1. OBJECTIVE

This document describes the process by which SGS Colombia S.A.S carries out conformity assessment for the certification of products, processes and services, in accordance with the requirements of ISO/IEC 17065:2012 Conformity Assessment, requirements for bodies certifying products, processes and services.

2. SCOPE

This Document applies to the certification of all products, processes and services that SGS COLOMBIA S.A.S can certify in accordance with the Scope of its Accreditation, i.e.:

- Certification of Technical Regulations.
- Certification of Voluntary Technical Standards.

3. DEF DEFINITIONS

- **Conformity Assessment Activity:** Demonstration that specified requirements relating to a product, process or service are met.
- **Product**: Result of a process
- **Sampling:** Obtaining a representative sample of the conformity assessment object, according to a procedure.
- **Sampling in the market:** It is the sampling activity carried out directly at the points of sale (where the direct purchase of the product would be required) or, failing that, in the storage warehouses.
- **Batch homogeneity:** A homogeneous batch is a set of product units, manufactured by the same manufacturer, whose use and physical characteristics are similar. A homogeneous batch can consist of one or more references.
- **Test:** Determination of one or more characteristics of a conformity assessment object, in accordance with a procedure.
- **Inspection:** Examination of the design of a product or product and determination of its conformity with requirements or, on the basis of professional judgment, with general requirements.
- **Audit:** A systematic, independent, and documented process for obtaining records, statements of fact, or other pertinent information and objectively evaluating them to determine the extent to which specified requirements are met.
- **Selection:** Selection involves planning and preparation activities in order to gather or produce all the information and inputs needed for the next stage of DETERMINATION.
- **Determination:** Determination activities are carried out in order to obtain complete information regarding compliance with the requirements specified by the conformity assessment object or its sample.
- **Revision:** It is the final stage of verification before the important decision is made as to whether or not the conformity assessment object has been reliably demonstrated to meet the specified requirements. If compliance with the specified requirements has not been demonstrated, the finding of non-conformity may be reported.
- **Attestation/Certification Decision:** The stage at which an assertion is made as to whether or not the product is complied with. At this stage, it is decided whether the Review's recommendation is endorsed or denied. At this stage, the issuance of the result to the client is carried out.
- **Accredited Laboratory:** A laboratory that has successfully completed an ISO/IEC 17025:2005 accreditation process with an ILAC member body and whose scope includes specific testing methodologies.
- **Laboratory Evaluated:** Laboratory that has been reviewed by SGS Colombia in accordance with applicable ISO/IEC 17025:2005 requirements.
- **Objective Evidence:** Information that can be proven to be true, based on facts, and obtained by

observation, measurement, testing, or other means.

- **Family:** A group of references of products that share similar technical characteristics (material, place of manufacture, characteristics, end use, applicable standard, among others).
- **Certificate (Main License):** Document resulting from an initial conformity assessment process in which compliance with a technical standard or regulation has been evidenced.
- **Sub-License (Sub-License or Co-license):** A certificate that is issued based on the results of a Certificate (Main License).
- **Critical Non-Conformity:** Finding of non-conformity that directly affects the object of the technical regulation or normativity evaluated. For example, non-conformities from laboratory tests, unannounced product design changes, unaddressed product complaints, among others.
- **Non-Critical Non-Conformity:** Finding of non-conformity that does not directly affect the purpose of the technical regulation or normativity evaluated. For example, non-conformities related to labeling, packaging, management system formats, among others.
- **Maker:** It is any organization dedicated to manufacturing consumer products. You can have one or more plants in the same country as long as they share top management, structure and procedures.

4. RESPONSIBLE

N.A.

5. REFERENCES.

- ISO/IEC 17000:2004
- ISO/IEC 17020:2012.
- ISO/IEC 17021-1:2015.
- ISO/IEC 17025:2017.
- ISO/IEC 17065:2012.
- ISO/IEC 17067:2013.

6. PROCEDURE

The Product Certification process (Conformity Assessment) is made up of a series of sequential, logical activities grouped into 4 different stages described below:

- SELECTION: Service Planning Stage.
- DETERMINATION: Stage of execution of the activities necessary to make subsequent decisions.
- REVIEW: Stage of comparing the results of the DETERMINATION against the requirements of the standard being evaluated.
- CERTIFICATION AND ATTESTATION DECISION: Stage in which the Conformity or Non-conformity of a product is declared with respect to the requirements of a standard. Additionally, the activities of issuance of the final document (certificate or report of non-conformity) are included.

6.1 SELECTION

6.1.1 Initial Application: The Product Certification process begins with the receipt of an express request from a customer regarding the need to certify a product, modify the conditions of an already issued certificate, add references or apply for a Sub-License.

For initial evaluations, the Application for Certification of Products, Processes and Services forms should be

used; these documents can be obtained by requesting them directly from SGS Colombia S.A.S. By filling out this form, the Legal Representative of said company:

a) Make the formal request for the conformity assessment.

b) It proposes the scope of certification.

c) It declares that the information provided is true and valid and that the organization it represents complies with all the legal requirements required to operate in Colombia.

d) In addition, upon acceptance of the Service Offering, you agree to comply with the certification requirements and to provide any additional information necessary for the evaluation of the products, processes, or services to be certified.

Note: When the requested certification has regulatory implications or is going to be used by technical regulatory authorities in designation, authorization or similar processes, it is the responsibility of the applicant company to ensure that the scope of the certification requested is that required by the competent authority in each case.

6.1.2 Review of the Application: Any offer of Product, Process or Service Certification services must go through a planning and review stage before being issued. This is in order to establish the following information: :

- Scope of service (manufacturers, service providers, product references, classification by family).
- Rule or Regulation to be evaluated.
- Certification scheme including the necessary activities to be executed.
- Applicable sampling plans.
- Laboratories, Inspection Bodies or Management Systems Assessment Bodies that are required Hire Externally.
- Associated cost of the service.
- Notes and other particular conditions of the activities to be carried out within the certification process.

6.1.3 Issuance of Offer: The ACCOUNT EXECUTIVES/SALES ASSISTANTS of SGS Colombia S.A.S. are in charge of generating the offers (which may be Initial Commercial Offers or Annexes to the Commercial Offer in the case of Non-Conformity Closures or changes to the conditions). It is important to note that any required changes to the terms of service set forth in the Commercial Offer require a new stage of Application Review. Once the service has been formally accepted, the Determination stage will proceed.

6.2. DETERMINATION

6.2.1 Scheduling of activities: The LOGISTICS PROFESSIONAL of SGS Colombia S.A.S. must ensure that each required activity is carried out in accordance with what has been agreed and considering the availability and internal personnel approved for them. These activities include: Sampling/Visual Inspections, Audits (Factory Inspections) and Execution of Laboratory Tests**.**

Every scheduled activity generates logs. These records arrive at very different times in the process and it is the job of the LOGISTICS PROFESSIONAL of SGS Colombia S.A.S. to compile and order them. This is in order to proceed with the Revision stage.

6.3 REVIEW

6.3.1 Scheduling of the EVALUATOR: When all the activities of the DETERMINATION stage have been

completed and when the LOGISTICS PROFESSIONAL ensures that the file is complete, will proceed to schedule the review of the file by an authorized EVALUATOR. The above applies to certification schemes 1a, 1b, 3, 4, 5 or other provided for in Annex A (all risk levels). For the cases of certification scheme 6, the REVIEW stage is generated by the AUDITOR through the Audit Report.

The task of the EVALUATOR is to determine whether the requirements of the Standard or Regulation established in the scope of the process are being met or not, considering the Objective Evidence collected in each of the records generated in the DETERMINATION stage.

6.3.2 Generation of the Results Analysis Report: The EVALUATOR must carry out his/her work considering the applicable product checklists. The report generated in the REVIEW stage is called the Results Analysis Report. This document lists all the requirements applicable to the product and the results of the tests or visual inspections carried out. Each result will be accompanied by its respective concept of compliance or not and the reference to the corresponding Laboratory Results Report or Inspection Report. If the evidence consists of a single document (Laboratory Results Report or Inspection Report), it may be referred to only once in the body of the Report.

The Results Analysis Report should finally contain a full conclusion of the product conformity assessment process.

Important note: There are requirements that do not depend on a value established by the reference standard, but correspond to what the manufacturer establishes. (Example: the Internal Shear Resistance of Friction Material for Motor Vehicles). In these cases, it is necessary for the evaluator to:

- Ask the customer for the declaration corresponding to the particular feature that requires it. Including applicable tolerances.
- Execute the review considering the result of the test and the Manufacturer's statement.

Important Note: when design requirements have been identified during the Application Review activity (see section 6.1), SGS Colombia will accept laboratory test supports carried out outside the evaluation process if the following conditions are met:

- That the test report has been executed by a laboratory accredited to an ILAC member.
- That the design of the product being evaluated does not differ from that which was subjected to initial Design (Type) tests. Type tests that have been considered by SGS Colombia in a previous certification cycle are also acceptable, as long as an activity is planned to verify the maintenance of the design

A requirement shall be deemed COMPLIANT when objective evidence collected within the DETERMINATION stage indicates that the characteristic being evaluated is within established tolerances or specifications. Otherwise, the requirement will be considered NON-COMPLIANT.

In cases where the EVALUATOR considers that a requirement is not applicable to the product being evaluated, it shall clearly state the reasons in the Results Analysis Report.

6.3.3 Preparation of the Dossier: Upon receipt of the Results Analysis Report, the LOGISTICS PROFESSIONAL must ensure that it is included in the related Dossier and execute a general review of all the records of the process in order to proceed to execute the CERTIFICATION AND ATTESTATION DECISION stage.

6.4 CERTIFICATION AND ATTESTATION DECISION

6.4.1 Execution of the Evaluation Panel: the Head of Certification, Technical Coordinator or designated Technical Supervisor must clearly inform both the corresponding LOGISTICS PROFESSIONAL and the OPERATIONS ASSISTANT of their decision. In cases where the decision is to CLOSE NON-CONFORMITIES or KEEP ON HOLD, the decision maker must give clear instructions to the LOGISTICS PROFESSIONAL regarding the necessary activities to be carried out by the client or SGS Colombia S.A.S.

6.4.2 Information of unsatisfactory results to the client: Once the results of the evaluation panel activity have been received, the LOGISTICS PROFESSIONAL of SGS Colombia S.A.S. must report the detailed results to the client and the comments of the decision-maker. You must also request confirmation as to whether or not you wish to continue with the process.

Once the client accepts the results of the decision and the activities to be carried out, all stages must proceed from the REVIEW until the process again reaches the CERTIFICATION AND ATTESTATION DECISION. It is the responsibility of the LOGISTICS PROFESSIONAL OF SGS Colombia S.A.S. to maintain control over the process whose results were not satisfactory.

6.4.3 Certificate Issuance: The issuance involves an internal administrative process that includes registration, approval, uploading of the certificate to applicable platforms and the subsequent sending of the document by the LOGISTICS PROFESSIONAL of SGS Colombia S.A.S. to the client.

The delivery of the physical document will be executed according to what was agreed with the client (if required by the client).

6.5 USE OF THE CERTIFICATION SEAL

Once certified, the Organization has the right to make use of the SGS Colombia S.A.S. mark on its products with reference to their certified status, in accordance with the conditions set out in document C&P-F-12-01 GUIDELINES FOR THE USE OF THE SGS PRODUCT CERTIFICATION SEAL.

The use of the certification mark or reference to certificate status by applicants is explicitly prohibited until certification has been granted. Applicants for certification should avoid the use of terms such as "with SGS application number...", "in the process of certification..." in their documentation or advertising. or any reference to SGS Colombia S.A.S that may give the impression that its products, processes or services are certified.

The Product Certification Body will provide information, upon request, on the validity of a given certification.

In the event of In the event of misuse of the certification seal, SGS Colombia S.A.S shall take appropriate action, at the Customer's expense, to address incorrect or misleading references to the certification or use of Certificates and certification marks. These include suspension or withdrawal of the Certificate, legal action, and/or publication of the violation.

Below is an explanation of the steps to be taken by SGS Colombia S.A.S. for the improper use of the seal.

- Suspension of certification.
- Notification from SGS Colombia S.A.S to the end customer and the corresponding monitoring and control entity
- Notification to the legal area.

To collect this finding, the end customer must implement the following corrective actions.

- Substitution of the misbranded product on the market
- Adjustments to the corresponding models
- Applicable Public Notices

When there is evidence of the proper implementation of a corrective action, SGS Colombia S.A.S. will send the end customer a formal letter indicating that the suspension imposed has been lifted and that the use of the certification seal is authorized, and with a copy to the monitoring and control entity.

In accordance with the RAC-3.0-03 Regulations for the use of the symbols of accredited and/or associate of the National Accreditation Body ONAC, customers with products certified by SGS Colombia must avoid the use of the ONAC Accreditation Symbol and/or Reference to Accredited Status in their publications, advertising, commercial or transactional documents. Any non-compliance identified by SGS Colombia with respect to this provision. it will be communicated directly to the National Accreditation Body of Colombia, so that it can initiate the pertinent actions.

6.6 ACTIVITIES ARISING FROM THE ISSUANCE OF A CERTIFICATE

The issuance of a certificate may involve additional activities arising from the needs of the customer or from the conditions of the certification scheme themselves. Without prejudice to the nature of the activities to be carried out (and described below), the steps referred to in 6.1, 6.2, 6.3 and 6.4 MUST be carried out.

