

SERVICE LEVEL AGREEMENT ACCEPTANCE

The attached Service Level Agreement Acceptance and conditions contained herein apply only to those sites identified within the Service Level Agreement Acceptance document. The basis for obtaining and retaining certification is that the applicant company agrees to, and complies with, the procedures and rules contained in these Certification Conditions.

Should a breakdown of the quoted fees or any further information be required, this may be provided upon request? All clearance of Major non-conformances or any additional work not defined within the proposal will be invoiced on a pro-rata basis

Once the signed Service Level Agreement Acceptance has been received, a Lead Auditor will be selected who will be responsible for ensuring that the certification audit is carried out in accordance with procedures.

CHANGES TO SERVICE LEVEL AGREEMENT ACCEPTANCE

Alpha Certification Services reserves the right to amend any fees or charges quoted in the attached Service Level Agreement Acceptance. Changes shall, however, only be made if required by any changes in economic factors and will be notified to the client with reasons. Any queries because of these changes should be addressed to the Managing Member of Alpha Certification Services.

CHANGES TO CERTIFICATION CONDITIONS

The issue of an amended Certification Conditions document will notify any changes made to the certification conditions contained in this document. Sufficient notice will be given to enable the implementation of any changes that may be required. Any queries against the amended certification conditions should be addressed to the Managing Member of Alpha Certification Services.

PAYMENT OF FEES

All invoices are due for payment before the on-site audit or otherwise alternative payment arrangements are to be made with Alpha Certification Services. Invoices shall be issued at least 5 days prior to an on-site audit date, and no approved reports or certificates may be released until payment has been received.

TERMINATION

Should either party wish to terminate the certification agreement, notice of termination shall be given in writing, with a notice period of one calendar month. All outstanding fees shall be paid up within this one-month period and the certificate and/or any other property shall be returned to Alpha before the end of the termination notice period.

CONFIDENTIALITY AND IMPARTIALITY

All employees and subcontractors of Alpha Certification Services have signed a Confidentiality & Impartiality Agreement relating to all information they have knowledge of because of contact with Alpha Certification Services and its clients. Where the law requires information to be disclosed to a third party, the client shall be informed of the information provided

CERTIFICATION AUDITS

The certification audit of the client's Management System shall be carried out in two stages:

- 1st Stage audit (conducted at client's site) to review the controlled documentation to ensure adequacy and compliance with the requirements of the applicable Standard and to verify that internal audits and a Management Review has been conducted.
- 2nd Stage audit of the Management System at the client's premises to confirm compliance with documentation and the Standard.

When the approval has been given by Alpha Certification Services for certification, the client shall be informed and a certificate issued. The certificate shall remain the property of Alpha Certification Services and shall not be copied or reproduced in any way without the prior approval of Alpha Certification Services.

Identification of conformity refers only to the site or sites assessed and shall apply to the worded scope appearing on the certificate.

A Directory of companies certified by Alpha Certification Services is available on our website: www.alphacs.co.za to all companies and members of the public.

SURVEILLANCE AUDITS

The client agrees to allow Surveillance Audits to be performed on its Management System in accordance with the man-days defined in the Service Level Agreement Acceptance. However, Alpha Certification Services retains the right to conduct additional audits if considered necessary by the Managing Member.

Audit dates shall be planned and confirmed with the organisation prior to the audit-taking place.

Audits will cover the areas of the Management System as identified in the Audit Plan submitted to the client prior to the audit taking place, but may require coverage of other areas at the discretion of the Lead Auditor.

The results of surveillance audits will be notified to the client in writing.

RENEWAL CERTIFICATION AUDITS

Certification cycles are for a three-year period as per Accreditation Body requirements. However, the man-day allocations for a renewal certification audit are usually less than those required for the initial certification audit.

A Client Information form will be submitted to the client for completion and upon receipt of the completed form a new re-certification Service Level Agreement will be generated to cover the new three-year cycle. The re-certification audit and approval must be conducted prior to the expiry date on the existing certificate.

SHORT NOTICE AUDITS

Where Alpha Certification Services may need to conduct audits of certificated clients at short notice to investigate complaints, response to changes or follow up on clients, where certification has been suspended, Alpha Certification Services will describe and make known to the client the conditions under which these short notice audits are conducted.

Alpha Certification Services will also exercise extreme care in the assignment of the audit team members due to the lack of opportunity for the client to object to the audit team members.

AUDIT TEAM MEMBERS

Alpha Certification Services selects and appoints audit team members that have the competence needed to achieve the objectives of the audit.

In addition, Alpha Certification Services has the right to supplement the audit team with an observer i.e. Alpha Certification Services' accreditation body (SANAS).

RECORDS OF COMPLAINT

Alpha Certification Services requires each certificated client to make available, when requested, records of all complaints and corrective action taken in accordance with the requirements of the Management System.

AUDIT INFORMATION

All records generated to prove the implementation and maintenance of the Management System and relevant personnel who need to be interviewed shall be readily available during the audit period.

