audit period or more than the recertification audit period. The certificate of the COMPANY, whose compliance is verified at the end of the audit, is reinstated by the decision of the decision maker/Certification Committee.

**10.2** If the suspension reasons are not removed, the certificate will be cancelled.

#### **11. Cancellation of the Certificate and its Consequences**

**11.1.** The certificate is cancelled in case of below-mentioned circumstances;

If the COMPANY does not accept the reasons for suspension or does not resolve them within the specified period,

The bankruptcy of the COMPANY, ending the activities or changing the legal entity,

If the COMPANY is not using the certificate for the scope and address that have been defined on it,

If the COMPANY gives false and deceptive information during the audit,

Determining during the audits that the COMPANY management system has completely lost its conformity,

Alteration in the certificates and attachments by the COMPANY,

If the COMPANY wants to cancel the contract.

In cases where there is no need to evaluate the system effectiveness, such as the COMPANY's bankruptcy or termination of its activities or the COMPANY's termination of the contract, the certificate can be canceled without the need for a committee decision. In other cases, the certificate is canceled by the decision of the decision maker/certification committee.

**11.2.** The Company is responsible for stopping the use of the certification and all kinds of documents and promotional materials referring to the certification after the cancellation of the certificate, sending the original certification to SZUTEST, and fulfilling its financial obligations.

The application of the firms, whose contracts and certificates have been canceled, could be entered into the process at least after 30 days. When re-applying, the certification process in the first application shall be applied.

In case of the suspension, reinstatement, or cancellation of the certificate, SZUTEST shall publish the certificate status in [www.szutest.com.tr](http://www.szutest.com.tr). It shall inform the relevant ministry, accreditation body and EU Commission about the status of the certificate.

SZUTEST also provides the necessary information for the market surveillance and audit purposes to the Competent Authority responsible for market surveillance and audit, and to the Competent Authorities of European Union member countries, if stipulated in the relevant technical regulation. If requested, it provides information about the assessment procedures to the commission.

## **12. Duties and Responsibilities of SZUTEST**

**12.1** SZUTEST and all its employees; keep all written and verbal information received from companies and related parties related to conformity assessment confidential and does not share it with third parties under any circumstances. However, this information can be shared with the relevant institution when requested by the institution that accredited SZUTEST or the relevant ministries. Unless prohibited by law, when SZUTEST has to give information to third parties due to legal reasons, it definitely notifies the relevant COMPANY.

SZUTEST will not discriminate against religion, language, and race in all its activities, including evaluation of application.

**12.2.** In accordance with the standards it is accredited and impartiality and confidentiality rules, SZUTEST controls its employees through the Impartiality and Confidentiality Commitment;

**12.3.** Within the scope of Conformity Assessment activities, SZUTEST has Professional Liability Insurance against risks that may cause damage or result in damage, and the scope and limits regarding its liability are specified in this insurance. If the issued documents are not recognized by the third parties, SZUTEST shall not have any responsibility.

**12.4.** SZUTEST is obliged to announce important changes that may occur in the certification system (standard, procedures, or rules) as soon as possible to the certified companies to make the necessary arrangements within the transition period to be determined. For this purpose; website, e-mail etc. can be used.

**12.5.** SZUTEST reserves the right to make changes in the certification procedures and pricing instructions. However, the acquired rights before the change are valid, and the date of the change in the relevant documents is taken as the basis for the implementation of the changes. SZUTEST is obliged to announce the changes in the documents referenced for certification to all companies that have been certified and applied via the website, fax or e-mail. If the changes occur in favor of the previous companies, the change is applied to cover the previous companies.

**12.6.** SZUTEST is responsible for publishing and updating the companies with certificates, those with suspended certificates and those whose certificates have been canceled on its website.

**12.7.** In the event that SZUTEST renounces its accreditation activities at its own discretion or is stopped by the relevant authorities, the companies certified by SZUTEST will be left under the surveillance of a certification body affiliated to an IAF member accreditation body. SZUTEST will not charge its customers a fee for this transaction.

**12.8.** In the event that SZUTEST renounces its notified body activities at its own discretion or is stopped by the relevant competent authorities; it is ensured that the files of the COMPANY are transferred to a Notified Body determined by the COMPANY. In this case, the conditions of the other notified body are valid for certification and SZUTEST has no right to dispose of these conditions.

**12.9.** SZUTEST undertakes to comply with the standards, regulations, Guidance Documents of the Accreditation Body, IAF Guidelines and European Union Commission documents, outside the conditions stated above.

**12.10.** SZUTEST reserves the right to change the provisions of the certificates and the validity periods of the certificates in case of revision of the relevant directive, regulation, legislation, and standard.

SZUTEST may request an interpreter and any kind of document translation if the team assigned for Conformity Assessment, including the committee members, does not know the local language of the company.

## **13. Duties and Responsibilities of COMPANY**

**13.1.** It is obliged to comply with all written-verbal information and instructions received from SZUTEST regarding the operation of the management system, the scope of product conformity assessment and conformity assessment.

**13.2.** The COMPANY, whose management system or product in accordance with the management system has been certified and whose conformity assessment activity has been completed, is obliged to appoint a management representative to implement and ensure the continuity of the system it has established, provide access to all necessary areas for the audit team during working hours, ensure that the current legal requirements or special requests are met in addition to the management system standard for the product/service/conformity assessment activity within the scope of the certificate.