6.6.1 Issuance of Sub-Certificates (Sub-Licenses) o Co-license): The issuance of Sub-Licenses occurs when a certificate that has been issued considering a scheme 3, 4, 5 or another provided in Annex A, requires to be used by a third party. The Sub-Licenses are based on the results of an evaluation already completed and executed by SGS Colombia S.A.S.

In this case, it is the person responsible for the initial certificate who will authorize SGS Colombia S.A.S. to issue a Sub-Certificate, complying with the conditions and procedure indicated below:

a. Filling out the Sub-License Application: Using the form *C&P-F-06-03 Application for Sublicenses,* The person responsible for the certificate initially issued must indicate exactly the following information

   - Name and address of both the person responsible for the initial certificate and the organization to which the Sub-License will be issued (for the latter, additional contact and email details are required)
   - Name and address of the manufacturer of the certified product
   - Original Certificate Number
   - The certified product
   - Authorization time (in cases where the Sub-License is less than one year old).
   - Exact product references to be authorized and equivalent references applicable to the Organization to which the Sub-License will be issued.

   IMPORTANT NOTE: The Organization to which the Sub-License will be issued must always correspond to a company in Colombia that will be responsible for the product before the national authorities.

   In addition to the format, the person responsible for the certificate initially issued must provide the additional documents necessary to carry out the required Determination activities.

   The format *C&P-F-06-03 Application for Sublicenses* it must be signed both by the person responsible for the certificate initially issued and by the representative of the Organization to which the Sub-License will be issued.

b. Selection: Upon receipt of the signed Application, the Organization to which the Sub-License will be issued must be contacted in order to finalize commercial matters and have the Commercial Offer

(including the terms of service) signed. In other words, at the time of receiving the Sub-License application, the Stage mentioned in paragraph 6.1 must begin.

c. Determination: Once the commercial offer is signed by the representative of the Organization to which the Sub-License will be issued, the activities mentioned in paragraph 6.2 must be executed. The activities to be carried out for the issuance of a Sub-License may vary depending on the standard. Like an initial certification, these activities must be clear from the issuance of the Work Plan by the TECHNICAL LEADER. However, it should be clear that most of the Determination Stage activities executed during the Initial Certification are taken into account for the Issuance of Sub-Licenses.

d. Revision: Executed in accordance with paragraph 6.3.

e. Certification Decision: is executed in accordance with paragraph 6.4. It should be noted that the Sub-License is, at the end of the day, a certificate. Therefore, you must have all the information set forth in numeral 6.4.4.3, however, both the date of issuance and the expiration date MUST coincide with the expiration date of the Original certificate. The date of issuance of the Sub-License should be next to the version of the certificate as follows:

"Version 1
Sublicense issued since 2018-04-17"

The Sub-License certificate will be linked to the initial or source certificate (Main License).

Additionally, it is crucial that the Sub-License certificate mentions the following sentence:

"The validity of this sublicense is linked to the XXXXXXXX certificate of origin"

6.6.2 Surveillance: Certificates issued in accordance with scheme 3, 4, 5, 6 or other schemes set out in Annex A must be subject to surveillance. It is also the client's obligation to ensure that the monitoring of their certificate is executed. A Surveillance is considered executed when compliance is evidenced.

Monitoring activities should begin early enough to ensure that completion is earlier than established under the scheme. The surveillances should follow the conditions established in the initial Commercial Offer and comply with the requirements of paragraphs 6.1 to 6.4 of this procedure. However, the following situations should be taken into account:

a. The logistics professional and/or sales manager will send an email to the customer informing them about the proximity of the follow-up execution, asking them about their intention to continue with the certificate. This activity should be done up to 3 times in a maximum period of 2 weeks. If no response is received after this number of attempts, the certificate must be suspended by applying numeral 6.4 (Certification and Attestation Decision Stage) and the Procedure *C&P-P-05 Maintenance, Suspension Lifting, Withdrawing and Certification Changes.*

b. In cases in which the client needs to continue with the certificate, but needs to make changes to the conditions of the certificate or the Initial commercial proposal, the LOGISTICS PROFESSIONAL will activate the process by applying numeral 6.1 of this follow-up (Selection Stage).

c. Any certificate of schemes 3, 4, 5, 6 or any other provided for in Annex A that is not subject to surveillance must be Suspended and subsequently Withdrawn considering the guidelines of the procedure *C&P-P-05 Maintenance, Suspension Lifting, Withdrawing and Certification Changes.* (see 6.6.4 of this procedure).

6.6.3 Changes to Certification Conditions: In the event that the conditions initially agreed with the client require modification (even after the certificate has been issued), SGS Colombia must decide on the actions required for the implementation of such changes in the process. This may involve additional evaluation, review, certification decision, or administrative activities.

6.5.3.1 Within the Commercial Offer issued for an initial certification or follow-up process (whichever is the most recent), the general conditions may be set out with which the following changes will be addressed, which are considered recurring and will not require the issuance of an additional commercial document:

- Updating of references during the process or after the issuance of a certification document, the required implementation actions of which do not involve additional inspections or laboratory tests.
- Update of the test laboratory (in case the payment of the same is in charge of the client).
- Updating of the place of execution of activities (when it does not imply an alteration to the initially quoted value).
- Update of the mode of execution of activities (virtual/face-to-face).
- Updating of particular tests to be carried out for a follow-up activity (in case the payment is paid by the client).
- Changes that involve the elimination of an activity and, consequently, a reduction in the general service fee.
- Any other changes that can be foreseen from an Initial Offer or follow-up.

6.5.3.2 Notwithstanding the above, there will be cases where the needs of implementing the change will require an additional formal agreement. To this end, a ANNEX TO THE COMMERCIAL OFFER, after activation of numeral 6.1 (Selection stage) by the LOGISTICS PROFESSIONAL or ACCOUNT EXECUTIVE and thereafter the execution of 6.2 (Determination stage), 6.3 (Review stage) and 6.4 (Certification Decision and Attestation stage). This option will apply in the following situations:

- Update of the Company Name of the holder of the certification document.
- When it is necessary to agree on the activities and the applicable cost for identified Non-Conformance Closures.
- Updating of references during the process or after the issuance of a certification document, whose required implementation actions involve additional inspection or testing activity.
- Update of the manufacturer's company name. This is because an audit may be necessary and additional activities to implement the change may be required.
- Updates required by normative or regulatory changes.
- In the cases mentioned in 6.5.3.1 whose initial offer does not contemplate the particular conditions for the implementation of the required change.
- Update of the mode of execution of activities (virtual/face-to-face).

The foregoing implies that any ANNEX TO THE COMMERCIAL OFFER issued, will generate the opening of an OL.

6.6.4 Suspension or withdrawal of certificates: The decision to Suspend or Withdraw certificates is made exclusively during the stage described in paragraph 6.4 (Certification and Attestation Decision) and taking into account the guidelines of the procedure *C&P-P-05 Maintenance, Suspension, Lifting, Withdrawal and Certification Changes.*

In general, the following are grounds for a Suspension:

- When a Non-Conformity has been identified, related to applicable laboratory testing.

- When the customer refuses to have the product inspected or the System Audited and prohibits SGS personnel from accessing their facilities or taking samples for testing.
- When a surveillance (follow-up) could not be carried out.
- The customer makes improper or illegal use of the Certificate of Conformity and/or Product Certification Seal.
- Certifications may also be suspended when the customer fails to comply with the requirements of the Commercial Offering, including failure to pay for certification services.
- At the request of the Client, a certification may be suspended, subject to analysis of the justification by the certification manager or Technical Supervisor.

In general, the following are grounds for a withdrawal:

- An Unattended Suspension
- Improper use of the product certification seal and not contained in document C&P-F-12-01 "Guidelines for the use of the SGS product certification seal"
- The certificate has expired.
- The technical framework under which the product has been certified has expired, and the certificate is no longer valid.
- If the surveillance and control entity (SIC) deems it relevant.
- At the express request of the client.

6.6.5 Certificate Renewals (Re-Certifications): A Certificate of Conformity may be renewed for a cycle equal to that initially granted. This is as a result of a new application of the steps mentioned in 6.1, 6.2, 6.3 and 6.4. Renewal (re-certification) activities should be planned in such a way that they are completed before the expiration date of the certificate. However, the fact that the product, process or service is already known and has completed at least one certification cycle, the stages of the Conformity Assessment of these numerals must be carried out inasmuch the following:

a. Selection
   - The intent to Renew a certificate must be expressed by the customer before the certificate has expired and in sufficient time to ensure that the activities are completed before expiration.
   - The Technical Leader must ensure that the follow-ups of the previous cycle of the certificate to be renewed have been satisfactorily completed. It is important to check if the Renewal application shows any applicable manufacturer, rules or regulations changes with respect to the current cycle Certificate.
   - Renovation activities can follow the dynamics of a surveillance (follow-up) in terms of sampling and testing. This is provided that the configuration of the applicable surveillance (monitoring) of the new cycle is set out in the Work Plan.
   - In the case of Electrical Sector Products, the Technical Leader will identify whether the Type tests that are applicable to the process will be the same as those evaluated for the current cycle Certificate or if additional information is required. This is in accordance with what is mentioned in numeral 6.2.2.3 regarding the Design requirements.
   - Both the Work Plan Document and the Commercial Offer must refer to the service to be provided as a Renewal (re-certification) and must indicate the applicable Certificate number.

b. Determination
   - When Audit Activities are carried out on manufacturers of certified products (scheme 5) within a Renewal process, the format should be considered *C&P-F-06-22 Summary Audit Report* especially numbers 9, 10 and 11, which have to do with characteristics of maintaining the certification conditions (use of the brand, changes in the conditions of the certified product and review of the results of previous audits).

- For products in the electrical sector, the routine tests referred to in the *C&P-F-06-22 Summary Audit Report* They must be carried out in the manufacturer's laboratory.
- It should be possible to carry out the sampling for renewals (re-certifications) on product taken from the factory or the market.
- In ProCert the project must be created as a RENEWAL by the Logistics Professional.

c. Revision
- Results Analysis reports should refer to whether the process is a Renewal (re-certification) and the corresponding certificate number.

d. Certification and Attestation Decision
- When Renewal (re-certification) activities are successfully completed prior to the expiration of the existing certificate, the expiration date of the new certificate may be based on the expiration date of the current certificate. The date of issuance of a new certificate must be the date of the renewal decision or later.
- If the Renewal (re-certification) activities have not been completed (including those relating to non-conformance closures) by the expiration date of the certificate, then the renewal should not be approved and the validity of the certificate should not be extended for a new cycle (according to the scheme).
- If the Renewal (re-certification) activities are completed after the expiration date of the certificate (including those related to non-conformance closures), the process must be considered as Initial Certification and a new certificate will be issued with a different consecutive and with new validity counted from the date of the renewal decision or a subsequent one.

6.7. DUTIES OF CUSTOMERS WITH CERTIFIED PRODUCT, PROCESS, OR SERVICE

Customers with a product, process or service certified by SGS Colombia S.A.S. MUST:

a) Always comply with the provisions for certification, set forth in this document and in the Commercial Offer.
b) inform SGS Colombia S.A.S of any changes it intends to make in relation to:

- Your legal, property, business or organizational status;
- Your certified products, processes, or services;
- Your facilities and other resources where relevant;
- The benchmarks and normative documents specified in the scope of the certification;
- Aspects that may affect your ability to meet certification requirements.
- Any other fundamental changes to the initial conditions under which certification is granted.

Note: In the event of a communication of change, SGS Colombia S.A.S. will review it and establish the corresponding evaluation activities.

c) Make all necessary arrangements for the conduct of the assessment and surveillance, including provisions for the examination of documentation and access to all areas, records (including internal audit reports), personnel for evaluation purposes (e.g., testing, inspection, evaluation, surveillance, re-evaluation), subcontractors, investigation and resolution of complaints, and observer participation (if applicable).
d) Make certification statements consistent with the scope of certification.
e) Make proper use of your product certification in a way that does not bring SGS Colombia S.A.S into disrepute The use of the certification mark must be made in accordance with the provisions of document C&P-F-12-01 Guidelines for the Use of the SGS Product Seal of Conformity. In any case, certification can only be used to indicate that products are certified to conform to specified standards.
f) Any supplier whose certification of its products, processes or services has been suspended or withdrawn must discontinue its use in all advertising material containing reference to it and return the certificate of

conformity to SGS Colombia S.A.S when required.

g) If the customer provides copies of the certification documents to others, they must be reproduced in their entirety.
h) Pay the amounts established by SGS Colombia S.A.S. through the Commercial Offer, within the agreed deadlines.
i) For schemes 3, 4, 5, 6 or other as provided in Annex A, the product, service or process must be subject to at least annual monitoring during the term of the certificate issued, and allow for activities through which the proper maintenance of the initial certification conditions will be verified by applying applicable sampling, testing, audits and evaluations. The costs associated with these activities will be outlined in the commercial offers issued prior to proceeding with the initial certification. Follow-up activities may include reviews of documentation and records, complaints to the certified product, personnel, areas and subcontractors that are pertinent. In addition, and if required, the Accreditation Body may witness such activities when it deems it appropriate.
j) Use the seal granted only on the product units stipulated in the corresponding certification document. Additionally, you must refrain from using this stamp once the period for which it was granted has expired.
k) Maintain a record of all complaints that have been made known to the supplier in relation to its certified products and make these records available to SGS Colombia S.A.S. when requested.
l) Take appropriate action with respect to such complaints and any deficiencies found in products or services that affect compliance with certification requirements.
m) Keep records of actions taken based on the complaint.