If the requirements for certification are not being met, the client shall be informed of those aspects in which it has failed.

IDENTIFIED NON-CONFORMANCES

Non-conformances raised during a surveillance audits are classified as Major or Minor. During a 1st Stage, 2nd Stage certification or re-certification audit, only the raising of a Major non-conformance will prevent the Lead Auditor recommending certification.

If a Major non-conformance is identified during an audit, and corrective action taken by the client within the specified time limit, the Lead Auditor will only arrange to revisit the site to verify action taken if it cannot be verified by submission of documentation. If the client fails to take corrective action within the specified time limit, it will be necessary to repeat the audit in full before Certification or continued Certification may be approved. (Refer to Service Level Agreement Acceptance above)

NOTIFICATION OF CHANGES & AMENDMENTS TO CERTIFICATED SCOPE

The client shall inform Alpha Certification Services in writing, of any intended modification to product(s)/processes/covered by the Management System that may affect compliance to the applicable Standard. Alpha Certification Services will evaluate if the notified changes require any additional audit action and notify the client accordingly.

Should an amendment to the certificated scope be required, a new Customer Information form and Service Level Agreement Acceptance will be completed.

For a reduction in the certificated scope, an amended certificate will be issued by Alpha Certification Services and issued to the client. The original certificate shall be returned to Alpha Certification Services.

For an extension to the certificated scope, an amended certificate will only be issued following a successful audit covering the extension operations. The original certificate issued to the company will be returned to Alpha Certification Services.

USE OF CERTIFICATION & LOGOS

Certificated clients are entitled to publish the fact that its Management System has been audited. Certificated clients can apply the Alpha logo to stationery and promotional material relating to the scope of certification as detailed on the certificate, but shall ensure that in its publications and advertising no confusion arises between certified and non-certified products/processes and activities.

The company shall not make any claim that could mislead purchasers to believe that a product/process or activity is covered by certification when, in fact, it is not. The client may not apply the logos to products or packaging.

Reasonable care is taken by Alpha Certification Services to control the use of the certificates issued, including the issue of rules for use of the Logo.

SUSPENSION OF CERTIFICATES

A certificate may be suspended for a maximum period of six months where, for example:

- Corrective Action Requests have not been followed up and closed out within the appropriate time-scale.
- The client does not effectively address a case of improper use of the certificate or logo.
- Failure to notify Alpha Certification Services of any changes affecting the product/processes of the Management System.
- Non-payment of fees due to Alpha Certification Services

If a client's certification is suspended, Alpha Certification Services shall notify the client in writing and the client shall immediately halt all claims to certification.

The suspension notification shall indicate the conditions for removal of the suspension.

At the end of the suspension period, an investigation will be carried out by Alpha Certification Services to evaluate whether the specified conditions for removal of suspension have been met:

- If conditions have been met, the certificate shall be re-instated.
- If the conditions have not been met the certificate shall be withdrawn.

All costs related to the suspension and subsequent re-instatement of the certificate will be for the client's account.

WITHDRAWAL OF CERTIFICATES

A certificate may be withdrawn when:

- The client does not meet conditions specified for re-instatement of a suspended certificate.
- The client fails to pay fees due to Alpha Certification Services

The client will be informed in writing of the withdrawal of a certificate, and does have the right to appeal against this decision. Alpha Certification Services will not be liable for the reimbursement of any fees and the withdrawal of the certificate will be made public.

The client will be required to return the certificate and/or any other property to Alpha Certification Services.

CANCELLATION OF CERTIFICATES

A certificate may be cancelled when:

- A client does not wish to renew the certificate
- A client closes its certificated operations.

Alpha Certification Services will not be liable for reimbursement of any fees and the cancellation of the certificate will be made public.

APPEALS & DISPUTES

Clients may lodge an appeal with the management of Alpha Certification Services:

- If the certificate is withdrawn
- If the client is not recommended and approved for certification.
- If the client does not agree with Major non-conformances raised by the Auditor during a surveillance audit.

Notification of an appeal should be made to the management of Alpha Certification Services within five working days of the certificate being withdrawn, or of being notified of non-approval or of the Major non-conformances.

Alpha Certification Services will send an appeal form to the client and the client shall supply the completed form and any supporting documentation considered necessary. The Managing Member of Alpha Certification Services shall investigate and review the appeal.

The decision made by the Managing Member of Alpha Certification Services is final and shall be binding on all parties concerned.

Should the decision be in favour of the client, and the original decision reversed, the client has no claim against Alpha Certification Services for costs or any other losses incurred because of the initial withdrawal or failure to recommend.

COMPLAINTS

Should a client have any complaint about the personnel, sub-contractors or services rendered by Alpha Certification Services, the complaints should be made in writing to the Management Representative.

The Managing Member will contact clients and the complaint will be investigated and followed through to an effective and satisfactory conclusion.