**13.3.** Observers and guides may accompany the conformity assessment activities (tests, inspections, audits, or unplanned visits) that SZUTEST will carry out at the customer's site. Observers may be the person observing a member of the conformity assessment (audit/inspection/test) team, or they may be an official of the client, accreditation agency, or a relevant ministry official. A guide is a person accompanying the conformity assessment team to assist the conformity assessment team. Each member of the conformity assessment team may be assigned a guide. A guide's responsibilities may



include providing communication, arranging interviews, organizing site visits, ensuring that site safety rules are implemented, witnessing the conformity assessment on behalf of the client, or providing the information requested by the conformity assessment team.

The client and conformity assessment team members are informed first about the participation of the guide and observers in the conformity assessment activity and the client's approval is obtained. Guides or observers do not interfere with the conformity assessment activity.

**13.4.** The COMPANY, together with the SZUTEST personnel, is obliged to provide all kinds of written and verbal information needed regarding the inspection, test or audit activity (conformity assessment), including the Accreditation and/or Authorization Agency Representatives or ministry officials.

**13.5.** After certification, SZUTEST must be informed within 15 days of any changes that may occur in the COMPANY's management system or the certified product in accordance with the management system, of the changes in the COMPANY's system or the product within the scope of the certificate and of changes in the organizational structure that will affect the system.

Examples of the mentioned changes are as follows; changes in the address/addresses of the COMPANY, its scope, number of employees, number of branches and the address/addresses of these branch/branches, changes in the shareholding structure, changes in the commercial status, changes in the COMPANY officials and critical personnel, changes in the raw material/packing list within the scope of the relevant product, the change of technical personnel if determined by the rules depending on the product, the change of the production process depending on the relevant product, the change of personal data obtained within the scope of the contract.

**13.6.** The COMPANY is obliged to keep all records (agreements, reports, CAPA records, etc.) related to the activities carried out by SZUTEST during the validity of the certificate.

**13.7.** The COMPANY is obliged to deliver all the documents required for the application to SZUTEST before their inspection, test and audit.

**13.8.** The COMPANY must make significant changes that may occur in the SZUTEST certification and inspection system (standard procedures or rules) within the notified transition period. In order to assess the effect of the changes made on the system or product, SZUTEST may carry out additional inspections/tests or audits against a fee, if necessary.

**13.9.** The company shall be responsible for recording the appeals and complaints of the customers and third parties within the scope of the conformity assessment and shall inform SZUTEST during the conformity assessment. The company must take required actions related to these complaints.

**13.10** It is obliged to comply and keep up to date with SZUTEST instructions, procedures such as the PR.10 Certificate and Mark Usage Procedure, Certification Procedure, Program Procedures and this text (General Conditions Text), which are published on [www.szutest.com.tr](http://www.szutest.com.tr), relevant regulations, related standards, and all other legal documents related to these regulations and standards.

**13.11.** The company is obliged to pay the fee defined in the pricing instructions and service agreement as well as shall be responsible for payment of special or follow-up auditing anticipated by the relevant standards or regulations.

**13.12.** The company is obliged to stop using any kind of document and promotion materials that refer to the certificate after suspension and cancellation of the certificate and shall immediately send the canceled certificate to SZUTEST.

**13.13.** The COMPANY is obliged to comply with the local legal legislations, laws, regulations and standards regarding its activities.

The companies that are seeking to have a certificate in the scope of the product conformity are obliged to comply with all the rules set by the regulation including the CE marking rules regarding themselves and their products.

**13.14.** After the certification audits, if any changes occur in the external processes of the audited COMPANY, the certified COMPANY is obliged to notify SZUTEST of this change.

**13.15.** If the COMPANY raises an appeal according to PR.04 Complaints and Appeals Assessment Procedure and does not accept (not pleased with) the decision of the Appeal Committee, the COMPANY may apply to the relevant competent authority (Accreditation Agency or Relevant Ministries). When SZUTEST exceeds the resolution period specified in PR.04 Complaints and Appeals Assessment Procedure, the COMPANY may likewise apply to the relevant legal authority (Accreditation Agency or Relevant Ministries).

**13.16.** The COMPANY is responsible for the production and management of the certified products and systems in accordance with the relevant legal regulations.

**13.17.** The COMPANY is responsible for designing and manufacturing the product(s) in accordance with essential or other legal requirements laid down by the relevant European Union harmonized legislation and national legislation and for carrying out conformity assessment in accordance with the procedure(s) laid down by the European Union harmonized legislation.

**13.18.** The COMPANY can use the certificate given to it for the legal scope and address written on it. Otherwise, it accepts the sanctions to be applied in cases of misuse.

**13.19.** If the COMPANY gives copies of certification documents (certificate, reports, etc.) to others, it is obliged to ensure that the documents are reproduced without damaging their integrity.

**13.20.** The COMPANY agrees that SZUTEST will not provide consultancy services to the COMPANY in any way within the scope of conformity assessment or on issues related to this scope, and will not make a request in this direction.

**13.21.** When necessary and applicable, the Accreditation Body may visit SZUTEST's customer on-site and request information about the conformity assessment conducted by SZUTEST, in order to examine an accredited service provided by SZUTEST.

This text is composed of seven pages and it is the indispensable part of the relevant SZUTEST Service Contract. When signing the SZUTEST Service Contract, it shall be considered that rules, rights and responsibilities in this text have been approved by the relevant parties. The changes that may occur in the text shall be announced through the website [www.szutest.com.tr](http://www.szutest.com.tr). If any changes are made in the published documents, this change will be announced on the website. Changes in the documents can be followed up-to-date on our website.