6.8. RIGHTS OF CUSTOMERS WITH CERTIFIED PRODUCT, PROCESS, OR SERVICE

The terms and conditions, including duties and rights of SGS Colombia S.A.S are set out in the document "General Terms of Service" which can be found on the website **http://www.sgs.co/**. In addition, the following are considered RIGHTS of customers with a certified product, process or service (also applies to service applicants).

a) Every applicant has the right to initiate, finalize and know the result of the certification process of their products, processes and services, unless their processing is not legally permitted, or has contravened any of the applicable conditions.
b) Receive respectful, objective and impartial treatment throughout the certification process from all SGS Colombia S.A.S. personnel.
c) To file an appeal so that the decision related to the certification result is reconsidered by SGS Colombia S.A.S In case of non-conformity in the provision of the service, applicants have the right to formally file a complaint, which will be resolved through the internal procedures established by SGS Colombia S.A.S.

6.9. DUTIES OF THE CERTIFICATION BODY

The DUTIES of SGS Colombia S.A.S. as a Certification Body are:

a) Comply with and maintain the provisions of this document.
b) To make available to the CONTRACTOR the necessary officials for the timely provision of the services offered.
c) Issue the Model Seal to be used in accordance with the product and standard evaluated, in accordance with the guidelines provided in C&P-F-12-01 "Guidelines for the use of the Product Certification Seal".
d) Carry out the applicable annual monitoring activities (execution of applicable tests, inspections, audits and evaluations).
e) Suspend or withdraw the certificate and the right to use the seal of the evaluated product, when the certified product supplier misuses or fails to comply with the maintenance conditions established in this

document.

f) Be responsible for the management of all information obtained or created during the performance of certification activities. With the exception of information that the client makes available to the public or where there are agreements between the CB and the client, all other information is considered private information and should be considered confidential.

g) Provide authorities or the National Accreditation Body (if required) with information relating to a certification process. In this case, the customer must be notified.

6.10. INFORMATION AVAILABLE TO THE PUBLIC

The Product Certification Body makes available upon request, the following information:

- Information on certification schemes, including assessment procedures, rules and procedures for granting, maintaining, expanding or reducing the scope of certification or for suspending, withdrawing or denying certification.
- Description of the means by which the certification body obtains financial support and general information.
- Information on Grievance and Appeal Procedures

For the validation of certificates, SGS Colombia makes available Four means of validating certificates as shown below:

1. QR Code: Each certificate will carry a unique QR code. This can be scanned using apps or a smartphone camera that allows barcode scanning. Subsequently, a link will be generated which will take you to a website so that once you have entered, you can view basic information about the certificate. (media enabled since the second half of 2019)
2. WEBSITE: by clicking on the link https://www.sgs.com/en/certified-clients-and-products, selecting the option "Search the SGS Electrical Product Certificate Customer Directory" and entering the certificate number. (You can check any certificate here, regardless of whether it's not an electrical product.)
3. By calling the hotline: (+57-601) 6069292.
4. By making the request by email: co.servicioalcliente@sgs.com, in any case SGS Colombia S.A.S will provide the following information.
    - Certificate number.
    - Customer.
    - Product
    - Regulations and/or technical standards
    - Issue Date
    - Certificate Status
    - Expiration Date

    To provide the above information, the interested party must provide at least the number of the certificate to be consulted.

6.11. DECLARATIONS

NON-DISCRIMINATORY CONDITIONS

Considering the internal policies of SGS Colombia S.A.S, it is stated that the services provided by our Organization are accessible to anyone who requires them regardless of the size of the Organization, nor its membership of any association or group or the number of certifications already issued.

However, SGS Colombia S.A.S may decline to accept an application or maintain a customer's certification contract when there are fundamental or demonstrated reasons, such as the customer's involvement in illegal activities, a history of repeated non-compliance with product or certification requirements, or similar customer-related issues

FINANCIAL SUPPORT & FEE INFORMATION

SGS is a publicly traded company, so it has an obligation to disclose information so that investors can make fair decisions in a timely manner. SGS provides consistent, accurate, transparent and clear information about its business and activities to its shareholders and investors, the market and the community. Only authorized persons have the right to communicate information about SGS, its business and its economic performance to shareholders, investors, the press and the general public.

The rate of the product certification service is evaluated at the request of the client by competent personnel of SGS Colombia S.A.S., verifying the scope of the activities and taking into account the requirements that are evaluated for the presentation of a commercial offer, which are:

- Product, process or service to be certified
- Regulations or technical standards to be certified
- Certification Scheme
- Product Families
- Product Requirements
- Place where the activities will take place

GRIEVANCES AND APPEALS:

Complaints and appeals may be reported to SGS Colombia S.A.S. through one of the following mechanisms:

- Web page: **http://www.sgs.co/**

  By entering the link of CONTACT US, a form is generated with basic necessary data that the customer must fill out.

  The information you register on this page will be sent to the following email address: co.servicioalcliente@sgs.com which is managed by the Quality Area.

- Email: co.servicioalcliente@sgs.com or on the phone 6069292.
- Postal mail: Carrera 100 No. 25 C - 11, bodega 3. Bogota- Colombia.
- Personal and phone calls.

If the customer communicates their dissatisfaction by telephone or in person, the person who has contact with the customer is responsible for taking the customer's contact details, recording their observations and sending the data to the email co.servicioalcliente@sgs.com, for management.

Any client of SGS Colombia S.A.S. may appeal a decision by means of a written statement stating the issues that support the decision along with the evidence for its analysis and resolution. This appeal must be submitted to SGS no later than ten calendar days from the date of delivery of the results to the client.

Complaint Resolution

Initial Response

After the complaint is received, a communication is sent to the complain or appeal notifier confirming the registration of the complaint/appeal.

Customer Response

After the complaint has been registered, there is a maximum time of 15 working days to respond to the customer.

Closing Complaints

Complaints must be closed as long as there is sufficient evidence confirming that a response was given that satisfies the complainant's request; In the same way, an analysis of causes and action plans must be carried out to avoid its repetition, in accordance with the provisions of procedure QA-P-04.

Complaints Against the Certificate

Any complaint concerning a certified customer, or who has undergone tests among other services, SGS must communicate to the customer and request action plans on the complaint within 5 working days.

Complaints against the certificate will be closed once the action plan submitted by the client is available and a response will be sent to the person who filed the complaint.

The actions taken by our client will be reviewed in audit or follow-up inspection and documented in the audit report.

Resolving Appeals

Any certification process in which the client is asked to reconsider the decision made in relation to that object.

The appeal will be resolved by personnel who have not participated in the certification or inspection process and who have the relevant technical expertise in the case. The appeal reviews only the points or issues raised by the appellant.

The appeal will be resolved within twenty-one (21) business days of filing with SGS. If the committee or group of people that resolves the appeal considers that it is necessary to make its decision, that a specific audit be carried out on the activity appealed, in these cases, the deadline to decide will be extended until the final concept is available.

In all cases, the decision will be made only by SGS Colombia S.A.S. personnel, taking into account the recommendations of the parties involved. The decision taken must not result in discriminatory action against the person or company appealing. In addition, no new appeal is allowed against this decision, therefore, the process is terminated and the system is closed

The response will be issued by means of an official communication to the appellant stating the reasons under which the decision is upheld or, on the contrary, is resolved in favor of the appellant.

The entire process will be supervised by the Product Manager or his/her equivalent.

In no event shall anyone, including directors, be assigned to investigate any appeal, complaint or dispute if that person has any relationship that may compromise the impartiality of the investigation.

In the event that as a result of the analysis of appeals, complaints, and disputes, possible non-conformities are established, appropriate corrective actions will be taken according to procedure QA-P-04 Corrective, Preventive, and Improvement Actions.

7. RECORDS

CODE/NAME	RESPONSIBLE	LOCATION	PERIOD
C&P-F-12-01 Guidelines for the Use of Product Certification Seal.	Head of Certification	Share Point	Permanent

8. CHANGE CONTROL

Prepared by: Camilo Ramirez **Charge:** Technical Coordinator

CHANGE CONTROL				
Version	**Date**	**Check**	**Approved**	**Change**
1	September 2010	Camilo Ramirez	Operating Committee	First Edition of the Document
2	January 2011	Alejandro Moreno	Juan Salazar	Paragraph 23 Complaints to suppliers is included
3	January 2011	Alejandro Moreno	Juan Salazar	Changes are made to paragraphs 20.1, 20.2, 20.3
4	April 2011	N.A.	N.A.	Mistake was made in identification
5	April 2011	Camilo Ramirez	Juan Salazar	Paragraph 20.1 Suspension of certification is changed
6	September 2012	Camilo Ramirez	Juan Salazar	Modification conditions are added to certificates
7	July 2013	Camilo Ramirez	Juan Salazar	The result homologation option is removed as valid to demonstrate compliance in scheme 5 and 4
8	October 2013	Alejandro Moreno	Camilo Ramirez	Annex B Adequacy Review
9	March 2014	Julian Maple	Camilo Ramirez	Extension of Annex D for new products included in Resolution 90708 of 2013 of the Ministry of Mines and Energy - Technical Regulations for Electrical Installations-RETIE (Colombia)
10	October 2014	Sonia Medina	Camilo Ramirez	The duties of certification bodies and applicants and suppliers were included. In addition to aligning the grievance and appeals process with the OI-QA-P-05 procedure. Grievance and appeals management.
11	November 2014	Camilo Ramirez	Juan Salazar	Reference is made to ISO/IEC 17065:2013, ISO/IEC 17067:2012, ISO/IEC 17020:2012 and ISO/IEC 17021:2011 in the applicable numerals. Paragraph 6.20 NON-DISCRIMINATORY CONDITIONS IS ADDED

CHANGE CONTROL				
Version	**Date**	**Check**	**Approved**	**Change**
				CTS-F-12-01 GUIDELINES FOR THE USE OF SGS PRODUCT CERTIFICATION SEAL. In paragraph 6.10.
12	July 2015	Camilo Ramirez	Juan Salazar	Update of complaint information and certification schemes.
13	August 2015	Camilo Ramirez	Juan Salazar	Numeral 6.5 is updated with the inclusion in the responsibility of the technical coordinator for the review of compliance with the ISO/IEC 17025 standard against the evidence collected in the test report. The terminology of auditing the production process and auditing the management system is established.
14	October 2015	Camilo Ramirez	Juan Salazar	Numeral 6.8.1 Non-Conformity Information to the customer is added.
15	November 2015	Camilo Ramirez	Juan Salazar	ANNEX E is added. Regarding the CEAs Evaluation Instructions
16	January 2016	Sonia Medina / Quality Professional	Juan Salazar / Product Manager	The name of the sector is changed from CTS to CRS.
17	March 2016	Camilo Ramirez / Technical Coordinator	Juan Salazar / Product Manager	Note is entered in diagram 5.
18	June 2016	Jhon Cediel / Technical Supervisor	Juan Salazar / Product Manager	The inclusion of numeral 6.7.1 MANAGEMENT OF UNCERTAINTIES IS MADE
19	April 2017	Diego Chiquiza / Technical Leader	Andres Payan / Operations Coordinator	Criteria are added for the lifting of the suspension of certification.
20	April 2017	Diego Chiquiza / Technical Leader	Andres Payan / Operations Coordinator	Actions for the misuse of the certification seal are added, other cases for the withdrawal of certification are clarified, numeral 6.21 Information available to the public is added
21	July 2017	Diego Chiquiza / Technical Leader	Andres Payan / Operations Coordinator	Article Compliance 2.2.1.7.9.3 of Decree 1595 of 2015. Update of Annex D.
22	January 2018	Diego Chiquiza / Technical Leader	Andres Payan / Operations	Risk levels are included, taking into account the CRS-P-20 procedure, and certification schemes are

CHANGE CONTROL				
Version	**Date**	**Check**	**Approved**	**Change**
			Coordinator	modified. Normative references are added and numerals 6.5 and 6.17 are updated
23	December 2018	Camilo Ramirez / Head of Certification	Andres Payan / Head of Operations	The entire document is reviewed and the information is reorganized. Paragraphs 6.1 to 6.4, 6.6 to 6.9, Annexes A and B are amended.
24	August 2019	Norma Galeano / Quality Professional, Maria Martinez / Technical Supervisor	Camilo Ramirez / Head of Certification	Guidelines from RAC-3.0-03 Regulations for the use of the symbols of accreditation and/or associate of the National Accreditation Body are included in numeral 6.5 Use of the certification seal. Annex C EXECUTION TIMES FOR EVALUATION ACTIVITIES IN THE TOURISM SECTOR (SCHEME 6) IS AMENDED.
25	May 2020	Carlos Romero / CRS Evaluator, Diego Chiquiza / Technical Leader	Camilo Ramirez / Head of Certification	The inclusion of the certification scheme is carried out **"Total production."** Considering that it is required by Salvadoran regulations RTS 23.01.02:15, RTS 23.01.01:15, RTS 23.01.03:15, RTS 97.01.01:15 and RTS 97.02.01:15, in the conformity assessment process. The means of validating certificates and other provisions are updated.
26	June 2020	Maria Martinez / Technical Supervisor	Camilo Ramirez / Head of Certification	Identification of scheme 6 applicable to the Certified Check In Seal.
27	August 2020	Diego Chiquiza / Technical Leader	Camilo Ramírez / Head of Certification	Specification of activities related to Renewals (re-certifications). Adjustments are also made to paragraph 6.7.
28	June 2021	Maria Camila Martinez / Technical Supervisor	Camilo Ramírez / Head of Certification	Annex C adjusts the biosafety certification times for the "check in certificate and "Biosegura Colombia Company Certificate" processes, taking into account Resolution 777 of June 2, 2021, and adjusts the wording of the observations on the applicability of the NAC of each sampling process for the Tourism sector.
29	July 2021	Natalia Parra / Technical Coordinator	Camilo Ramírez / Head of Certification	Inclusion of conditions related to scheme 3 and 1B for the evaluation of processed food products in accordance with the Regulation

CHANGE CONTROL				
Version	**Date**	**Check**	**Approved**	**Change**
				mentioned in Resolution 2013 of 2020.
30	August 2021	David Mendez, César Meléndez, Jhon Cediel, Camila Martínez, Natalia Parra / Technical Supervisors	Camilo Ramirez / Head of Certification	The evaluation conditions in Scheme 5 have been updated. Criterion of expiration date of the food product is included for scheme 1b. The name of the sector and the coding are modified according to the new structure defined by the parent company.
31	January 2022	Norma Galeano / Quality Professional, Camilo Ramirez / Head of Certification	Camilo Ramirez / Head of Certification	The footnote of paragraph 6.1.1 includes that the certification request information can be sent by the client by e-mail. The code for telephone line communication has been modified.
32	March 2023	Juan Giraldo, Astrid Jimenez/Technical Supervisors, Cesar Melendez/Technical Coordinator	Camilo Ramirez / Head of Certification	Updated conditions related to changes and updates to certification schemes are included. Conditions regarding appeals are included.

APPENDIX A - PRODUCT CERTIFICATION SCHEMES.

SGS Colombia S.A.S. evaluates the conformity of products, processes or services in accordance with one or more of the certification schemes described in this section. The detailed activities for each application for certification shall be specified in accordance with the application of the procedure *C&P*-P-20 Qualification of risk profiles and in all cases where a particular technical regulation applicable to the product defines mandatory activities, those established therein shall apply.

The description of the schemes depending on the level of risk of the service and the activities that are executed in each case, are described below:

Overview of the application of certification schemes:

Diagram 1a: This scheme focuses on the validation of a prototype of a product in order to determine its compliance with a technical standard or regulation, before it is going to be mass-produced. Although it is true that the certificate issued applies only to the samples evaluated, this scheme is a tool that allows the user to determine shortcomings, improvements, differentiating aspects of the product design.

Diagram 1b: This scheme applies to customers with the need to certify batches of a product in a timely manner. It also applies to importers of products who are not direct distributors of a manufacturer and who, consequently, have no control over production.

Diagram 3: This scheme applies to those manufacturers or importers with direct control of manufacturing. Its monitoring requires a periodic review of the conditions under which the certified product is manufactured.

Diagram 4: This scheme applies to those manufacturers or importers with direct control of manufacturing. The manufacturer that applies to this scheme does not have a Management System in place that covers the manufacture of the products to be evaluated. This scheme should not be applied to importers without control and direct contact with the manufacturer.

Diagram 5: This scheme applies to those manufacturers or importers with direct control of manufacturing. The manufacturer that applies to this scheme has a Management System in place that covers the manufacture of the products to be evaluated. This scheme should not be applied to importers without control and direct contact with the manufacturer.

Diagram 6: This scheme applies to the conformity assessment of Processes and Services. The evaluation is always carried out by means of an on-site audit in order to determine compliance with the requirements established in the reference Technical Standard or Regulation.

"Total Production Verification" Scheme: This scheme only applies to the evaluation of products contained in the Salvadoran technical regulations RTS 23.01.02:15, RTS 23.01.01:15, RTS 23.01.03:15, RTS 97.01.01:15 and RTS 97.02.01:15; where the manufacturer's structure includes procedures, processes, and resources provided by the manufacturer to ensure that the product complies with the energy performance and labeling requirements established by each regulation. For this reason, the activities of SELECTION, DETERMINATION, REVIEW, CERTIFICATION DECISION AND ATTESTATION correspond to the activities listed in this document.

Description of the activities to be carried out in accordance with the certification scheme and level of risk identified:

DIAGRAM 1A

ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
		LOW RISK	MEDIUM RISK	HIGH RISK
1A	**SAMPLING**	Sampling does not apply. The customer can directly provide the samples to SGS	Sampling does not apply. The customer can directly provide the samples to SGS. For this level of risk, 2 different samples should be inspected and tested	Sampling does not apply. The customer can directly provide the samples to SGS. For this level of risk, 3 different samples should be inspected and tested
	VISUAL INSPECTION (labeling requirements)	Carried out by an SGS inspector on samples taken during the sampling activity	Carried out by an SGS inspector on samples taken during the sampling activity	Carried out by an SGS inspector on samples taken during the sampling activity
	LABORATORY TESTS	Accredited or Evaluated Laboratory (based on availability)	Accredited or Evaluated Laboratory (based on availability)	Accredited or Evaluated Laboratory (based on availability)
	REPORT	Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer
	CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
	CERTIFICATE VALIDITY	Only for the samples evaluated	Only for the samples evaluated	Only for the samples evaluated

Important Scheme Application Notes:

On application review:

- The classification of the service between the established risk levels (Low, Medium High) will determine the number of samples to be evaluated. In other words, if the validation of a prototype is required, the customer must provide as many units as necessary to ensure the execution of inspection and tests for the required number of samples.

- The Work Plan generated according to the procedure *C&P-P-17 Application Review*, shall indicate the level of risk determined and the number of units required per sample.

- The above also applies when scheme 1A is required to evaluate samples that are going to be submitted as support for public tenders.

DIAGRAM 1B

ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
		LOW RISK	MEDIUM RISK	HIGH RISK
1B	**CLASSIFICATION OF PRODUCTS INTO FAMILIES**	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product Criterion 3: Product-related technical criteria	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product Criterion 3: Product-related technical criteria Criterion 4: Technical criteria related to the product
	SAMPLING	Normal inspection, NTC/ISO 2859-1, level S1 or reduced inspection, NTC/ISO 3951-1, level S1	Normal inspection, NTC/ISO 2859-1, level S1 or reduced inspection, NTC/ISO 3951-1, level S1	Normal inspection, NTC/ISO 2859-1, level S1 or reduced inspection, NTC/ISO 3951-1, level S1
	VISUAL INSPECTION (labeling requirements)	Carried out by an SGS inspector on samples taken during the sampling activity	Carried out by an SGS inspector on samples taken during the sampling activity	Carried out by an SGS inspector on samples taken during the sampling activity
	LABORATORY TESTS	Accredited or Evaluated Laboratory (based on availability)	Accredited or Evaluated Laboratory (based on availability)	Accredited or Evaluated Laboratory (based on availability)
	REPORT	Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer
	CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
	AUTHORIZATION FOR THE USE OF THE SGS TRADEMARK	YES	NO	NO
	CERTIFICATE VALIDITY	For the Evaluated Lot	For the Evaluated Lot	For the Evaluated Lot

Important Scheme Application Notes:

On application review:

- A homogeneous batch is not the same as an order. An order is covered by an invoice and can contain more than one homogeneous batch. Thus, it may happen that in the same application there is a need to evaluate several homogeneous batches separately.

- The risk classification criteria are set out in procedure C&P-20 Risk Profiles.

- The purpose of the classification by families in scheme 1b is to establish the homogeneity of the lot. The higher the level of risk, the greater the number of families identified and the higher the level of homogeneity of the flock. The initial criteria for classification by product families can be found in ANNEX F of this procedure.

  Although it is true that the activities of scheme 1b between different levels of risk do not change, the greater the risk, the greater the number of homogeneous batches (families), the greater the number of samples

- In cases where a request corresponds to that of an order with several homogeneous batches (families), the generated Work Plan format will specify the quantities of each of them. Sampling shall be carried out on the basis of partial quantities and not the total order.

- In cases where the application includes 1 homogeneous batch of a single reference, there will be the possibility of not proceeding with statistical sampling and taking 1 sample for low risk, 2 samples for medium risk and 3 samples for high risk. The acceptance criterion in these cases will always be that there are no out-of-specification samples.

- For the assessment of the conformity of Resolution 2013 of 2020, the classification by families must be associated with the requirements of the regulation. Therefore, criterion 1 of classification by families will be the PRODUCTION PLANT and criterion 2: THE TYPE OF PRODUCT AND ITS FORMULATION. For this reason, a risk-based activity establishment will not apply.

In the Determination

- In order to demonstrate the conditions of homogeneity (families) established from the work plan, the inspector must ensure the collection of the following evidence at the time of the execution of the sampling/visual inspection (without prejudice to the evidence requested in the reference standard or regulation):

  - Photographic record of the labeling of each of the selected samples, showing the name of the manufacturer. This must match between all samples of the same homogeneous batch/family. In the event that the labelling does not have one, copy of invoices or production orders where the selected references can be related to the applicable manufacturer.

  - Photographic record of the labeling of all the selected samples of a given family where the reference number is clearly identified. This must coincide with those established in the corresponding work plan/commercial offer.

  - Photographic record of the labeling of all selected samples from a given family where the batch number or date of production is identified.

Criteria for defining the sample for the Ecuadorian technical regulation RTE INEN 011 (1R) "TIRES"

For the sample size, the considerations set out in the following standards should be taken into account:

NTE INEN 2099 (Type II and Type III): For tests in accordance with Annex F. For visual inspection double sampling for normal inspection, general inspection level II and AQL 2.5% of ISO 2859-1, if the batch is less than 16 units 3 tires will be taken.

NTE INEN 2100 (Type I and Type IV): For visual inspection double sampling for normal inspection, general inspection level II and AQL 2.5% of ISO 2859-1, if the batch is less than 16 units 3 tires will be taken

DIAGRAM 3

	SGS SINGAPORE - 17065 CERTIFICATION SCHEMES		
	ISO IEC 17067 SCHEMATA	**GENERAL ACTIVITIES COVERED IN THE SCHEME**	**HOW ACTIVITIES SHOULD BE CARRIED OUT**
INITIAL CERTIFICATION	3	**CLASSIFICATION OF PRODUCTS BY FAMILY**	In accordance with ANNEX F of this Procedure
		SAMPLING	Carried out by an SGS inspector on the samples taken during the sampling activity. Normal inspection, NTC/ISO 2859-1, level S3 (on the number of references x family).
		VISUAL INSPECTION (labeling requirements)	Executed on all the samples selected during the sampling activity.
		LABORATORY TESTS	Tests should be run on one sample per family. Tests must be carried out in accredited laboratories. Note: For the technical regulations on tires (Resolution 20223040044455 of 2022) and the technical regulations on pneumatic motorcycle tires (Resolution 20223040065305 of 2022), the tests may be carried out in accredited laboratories or evaluated laboratories.
		FACTORY INSPECTION (Production Evaluation)	Evaluation of the production process may be required for initial certification. This must be carried out in accordance with the C&P-F-06-26 format. See ANNEX F of this procedure
		REPORT	Conducted by an SGS reviewer
		CERTIFICATION DECISION	Conducted by SGS Technical Supervisor or Technical Coordinator or Head of Certification
		AUTHORIZATION FOR THE USE OF THE SGS TRADEMARK	YES

		CERTIFICATE VALIDITY	5 years
		FREQUENCY OF FOLLOW-UP	Annual

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE CARRIED OUT
TRACKING	3	**SAMPLING**	1 sample of any of the references that make up the family
		VISUAL INSPECTION (labeling requirements)	If the plant to be evaluated involves more than one family of products, the labeling inspection will be carried out on a sample of 50% of the families during follow-up No. 1. The remaining 50% will be tested during follow-up No. 2. Thus completing 2 inspection runs on each family during the 3-year cycle Note: In a given follow-up, the families that are inspected and the families that are tested must cover 100% of the total certified families in the factory.
		LABORATORY TESTS	Tests should be run on one sample per family. If the plant to be evaluated involves more than one family of products, the tests will be carried out on a sample of 50% of the families during follow-up No. 1. The remaining 50% will be tested during follow-up No. 2. Thus completing 2 trial runs to each family during the 3-year cycle Note: In a given follow-up, the families that are inspected and the families that are tested must cover 100% of the total certified families in the factory.
		FACTORY INSPECTION (Production Evaluation)	Evaluation of the production process is required. This must be carried out in accordance with the C&P-F-06-26 format. See ANNEX F of this procedure
		REPORT	Conducted by an SGS reviewer
		CERTIFICATION DECISION	Conducted by SGS Technical Supervisor or Technical Coordinator or Head of Certification
		Document to be delivered	QR code information is updated

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE CARRIED OUT
ADDING NEW REFERENCES	3	**ADDING REFERENCES WITHOUT INSPECTION**	The addition of references is executed by reviewing the formulation and labeling model of the product to be included. This can be done in documentary form. The addition is only made if the reference to be included corresponds to the same product in a different presentation, or in other words, a product from the same family initially certified. NOTE: For the technical regulations on tires (Resolution 20223040044455 of 2022) and for the technical regulations on motorcycle pneumatic tires (Resolution 20223040065305 of 2022), for the addition of references, it applies if the product is from the same family initially certified, in addition, the technical data sheet of the products or a letter from the manufacturer may be requested requesting confirmation of the origin of the product
	3	ADDITION OF REFERENCES WITH INSPECTION (APPLICABLE FOR THE TECHNICAL REGULATIONS ON TIRES (RESOLUTION 20223040044455 OF 2022) AND THE TECHNICAL REGULATIONS ON PNEUMATIC MOTORCYCLE TIRES (RESOLUTION 20223040065305))	The addition of new references to the scope of the initial certificate applies if the product is from the same family initially certified, BUT WITH AN EXTRA INSPECTION, if the final number of references (including the initial and the new ones) changes the initial letter of level S-3 of the NTC/ISO 2859-1, additionally the technical data sheet of the products or letter from the manufacturer requesting confirmation of origin of the product may be requested

Determination

- For Prioritized Processed Foods (Resolution 2013 of 2020): The validation of ISO 22000:2018, BRC V9, IFS FOOD V 6.1 or FSSC 22000 V5 certificates in the Initial Certification activities may be based on these or the most recent versions of the aforementioned standards.
- For Gas Appliances (Resolution 0899 of 2021): The Factory Inspection for initial certification does not apply (according to criteria established in Article 8 of the Regulation). This Evaluation is carried out in the follow-up activity.
- For Gas Appliances (Resolution 0899 of 2021): Visual inspection and laboratory tests must be carried out on one sample per family in all surveillance.
- For pneumatic tires (Resolution 20223040044455 of 2022) and motorcycle pneumatic tires (Resolution

20223040065305 of 2022): Visual inspection and testing shall be carried out on one sample per family in all surveillances, performing 50% of the tests during follow-up No. 1 and the remaining 50% of the tests during follow-up No. 2, thus completing 2 test runs during the entire 3-year cycle.

- For Gasodomésticos, the validity of the certificate will not exceed 2 years.
- For pneumatic tires (Resolution 20223040044455 of 2022) and motorcycle pneumatic tires (Resolution 20223040065305 of 2022) the validity of the certificate will not exceed 3 years.

Attestation

- When the manufacturer of the certified product is not in the country, the Sub-License mechanism (mentioned in paragraph 6.5.1 of this procedure) may be used to authorize one or more importers to use the results of its evaluation.

On Renewals:

- Renewals (re-certifications) must be carried out according to the considerations of numeral 6.5.5 of this procedure.

DIAGRAM 4:

	SGS SINGAPORE - 17065 CERTIFICATION SCHEMES				
	ISO IEC 17067 SCHEMATA	**GENERAL ACTIVITIES COVERED IN THE SCHEME**	**HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK**		
			LOW RISK	**MEDIUM RISK**	**HIGH RISK**
INITIAL CERTIFICATION	4	**CLASSIFICATION OF PRODUCTS INTO FAMILIES**	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product Criterion 3: Product-related technical criteria	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product Criterion 3: Product-related technical criteria Criterion 4: Technical criteria related to the product
		SAMPLING	1 sample per family. Each sample consists of all the units needed to perform inspection/testing	1 sample per family. Each sample consists of all the units needed to perform inspection/testing	1 sample per family. Each sample consists of all the units needed to perform inspection/testing
		VISUAL INSPECTION (labeling requirements)	Carried out by an SGS inspector on the samples taken during the sampling activity. Normal inspection, NTC/ISO 2859-1, level S3 or Normal inspection, NTC/ISO 3951-1, level S3 (on the number of references x family)	Carried out by an SGS inspector on the samples taken during the sampling activity. Normal inspection, NTC/ISO 2859-1, level S3 or Normal inspection, NTC/ISO 3951-1, level S3 (on the number of references x family)	Carried out by an SGS inspector on the samples taken during the sampling activity. Normal inspection, NTC/ISO 2859-1, level S3 or Normal inspection, NTC/ISO 3951-1, level S3 (on the number of references x family)
		LABORATORY TESTS	Accredited or Evaluated Laboratory (based on availability)	Accredited or Evaluated Laboratory (based on availability)	Accredited or Evaluated Laboratory (based on availability)
		FACTORY INSPECTION	Production Process Evaluation is required for initial certification	Production Process Evaluation is required for initial certification	Production Process Evaluation is required for initial certification
		REPORT	Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer

		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
		AUTHORIZATION FOR THE USE OF THE SGS TRADEMARK	YES	YES	YES
		CERTIFICATE VALIDITY	3 years	2 years	1 year
		FREQUENCY OF FOLLOW-UP	Annually	Annually	At the end of the first 6 months of certification

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
			LOW RISK	MEDIUM RISK	HIGH RISK
TRACKING	4	**SAMPLING**	1 sample per family. Each sample consists of all the units needed to perform inspection/testing. The sample can be taken at the manufacturer's premises or the customer's warehouse	1 sample per family. Each sample consists of all the units needed to perform inspection/testing. The sample should be taken in the market	1 sample per family. Each sample consists of all the units needed to perform inspection/testing. The sample should be taken in the market
		VISUAL INSPECTION (labeling requirements)	Carried out by an SGS inspector on samples taken during the sampling activity	Carried out by an SGS inspector on samples taken during the sampling activity	Carried out by an SGS inspector on samples taken during the sampling activity
		LABORATORY TESTS	A set of tests should be performed during follow-up. In this case we have to follow up twice: one at the end of the first year of certification and the other at the end of the second year of certification. Then, the required laboratory tests can be divided into two parts: the first part is tested at the first follow-up and the second part is tested at the second follow-up. The above does not apply if routine tests are defined in the regulation/standard, in this case only routine tests will be carried out during follow-ups	A full set of tests should be performed during follow-ups. In this case, we have a follow-up and therefore the test conditions are the same as the initial certification	A full set of tests should be performed during follow-ups. In this case, we have a follow-up and therefore the test conditions are the same as the initial certification
		FACTORY INSPECTION	Production Process Evaluation is required for initial certification	Production Process Evaluation is required for initial certification	Production Process Evaluation is required for initial certification
		Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer

		Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
		Document to be delivered	The follow-up letter is issued informing that the initial certificate is still valid (in case of demonstrating compliance)	The follow-up letter is issued informing that the initial certificate is still valid (in case of demonstrating compliance)	The follow-up letter is issued informing that the initial certificate is still valid (in case of demonstrating compliance)

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
			LOW RISK	MEDIUM RISK	HIGH RISK
ADDING NEW REFERENCES	4	**ADDING REFERENCES WITHOUT INSPECTION**	The addition of new references to the scope of the initial certificate applies if the final number of references (including the initial and new references) does not change the initial letter of level S-3 of NTC/ISO 3951-1 or NTC/ISO 2859-1	The addition of new references to the scope of the initial certificate applies if the final number of references (including the initial and new references) does not change the initial letter of level S-3 of the NTC/ISO 3951-1 or NTC/ISO 2859-1 standard	The addition of new references to the scope of the initial certificate applies if the final number of references (including the initial and new references) does not change the initial letter of level S-3 of the NTC/ISO 3951-1 or NTC/ISO 2859-1 standard
		ADDING REFERENCES WITH INSPECTION/LAB TESTING	The addition of new references to the scope of the initial certificate applies, BUT WITH AN EXTRA INSPECTION, if the final number of references (including the initial and new references) changes the initial letter of level S-3 of NTC/ISO 3951-1 or NTC/ISO 2859-1	The addition of new references to the scope of the initial certificate applies, BUT WITH AN EXTRA INSPECTION, if the final number of references (including the initial and new references) changes the initial letter of level S-3 of NTC/ISO 3951-1 or NTC/ISO 2859-1	The addition of new references to the scope applies, BUT WITH EXTRA INSPECTION AND LABORATORY TESTING, if in the end the number of references (including the initial and new references) changes in the initial letter of level-3 of NTC/ISO 3951-1 or NTC/ISO 2859-1

Important Scheme Application Notes:

On application review:

- Particularly important should be the review of whether or not the service requestor is a Manufacturer or if it is an Importer with direct control in manufacturing.

- In cases where the applicant is an importer, it should be clear from the work plan notes that during the determination activities the applicant may be asked to complete the form *C&P-F-08-85 Binding Registration Importer Manufacturer* or, failing that, confirmation from the manufacturer regarding its knowledge, acceptance of certification conditions and responsibility for the evaluated product will be required.

- For energy efficiency certification applications for Central American countries including RTCA members Ecuador and Peru (DS-009-2017-EM), the technical lead must clarify in the WORK PLAN whether the initial certification activities contemplate sampling and laboratory testing. Taking into account that the regulations of the Central American countries, including the members of the RTCA, Ecuador and Peru (DS-009-2017-EM), do not contemplate within the certification scheme the obligation for the OCP to carry out sampling and laboratory testing activities, the option of accepting conformance results generated before the request or supplied by the client (this as allowed by the ISO/IEC standard) should be considered for low and medium risk 17065 and according to article 5.2.3. of the 2015 ISO/IEC TR 17026 report). In order to accept the results, the following criteria must be met.

    - The test report generated prior to the request or supplied by the customer must have been issued by an ISO/IEC 17025 accredited laboratory.
    - Within the scope of accreditation, the laboratory must have the test method required by the regulation applicable to Central American countries, including the RTCA, Ecuador and Peru (DS-009-2017-EM) for each type of product, according to the annex of the same regulation.
    - The model under conformity assessment must be identified and tested in the test report. If the model evaluated in the test reports was the manufacturer's model, the applicant (importer) must send a letter signed and stamped by the manufacturer indicating the list of components of the manufacturer's tested model and the equivalent model of the applicant (importer). In this case, attach a photographic record if possible.
    - If the test report complies with the above points, it must be ensured that the tests do not have an execution date greater than 12 months from the date of the request for certification to SGS.

    This will apply to both INITIAL CERTIFICATION and SURVEILLANCE activities

In the Determination (INITIAL CERTIFICATION):

- In cases where the applicant is an importer, it should be clear from the work plan notes that during the determination activities the applicant may be asked to complete the form *C&P-F-08-85 Binding Registration Importer Manufacturer* or, failing that, confirmation from the manufacturer regarding its knowledge, acceptance of certification conditions and responsibility for the evaluated product will be required.

    The foregoing is without prejudice to the programming of the activities of the scheme.

- Regardless of the level of risk of the service, scheme 4 requires that the Evaluation of the Production Process be carried out in the initial Certification in accordance with the format *C&P-F-06-26 Production Process Checklist*. The Production Process Evaluation is only omitted when the manufacturer of the product has a certified Quality Management System (ISO 9001) and the risk of the service is low or medium. The veracity of the design information received from the customer must be checked as part of this plant visit.
- RETIQ (Technical Regulation for Energy Efficiency Labeling): In accordance with numeral 18.2 of Resolution 40298 of 2018, For scheme 4 (regardless of the level of risk in which the service is cataloged) the Production Process may be evaluated through an on-site evaluation (Factory Inspection) applying the entire checklist mentioned in the format *C&P-F-06-26 Production Process Checklist* or by means of a documentary validation of the Production for which support will be requested relating to:

    - Supply of Raw Materials or Critical Components (Numeral 2 of C&P-F-06-26).
    - Configuration and Organization of the Production Line (Numeral 1 of C&P-F-06-26).

- Production Records and Production Line Conformity Inspection Records (Numeral 3 of C&P-F-06-26).

The foregoing must be evaluated and recorded in a report in format C&P-F-06-26 by an authorized auditor. The previously required documentation must be specified in the Work Plan.

In the Determination (FOLLOW-UPS):

- For products covered by the RETIE/RETILAP regulations, monitoring activities MUST include:

a. Evaluation of the production process according to the format *C&P-F-06-26 Summary Report Inspection of the production process.*
b. Attestation of routine rehearsals for each family. These must be carried out at the manufacturer's facilities. If it is impossible to carry it out, samples must be taken to carry out routine tests in an accredited laboratory.
c. Inspection of labeling/marking conditions in accordance with the requirements of the Regulations.

Note: Renewals (re-certifications) must be carried out according to the considerations of numeral 6.5.5 of this procedure.

DIAGRAM 5.

	SGS SINGAPORE - 17065 CERTIFICATION SCHEMES				
	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
			LOW RISK	MEDIUM RISK	HIGH RISK
INITIAL CERTIFICATION	5	**CLASSIFICATION OF PRODUCTS INTO FAMILIES**	Criterion 1: According to the manufacturer. Criterion 2: Technical criteria related to the product	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product Criterion 3: Product-related technical criteria
		SAMPLING AND VISUAL INSPECTION	At the time of visual inspection (and considering the amount of product available), a plan will be applied in accordance with NTC/ISO 2859-1 (levels S1, S2 or S3). The number of units to be inspected should include as many family references as possible.	At the time of visual inspection (and considering the amount of product available), a plan will be applied in accordance with NTC/ISO 2859-1 (levels S1, S2 or S3). The number of units to be inspected should include as many family references as possible.	At the time of visual inspection (and considering the amount of product available), a plan will be applied in accordance with NTC/ISO 2859-1 (levels S1, S2 or S3). The number of units to be inspected should include as many family references as possible.
		SAMPLING AND LABORATORY TESTING	Laboratory tests should be carried out on a product sample from each family (unless otherwise stated in the regulation or standard assessed). The sample must consist of the number of units sufficient to carry out the tests.	Laboratory tests should be carried out on a product sample from each family (unless otherwise stated in the regulation or standard assessed). The sample must consist of the number of units sufficient to carry out the tests.	Laboratory tests should be carried out on a product sample from each family (unless otherwise stated in the regulation or standard assessed). The sample must consist of the number of units sufficient to carry out the tests.

		EVALUATION OF THE MANUFACTURER'S QUALITY MANAGEMENT SYSTEM	**Option 1:** By running an audit (face-to-face or remote). **Option 2:** By validating an ISO 9001:2015 certificate or IATF 16949:2016, issued by an accredited body and covering the manufacturing activities of the products involved in the certification process.	By running an audit (face-to-face or remote).	By running an audit (face-to-face or remote).
		RESULTS REPORT	Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer
		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
		AUTHORIZATION FOR THE USE OF THE SGS TRADEMARK	YES	YES	YES
		CERTIFICATE VALIDITY	5 years	4 years	3 years
		FREQUENCY OF FOLLOW-UP	Annually	Annually	Annually

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
			LOW RISK	MEDIUM RISK	HIGH RISK
TRACKING	5	SAMPLING AND VISUAL INSPECTION	1 sample per family. The sample can be taken at the manufacturer's premises or the customer's warehouse. The sample must NOT have been previously inspected or tested by SGS.	1 sample per family. The sample can be taken at the manufacturer's facility or the customer's warehouse, preferably taken from the market. The sample must NOT have been previously inspected or tested by SGS.	1 sample per family. The sample must be taken from the market. The sample must NOT have been previously inspected or tested by SGS
		SAMPLING AND LABORATORY TESTING	Laboratory tests should be carried out on a product sample from each family (unless otherwise stated in the regulation or standard assessed). The sample must consist of the number of units sufficient to carry out the tests. Two sets of tests should be performed during follow-up. In this case we have to carry out four follow-ups: one at the end of the first year of certification, the other at the end of the second year of certification, the other at the end of the third year of monitoring, the other at the end of the fourth year of	Laboratory tests should be carried out on a product sample from each family (unless otherwise stated in the regulation or standard assessed). The sample must consist of the number of units sufficient for the performance of the tests In this case we have to carry out three follow-ups: one at the end of the first year of certification, the other at the end of the second year of certification, the other at the end of the third year of certification. Then, the required laboratory tests can be divided into two parts: the first part is tested at the first follow-up and	Laboratory tests should be carried out on a product sample from each family (unless otherwise stated in the regulation or standard assessed). The sample must consist of the number of units sufficient for the performance of the tests A set of tests should be performed during follow-up. In this case we have to carry out two follow-ups: one at the end of the first year of certification and the other at the end of the second year of certification. Then, the required laboratory tests can be divided into two parts, the first part is tested at the

			certification. Then, the required laboratory tests can be divided into two parts, the first part is tested at the first follow-up and the second part is tested at the second follow-up. You should do the same with the third and fourth follow-ups. The above does not apply if routine tests are defined in the regulation/standard, during follow-ups only routine tests will be performed. It also does not apply if the tests are considered cyclical or the standard establishes a specific order for their performance.	the second part is tested at the second follow-up. During the third follow-up, the first part should be tested again. The above does not apply if routine tests are defined in the regulation/standard, during follow-ups only routine tests will be performed. It also does not apply if the tests are considered cyclical or the standard establishes a specific order for their performance.	first follow-up and the second part can be tested at the second follow-up. The above does not apply if routine tests are defined in the regulation/standard, during follow-ups only routine tests will be performed. It also does not apply if the tests are considered cyclical or the standard establishes a specific order for their performance.
		EVALUATION OF THE MANUFACTURER'S QUALITY MANAGEMENT SYSTEM	If the **Option 1** in Initial Certification: An audit (face-to-face or remote) must be carried out. If the **Option 2** in Initial Certification: The verification of the continuous validity of the evaluated certificate continues. During any of the surveillances, the documentary review referred to in the application notes of the	**Option 1:** By running an audit (face-to-face or remote). **Option 2:** By validating an ISO 9001:2015 certificate or IATF16949:2016, issued by an accredited body and covering the manufacturing activities of the products involved in the certification process.	By running an audit (face-to-face or remote).

			scheme must be carried out (additionally).		
		REPORT	Conducted by an SGS reviewer	Conducted by an SGS reviewer	Conducted by an SGS reviewer
		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
		DOCUMENT TO BE DELIVERED	In the event of any variations available during the surveillance, a new certificate will be issued. In any case, the update of the surveillance information will be executed automatically in Procert (at the time of decision-making) and the information will be displayed in the QR code associated with the latest version of the certificate.	In the event that there are variations in scope during the surveillance, a new certificate will be issued. In any case, the update of the surveillance information will be executed automatically in Procert (at the time of decision-making) and the information will be displayed in the QR code associated with the latest version of the certificate.	In the event that there are variations in scope during the surveillance, a new certificate will be issued. In any case, the update of the surveillance information will be executed automatically in Procert (at the time of decision-making) and the information will be displayed in the QR code associated with the latest version of the certificate.

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE CARRIED OUT
ADDING NEW REFERENCES	**5**	ADDING REFERENCES	In order to carry out reference additions, the technical leader must determine if the product to be added has similar characteristics to the product evaluated in the initial certification or follow-up. To do this, you can rely on: • Technical data sheets and marking/labelling model • Manuals Depending on the nature of the addition, one of the following activities may be required: • Request for type tests or factory tests to the reference of higher specification to be added. • Labeling/visual inspection in case sampling exceeds (in case of exceeding the initial sampling level). • Face-to-face or remote audit. • Letter from the manufacturer requesting confirmation of product origin • New laboratory tests.

Important Scheme Application Notes:

On application review:

- RETIE: The sampling and visual inspection activity must consider the verification of the general storage conditions of the product. This must be mentioned in the generated Work Plans.
- Particularly important should be the review of whether or not the service requestor is a Manufacturer or if it is an Importer with direct control in manufacturing.
- In cases where the applicant is an importer, it should be clear from the work plan notes that during the determination activities the applicant may be asked to complete the form *C&P-F-08-85 Binding Registration Importer Manufacturer* or, failing that, confirmation from the manufacturer regarding its knowledge, acceptance of certification conditions and responsibility for the evaluated product will be required.

  This applies regardless of the level of risk of the service and without prejudice to the execution of the Audit of the manufacturer's Quality Management System.

- For energy efficiency certification applications for Central American countries including RTCA members Ecuador and Peru (DS-009-2017-EM), the technical lead must clarify in the WORK PLAN whether the initial certification activities contemplate sampling and laboratory testing. Taking into account that the regulations of the Central American countries, including the members of the RTCA, Ecuador and Peru (DS-009-2017-EM), do not contemplate within the certification scheme the obligation for the OCP to carry out sampling and laboratory testing activities, the option of accepting conformance results generated before the request or supplied by the client (this as allowed by the ISO/IEC standard) should be considered for low and medium risk 17065 and according to article 5.2.3. of the 2015 ISO/IEC TR 17026 report). In order to accept the results, the following criteria must be met.

    - The test report generated prior to the request or supplied by the customer must have been issued by an ISO/IEC 17025 accredited laboratory.
    - Within the scope of accreditation, the laboratory must have the test method required by the regulation applicable to Central American countries, including the RTCA, Ecuador and Peru (DS-009-2017-EM) for each type of product, according to the annex of the same regulation.
    - The model under conformity assessment must be identified and tested in the test report. If the model evaluated in the test reports was the manufacturer's model, the applicant (importer) must send a letter signed and stamped by the manufacturer indicating the list of components of the manufacturer's tested model and the equivalent model of the applicant (importer). In this case, attach a photographic record if possible.
    - If the test report complies with the above points, it must be ensured that the tests do not have an execution date greater than 12 months from the date of the request for certification to SGS.

    This will apply to both INITIAL CERTIFICATION and SURVEILLANCE activities.

- For applications for certification of pneumatic tires under the regulation RTCR 486:2016 Technical Regulations for pneumatic tires issued by the Ministry of Economy, Industry and Commerce of Costa Rica, regardless of the level of risk, during the initial certification an audit of the manufacturer's quality management system must be carried out; for follow-ups for medium and low risk levels, the manufacturer's quality management system can be evaluated by performing an audit (face-to-face or remote) or by validating an ISO 9001:2015 or IATF 16949:2016 certificate, issued by an accredited body and covering the manufacturing activities of the products involved in the certification process, while for high risk a face-to-face audit must be carried out or remote to the quality management system during each of the follow-ups.

- For Technical Regulations of the TRANSPORT sector (TRP), for the Toy Regulation and for RETE/RETILAP, the evaluation of those characteristics that require a test may be carried out (alternatively) through the review of results issued by a laboratory outside the Conformity Assessment process. This is provided that the following conditions are met:

    - That the report is issued by a laboratory accredited by a member of ILAC or IEECEE (for electrical products) under the parameters of the ISO/IEC 17025 standard and that it includes in its scope any of the standards that are considered valid according to the applicable Technical Regulations.
    - The report must not exceed 18 months from the date of issuance (for products related to transport or toys) or 24 months (for electrical products covered by the RETIE/RETILAP) from the date of issuance of the work plan.
    - That, for each identified family, (at least) 1 report is provided that includes a reference/model (which is part of the scope to be evaluated) and that covers all the tests required by the applicable Technical Regulations. In the case of products related to RETIE/RETILAP, the report

provided must be the result of the tests applied to the reference that is considered most demanding.

- That the report is issued under any of the standards that are considered valid, in force or that are within the transitory period according to the applicable Technical Regulations.
- For electrical products covered by RETIE/RETILAP, the execution of the audit of the factory(s) is permitted in accordance with document C&P-F-06-22 Summary Audit Report and the design verification (for electrical product).

This will apply exclusively to INITIAL CERTIFICATION processes. It does not apply to FOLLOW-UPS. This also applies to any level of risk identified.

The assessment of labelling, brochure or marking characteristics shall be carried out by inspection of samples taken by SGS.

In the Determination (INITIAL CERTIFICATION):

- In cases where the audit of the Management System is carried out (considering the level of risk), the veracity of the design information received from the client must be checked as part of the visit.
- For Technical Regulations of the TRANSPORTATION sector (TRP), the Logistics Professional must consider the way in which the service was planned and if the process will involve reviewing reports issued outside the process of evaluation or execution of new tests. Likewise, the execution of an audit of the factory will be required.
- RETIQ (Technical Regulation for Energy Efficiency Labeling): According to numeral 18.3 of Resolution 40298 of 2018, For scheme 5 (regardless of the level of risk in which the service is cataloged), the manufacturer's Quality Management System may be evaluated through an on-site audit (according to the format *C&P-F-06-22 Summary Audit Report* or through the documentary validation of a manufacturer's quality management certificate.
- RETIQ (Technical Regulation for Energy Efficiency Labeling): In accordance with numeral 18.3 of Resolution 40298 of 2018, For scheme 5 (regardless of the level of risk in which the service is catalogued), the Production Process may be evaluated through an on-site assessment (Factory Inspection) applying the entire checklist mentioned in the format *C&P-F-06-22 Summary Audit Report* or by means of a documentary validation of the Production for which support will be requested relating to:

    - Supply of Raw Materials or Critical Components (Numeral 2 of C&P-F-06-22).
    - Configuration and Organization of the Production Line (Numeral 1 of C&P-F-06-22).
    - Production Records and Production Line Conformity Inspection Records (Numeral 1 of C&P-F-06-22).

    The foregoing shall be evaluated and recorded in a report in format C&P-F-06-22 by an authorized auditor. The previously required documentation must be specified in the Work Plan.
- RETIE: The sampling and visual inspection activity must consider the verification of the general storage conditions of the product. This should be recorded in the Observations field of the Sampling Record.

In the Determination (FOLLOW-UPS):

- Unless the evaluated Regulation or Standard says otherwise, for the processes initially classified as Low Risk and with option 2 to evaluate the Manufacturer's Quality Management System, during any of the surveillances, the documentary review of the Production must be carried out (additionally) for which support will be requested related to:

    - Supply of Raw Materials or Critical Components (Numeral 2 of C&P-F-06-22).
    - Configuration and Organization of the Production Line (Numeral 1 of C&P-F-06-22).
    - Production Records and Production Line Conformity Inspection Records (Numeral 1 of C&P-F-06-22).

    The foregoing shall be evaluated and recorded in a report in format C&P-F-06-22 by an authorized auditor. The previously required documentation must be specified in the Work Plan.

- RETIQ (Technical Regulation for Energy Efficiency Labeling): According to numeral 18.3 of Resolution 40298 of 2018, For scheme 5 (regardless of the level of risk in which the service is cataloged), the manufacturer's Quality Management System may be evaluated through an on-site audit (according to the format *C&P-F-06-22 Summary Audit Report* or through the documentary validation of a manufacturer's quality management certificate.
- RETIQ (Technical Regulation for Energy Efficiency Labeling): In accordance with numeral 18.3 of Resolution 40298 of 2018, For scheme 5 (regardless of the level of risk in which the service is catalogued), the Production Process may be evaluated through an on-site assessment (Factory Inspection) applying the entire checklist mentioned in the format *C&P-F-06-22 Summary Audit Report* or by means of a documentary validation of the Production for which support will be requested relating to:

    - Supply of Raw Materials or Critical Components (Numeral 2 of C&P-F-06-22).
    - Configuration and Organization of the Production Line (Numeral 1 of C&P-F-06-22).
    - Production Records and Production Line Conformity Inspection Records (Numeral 1 of C&P-F-06-22).

    The foregoing shall be evaluated and recorded in a report in format C&P-F-06-22 by an authorized auditor. The previously required documentation must be specified in the Work Plan

- For products covered by the RETIE/RETILAP regulations, monitoring activities MAY include:

    - Evaluation of the management system by auditing the Manufacturer's Quality Management System with the format *C&P-F-06-22 Audit Summary Report.* In cases where the Management System Assessment is carried out in accordance with Option 1, i.e. the execution of a face-to-face or remote audit, the focus of these assessments for follow-ups should take into account changes to the design of the certified product. If it is evident that there have been no changes in the design or that they do not affect the characteristics related to the regulation or Standard evaluated, the execution of laboratory tests in addition to the routine ones will not be required.

        - This audit should be carried out on a mandatory basis in cases where the certified product is not manufactured frequently, but it is desired to maintain its certification.
    - Attestation of routine rehearsals for each family. These must be carried out at the

manufacturer's facilities. If it is impossible to carry it out, samples must be taken to carry out routine tests in an accredited laboratory.

- Inspection of labeling/marking conditions in accordance with the requirements of the Regulations.

- RETIE: The sampling and visual inspection activity must consider the verification of the general storage conditions of the product. This should be recorded in the Observations field of the Sampling Record.

On Renewals:

- Renewals (re-certifications) must be carried out according to the considerations of numeral 6.5.5 of this procedure.

For services or certificates issued under energy efficiency regulations. If the renewal process is requested before the certificate expires, it will be possible to select one unit per model for sampling, visual inspection and laboratory testing activities

- **DIAGRAM 6**

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
			LOW RISK	MEDIUM RISK	HIGH RISK
INITIAL CERTIFICAITON	6	**PROCESS/SERVICE INSPECTION**	It is always done on site. All requirements of the standard must be assessed	It is always done on site. All requirements of the standard must be assessed	It is always done on site. All requirements of the standard must be assessed
		FACTORY QMS AUDIT	In the event that the standard of the service/process to be evaluated does not have a component of the QMS, an audit of the QMS must be carried out.	In the event that the standard of the service/process to be evaluated does not have a component of the QMS, an audit of the QMS must be carried out.	In the event that the standard of the service/process to be evaluated does not have a component of the QMS, an audit of the QMS must be carried out.
		REPORT	Not applicable. The generated audit report goes directly to the certification decision.	Not applicable. The generated audit report goes directly to the certification decision.	Not applicable. The generated audit report goes directly to the certification decision.
		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
		AUTHORIZATION FOR THE USE OF THE SGS TRADEMARK	YES	YES	YES
		CERTIFICATE VALIDITY	3 years	2 years	1 year
		FREQUENCY OF FOLLOW-UP	Annually	Annually	At the end of the first 6 months of certification

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK		
			LOW RISK	MEDIUM RISK	HIGH RISK
TRACKING	6	**PROCESS/SERVICE INSPECTION**	It is always done on site. All requirements of the standard must be met	It is always done on site. All requirements of the standard must be met	It is always done on site. All requirements of the standard must be met
		QMS AUDIT OF PROCESS/SERVICE	In the event that the standard of the service/process to be evaluated does not have a component of the QMS, an audit of the QMS must be carried out.	In the event that the standard of the service/process to be evaluated does not have a component of the QMS, an audit of the QMS must be carried out.	In the event that the standard of the service/process to be evaluated does not have a component of the QMS, an audit of the QMS must be carried out.
		REPORT	Not applicable. The generated audit report goes directly to the certification decision.	Not applicable. The generated audit report goes directly to the certification decision.	Not applicable. The generated audit report goes directly to the certification decision.
		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification	Performed by SGS Technical Supervisor or Head of Certification
		DOCUMENT TO BE DELIVERED	The follow-up letter is issued informing that the initial certificate is still valid (in case of demonstrating compliance)	The follow-up letter is issued informing that the initial certificate is still valid (in case of demonstrating compliance)	The follow-up letter is issued informing that the initial certificate is still valid (in case of demonstrating compliance)

Important Scheme Application Notes:

On application review:

- The input information should allow the technical leader to determine the number of production or service units to be evaluated. Determination of on-site audit times, phase applicability, and sampling guidelines (where applicable) are found in procedure C&P-P-09 Sample Sampling and Storage Procedure.

In the review of the determination:

- The standards that are evaluated have a specific checklist. The application of the checklist must be done within the time established within the Work Plan.
- The execution times of activities in PHASE 1, PHASE 2 and Report are transversal to the level of risk

established for the service. However, the difference will lie in the validity of the certificate that is eventually issued. (See procedure C&P-P-09 Sample Sampling and Storage Procedure.)

Application of SCHEME 6 – ISO/IEC 17067 to the Conformity Assessment of Resolutions:

- **Resolution No. 0576 of May 27, 2020 "By means of which the CHECK IN CERTIFIED seal is created and the conditions to obtain its use are established", issued by the Ministry of Commerce, Industry and Tourism.**

- **Resolution 1288 of December 14, 2020 of the Ministry of Commerce, Industry and Tourism. By means of which the quality seal "Certified Biosafe Company Colombia" is created and the conditions to obtain its use are established".**

General

- Taking into account numeral 5 of article 17, the period of granting the seals may not exceed 2 years, during which a minimum annual monitoring must be carried out. The customer may request the renewal before the end of the cycle. For this reason, all certification service requirements of these Resolutions will be treated as MEDIUM RISK, whose activities and duration are consistent with the requirements of these Resolutions.
- SGS Colombia, in accordance with the provisions of Article 13 of the **Resolution 0576 of May 27, 2020**, will ensure that it submits to the Ministry of Trade, Industry and Tourism the weekly report of those airlines, tourism service providers, tourist areas/attractions or other applicants to whom the use of the seal is granted, its validity and certification status. This will be done using the means available to the Ministry for this purpose.
- SGS Colombia, in accordance with the provisions of Article 13 of the **Resolution 1288 of December 14, 2020**, shall ensure that the Ministry of Trade, Industry and Tourism submits the periodic report of the companies that are granted this seal. This will be done using the means available to the Ministry for this purpose.
- According to the provisions of Article 16 of the above-mentioned resolutions, the Conformity Assessment process must have a maximum duration of 45 calendar days. This time includes a period of 15 calendar days, in case the closure of non-conformities by the client is required.
- Apart from the scheme criteria set out in the **Resolution 0576 of 2020** and **Resolution 1288 of December 14, 2020**, the applicable technical criteria shall be those set out in **the Resolution 692 of April 29, 2022; By means of which the general biosafety protocol is adopted**.

In the National Team

- The service must be requested by using the form established in the form C&P-F-08-113 FSC Certified Checkin Service and Biosecure Company Colombia"
- The specific conditions of "use of the CHECK IN CERTIFICADO and "EMPRESA BIOSEGURA COLOMBIA" quality seal and the additional conditions of "cancellation of the right to use the seal", which are dealt with in articles 18 and 19 of the aforementioned Resolution, must be established in the Work Plans generated and, consequently, as notes in the offers generated for these purposes.

- In the execution of the Work Plans, it should be mentioned that, in addition to the applicable biosafety requirements, the conditions for the use of the CHECK IN CERTIFICADO and "EMPRESA BIOSEGURA COLOMBIA" quality seal mentioned in Article 20 of Resolutions 0576 of May 27, 2020 and Resolution 1288 of December 14, 2020 must be complied with. This point will be particularly reviewed during surveillance activities.

In the Determination

- The execution of the activities will be in accordance with Article 15 "Conformity Assessment Process" of Resolution 0576 of 2020 and Resolution 1288 of December 14, 2020
- The information regarding the implementation of the Biosafety protocol applicable to the sector must be reviewed in a STAGE 1, as mentioned in procedure C&P-P-09 "Sample Sampling and Storage Procedure".
- An on-site visit must be carried out to verify all the requirements and evidence that support the client's compliance with the requirements of the biosecurity protocols.
- In case of identifying Non-Conformities, the client will have a maximum period of 15 calendar days to identify causes, make corrections, implement actions to avoid recurrence and allow subsequent verification by the SGS auditor.

In the Attestation

- The certificate will be issued using the ProCert system.
- The information on the certificate will include what is mentioned in Article 17 "Certification and report of the granting of the right to use the seal" of Resolution 0576 of 2020 and Resolution 1288 of December 14, 2020.
- SGS will notify the Ministry of Trade, Industry and Tourism when the conformity assessment process determines that the applicant does not comply with biosafety protocols. Likewise, it will inform the competent authorities about any irregularity that occurs in the process of granting the right to use the Seal so that the pertinent investigations can be initiated.

Note: Renewals (re-certifications) must be carried out according to the considerations of numeral 6.5.5 of this procedure.

TOTAL PRODUCTION VERIFICATION SCHEME.

	SGS SINGAPORE - 17065 CERTIFICATION SCHEMES		
	REGULATIONS SALVADORAN TECHNICIANS	**GENERAL ACTIVITIES COVERED IN THE SCHEME**	**HOW ACTIVITIES SHOULD BE CARRIED OUT**
INITIAL CERTIFICATION	**VERIFICATION TOTAL PRODUCTION**	**CLASSIFICATION OF PRODUCTS INTO FAMILIES**	Criterion 1: According to the manufacturer Criterion 2: Technical criteria related to the product (Model), in accordance with the parameters established in Salvadoran regulations.
		SAMPLING	Samples will be taken in accordance with the parameters established in Salvadoran technical regulations; as follows: • **Refrigerators & Freezers Appliances**, 3 units per model. • **Self-contained commercial refrigeration equipment,** 1 Unit per model with control sample option. • **Split Type Air Conditioners, free discharge and free air ducter,** 1 Unit per model with control sample option • **Room Type Air Conditioners,** 1 Unit per model with control sample option. • **Air Conditioners Central, Package or Split Type,** 1 Unit per model with control sample option.
		VISUAL INSPECTION (labeling requirements)	Carried out by an SGS inspector on samples taken during the sampling activity
		LABORATORY TESTS	Accredited or evaluated laboratory (subject to availability).
		FACTORY QMS AUDIT	The audit of the factory's QMS does not apply if the manufacturer has validated the ISO 9001 certificate, issued by an accredited body and covering the manufacturing activities of the products involved in the certification process. O Possibility of running the factory audit
		REPORT	Conducted by an SGS reviewer
		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification
		AUTHORIZATION FOR THE USE OF THE SGS TRADEMARK	YES
		CERTIFICATE VALIDITY	3 years
		FREQUENCY OF FOLLOW-UP	Annually

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK
TRACKING	VERIFICATION TOTAL PRODUCTION	SAMPLING	Samples will be taken in accordance with the parameters established in Salvadoran technical regulations; as follows: • **Refrigerators & Freezers Appliances**, 1 unit per model. • **Self-contained commercial refrigeration equipment,** 1 Unit per model with control sample option. • **Split Type Air Conditioners, free discharge and free air ducter,** 1 Unit per model with control sample option • **Room Type Air Conditioners,** 1 Unit per model with control sample option. • **Air Conditioners Central, Package or Split Type,** 1 Unit per model with control sample option.
		VISUAL INSPECTION (labeling requirements)	Carried out by an SGS inspector on samples taken during the sampling activity
		LABORATORY TESTS	The set of tests must be performed during the grant and each of the follow-ups. In this case we have to carry out two follow-ups: one at the end of the first year of certification and the other at the end of the second year of certification. Then, all the required laboratory tests must be carried out at each stage of the certification (Granting and follow-ups).
		FACTORY QMS AUDIT	Factory QMS audit must be run for follow-ups
		REPORT	Conducted by an SGS reviewer
		CERTIFICATION DECISION	Performed by SGS Technical Supervisor or Head of Certification
		DOCUMENT TO BE DELIVERED	The certificate of follow-up issued (QR code) informs that the certificate granted maintains the conditions of initial certification.

	ISO IEC 17067 SCHEMATA	GENERAL ACTIVITIES COVERED IN THE SCHEME	HOW ACTIVITIES SHOULD BE PERFORMED DEPENDING ON THE LEVEL OF RISK
ADDING NEW REFERENCES	VERIFICATION TOTAL PRODUCTION	ADDING REFERENCES WITH INSPECTION	In order to obtain the extension of the certificate, the following documents must be submitted: a) Copy of the certificate of which the extension is sought. b) Manifest of the applicant, under oath to tell the truth, indicating the country of origin and provenance to be extended in the certificate or Manifest of the manufacturer, indicating the models that make up a model, their differences, which is the representative model of the production line and its justification. c) The extension will proceed only for those models that justify belonging to the same model. SGS will evaluate, by means of photographs of the product and the test report that covers the product certificate, the validity of the correspondence of the grouping of models of the Salvadoran regulations and that they do not represent changes in the technical characteristics of the equipment (energy performance). As well as provisions given above
		ADDING REFERENCES WITH INSPECTION/LAB TESTING	The addition of new references to the scope of the initial certificate applies to any reference that you wish to add through an inspection that will be executed in subsequent follow-ups.

Important Scheme Application Notes:

On application review:

- Particularly important should be the review of whether or not the service requestor is a Manufacturer or if it is an Importer with direct control in manufacturing.

- In cases where the applicant is an importer, it should be clear from the work plan notes that during the determination activities the applicant will be required to complete the form *C&P-F-06-03 SGS (Colombian Regulations) Sub-license Application Form.* Failure to complete this form by the importer and the applicable manufacturer(s) will constitute a non-conformity and will restrict the issuance of the applicable certificate (if compliance with the rest of the requirements is evidenced).

  This applies without prejudice to the execution of the Audit of the manufacturer's Quality Management System (where applicable).

In the Determination (INITIAL CERTIFICATION):

- In addition, all importers will be required to fill out the form *C&P-F-06-03 SGS (Colombian Regulations) Sub-license Application Form.*

  The foregoing is without prejudice to the programming of the activities of the scheme.

- In cases where the audit of the Management System is executed, the veracity of the design information received from the client must be verified as part of the visit.

In the Determination (FOLLOW-UPS):

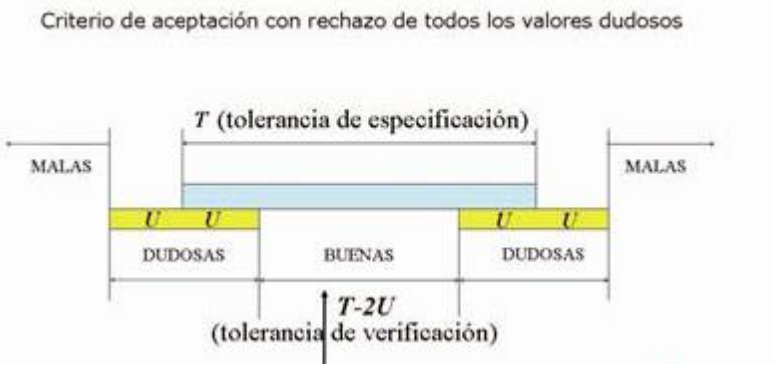
- For products covered by Salvadoran regulations, follow-up activities MUST include:

  - Evaluation of the management system by auditing the Manufacturer's Quality Management System with the format *C&P-F-06-22 Audit Summary Report.*
  - Attestation of the tests if they are carried out at the manufacturer's facilities (First Party Laboratory).

Note: Renewals (re-certifications) must be carried out according to the considerations of numeral 6.5.5 of this procedure.

ANNEX B - MANAGING UNCERTAINTIES

For quantitative test results that have associated uncertainty in their measure, SGS has defined within its conformity assessment exercise that the result, including its uncertainty, must be within the range or limit value allowed by the requirement.



As can be seen in the figure below, there is a T zone (conformance range) in which the result should be found to obtain a conforming concept, however, when the associated uncertainty is applied, there is the possibility that the true value is outside specification, so there is a probability that the result is non-conforming. Considering this risk, you should proceed as follows:

- When a measure with its uncertainty leaves the specification zone, the result to be reported will be **Non-Compliant**.
- Only when a measure with its uncertainty is within the specification zone will the result to be reported will be **Conformable**.

ANNEX C – IMPLEMENTATION TIMES FOR TOURISM SECTOR ASSESSMENT ACTIVITIES (SCHEME 6)

- **SUSTAINABILITY REQUIREMENTS IN ACCOMMODATION ESTABLISHMENTS - NTS TS 002:2014 / NTC 5133:2006**

		Small Hotel From 1 to 50 rooms.		Medium Hotel From 51 to 100 inhabitants.		Hotel Grande + 101 rooms	
Certification & recertification	**Time**	**Phase 1**	0.5 days	**Phase 1**	0.5 days	**Phase 1**	0.5 days
		Phase 2	0.5 days	**Phase 2**	1 day	**Phase 2**	1.5 days
		Account	0.5 days	**Account**	0.5 days	**Account**	0.5 days
	Number of Hab. To be reviewed	One room of each type of hotel must be checked					
Follow-up 1 or Follow-up 2	**Time**	**Phase 2**	1 day	**Phase 2**	1 day	**Phase 2**	1.5 days
		Account	**0.5 days**	**Account**	**0.5 days**	**Account**	**0.5 days**
	Number of Hab. To be reviewed	One room of each type of hotel must be checked					

Note 1 : In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 2 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 3: NAC will not apply, because all rooms must comply with the parameters required by the reference standard.

Note 4 : Regarding the sampling of rooms to be inspected, one room of each type must be verified, taking into account that all rooms by type are uniform.

Note 5 : For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

- **STAR RATING IN HOTELS – NTSH 006 : 2009**

		3 Stars			4 Stars			5 Stars		
Number of Rooms		1 to 50 Rooms	51 to 150 rooms	+ 150 Hab.	1 to 50 Rooms	51 to 150 rooms	+ 150 Hab.	1 to 50 Rooms	51 to 150 rooms	+ 150 Hab.
Certification & Re-certification	**Qty. Room. to be inspected**	**2 rooms**	3 rooms	5BR	**2 rooms**	3 rooms	5BR	**2 rooms**	3 rooms	5BR
	Audit Time	**1 day**	1 day	1.5 days	**1 day**	1 day	2 days	**1 day**	1.5 days	3 days
	Reporting Time	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days
Follow-up 1 and 2	**Qty. Room. to be inspected**	**2 rooms**	3 rooms	5BR	**2 rooms**	3 rooms	5BR	**2 rooms**	3 rooms	5BR
	Audit Time	**1 day**	1 day	1 day	1 day	1 day	1.5 days	1 day	1 day	2.5.days
	Reporting Time	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days	0.5 days

Note1 : Phase 1 and Phase 2 do not apply, the audit must be executed on SITE. In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 2 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 3: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 4: The number of rooms to be inspected will depend on the total number of rooms in the property. Reduced sampling, level S4, will be carried out in accordance with ISO 2859-1. NAC will not apply, because all rooms must comply with the parameters required by the reference standard.

Note 5 : For carry out The determination of audit times must be considered in the IAF document MD5:2013 where it is defined that the working day of each audit day is 8 hours.

Note 6: NAC will not apply, because 100% of the reference standard must be complied with.

- **TOURISM QUALITY IN TRAVEL AGENCIES**

	TIME TO AUDIT	
	Phase 1	**Phase 2**
NTS AV 01 and AV 02		
Certification & Re-certification	0.5 days	**0.5 days**
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	
NTS AV 01, AV 02, AV 03 and AV 04		
Certification & Re-certification	0.5 days	**1 day**
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 days
Account	0.5 days	

- ***Sectorial Technical Standard NTS – AV 001: Reservations in travel agencies, 2002.***
- ***Sectorial Technical Standard NTS – AV 002. Customer service in travel agencies, 2014.***
- ***Sectorial Technical Standard NTS – AV 003. Infrastructure in travel agencies, 2002.***
- ***Sectorial Technical Standard NTS – AV 004. Design of tourist packages in travel agencies, 2003.***

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3: For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

- **SUSTAINABILITY REQUIREMENTS IN TRAVEL AGENCIES - NTS TS 003:2018**

STANDARDS TO BE AUDITED	TIME TO AUDIT	
	Phase 1	Phase 2
NTS TS 003 ; 2018		
Certification & Re-certification	0.5 days	0.5 day
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3 : For carry out The determination of audit times must be considered in the IAF document MD5:2013 where it is defined that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

- **SUSTAINABILITY REQUIREMENTS IN GASTRONOMIC ESTABLISHMENTS AND BARS - NTS TS 004:2018**

	TIME TO AUDIT	
	Phase 1	Phase 2
NTS TS 004 ; 2008		
Certification & Re-certification	0.5 days	0.5 day
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3 : For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

- **NTS TS 005:2009: SPECIALIZED AUTOMOTIVE LAND TRANSPORTATION COMPANIES, OPERATING COMPANIES OF CHIVAS AND OTHER MOTOR VEHICLES THAT PROVIDE TOURIST TRANSPORTATION SERVICES. SUSTAINABILITY REQUIREMENTS.**

	TIME TO AUDIT	
	Phase 1	Phase 2
NTS TS 005; 2009		
Certification & Re-certification	0.5 days	0.5 day
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3 : For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

NTS AV 009:2007: ***Quality in the provision of tourist transport service, land, automotive, regulatory requirements.***

Total Number of Vehicles or Buses	Sample to Take	Type of Activity	Phase 1	Phase 2
1 to 15	2 Vehicles or Buses	**Certification & Re-certification**	0.5 days	0.5 days
		Account	0.5 days	
		Follow-up 1 and 2	0.5 days	0.5 days
		Account	0.5 days	
16 to 50	3 Vehicles or Buses	**Certification & Re-certification**	0.5 days	0.5 days
		Account	0.5 days	
		Follow-up 1 and 2	0.5	0.5
		Account	0.5 days	
		Certification & Re-certification	0.5	1

+ of 51	5 Vehicles or Buses	**Account**	0.5 days	
		Follow-up 1 and 2	0.5	0.5
		Account	0.5 days	

This sample diagram is taken from the Colombian Technical Standard NTC-ISO-2859-1 (Level S3).

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3 : For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

- **NTS TS 006-1; 2012: SUSTAINABILITY MANAGEMENT SYSTEM FOR PROFESSIONAL ORGANISERS OF CONGRESSES, FAIRS AND CONVENTIONS**

	TIME TO AUDIT	
	Phase 1	**Phase 2**
NTS TS 006-1 ; 2012		
Certification & Re-certification	1 day	0.5 days
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3 : For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

NTS TS 006-2-2012; *Venues for events, congresses, fairs and conventions*

	TIME TO AUDIT	
	Phase 1	**Phase 2**
NTS TS 006-2 ; 2012		
Certification & Re-certification	0.5 days	0.5 days
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3 : For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

CERTIFICATION PROCESS IN "CHECK IN CERTIFIED" SEAL

- **Requirements established in Resolution 777 of June 02, 2021;** By means of which the criteria and conditions for the development of economic, social and State activities are defined and the biosecurity protocol for the execution of these activities is adopted, and in turn the **Resolution 0576 of May 27, 2020** – Ministry of Trade, Industry and Tourism. *By means of which the "certified check-in" quality seal is created and the conditions for obtaining its use are established.*

"Certified Check-in"
The times will be taken into account according to the number of economic activities that the company has.
INITIAL CERTIFICATION

Phase 1	Phase 2	Account
0.5 days	1 day	0.5 days
FOLLOW-UP (annual)		
Phase 1	**Phase 2**	**Account**
0.5 days	1 day	0.5 days

Note 1: It will apply to airlines, tourism service providers registered in the National Tourism Registry with establishments, tourist areas and tourist attractions that wish to be certified and carry the quality seal "Check in Certified. ***(Article 3, Resolution 576 of 2020)***

Footnote 2: It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 3: For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

Note 5: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as you have an integrated management system

SEAL CERTIFICATION PROCESS "BIOSEGURA COMPANY COLOMBIA CERTIFICATE "

- **Requirements established in Resolution 777 of June 02, 2021;** By means of which the criteria and conditions for the development of economic, social and State activities are defined and the biosecurity protocol for the execution of these activities is adopted, and in turn the **Resolution 1288 of December 14, 2020 of the Ministry of Commerce, Industry and Tourism. By means of which the quality seal "Certified Biosafe Company Colombia" is created and the conditions to obtain its use are established".**.

"Biosafety Company Colombia Certificate"		
The times will be taken into account according to the number of economic activities that the company has.		
INITIAL CERTIFICATION		
Phase 1	**Phase 2**	**Account**
0.5 days	1 day	0.5 days
FOLLOW-UP (annual)		

Phase 1	Phase 2	Account
0.5 days	1 day	0.5 days

Note 1: This process will be applied to formalized companies that produce goods or services in the productive and commercial sectors that implement the biosecurity protocols established by the Ministry of Health and Social Protection, that wish to be certified and carry the seal ***(Article 3 of Resolution 1288 of 2020)***

Footnote 2: It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 3: For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

Note 5: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as you have an integrated management system

- **NTS-TS 004:2008 GASTRONOMIC ESTABLISHMENTS AND BARS. SUSTAINABILITY REQUIREMENTS**

	TIME TO AUDIT	
	Phase 1	Phase 2
NTS-TS 004:2008		
Certification & Re-certification	0.5 days	0.5 days
Account	0.5 days	
Follow-up 1 and 2	0.5 days	0.5 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3: For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.

- **NTS-TS 007:2016 COMPANIES MARKETING TIMESHARE AND TIMESHARE SCHEMES. SUSTAINABILITY REQUIREMENTS**

	TIME TO AUDIT	
	Phase 1	Phase 2
NTS-TS 007:2016		
Certification & Re-certification	0.5 days	1 day
Account	0.5 days	
Follow-up 1 and 2	0.5 days	1 day
Account	0.5 days	

Note 1 : It should be noted that the reporting time is specified in this procedure but will not be taken into account at the time of generating the commercial offer, i.e. this time will not be charged.

Note 2: In case of presenting additional headquarters, it will be 0.5 days on the other site, as long as there is an integrated Quality system.

Note 3: For To determine audit times, the IAF document MD5:2013 must be considered, which defines that the working day of each audit day is 8 hours.

Note 4: NAC will not apply, because 100% of the reference standard must be complied with.