

# TERMS AND CONDITIONS

OF QUALITY AUSTRIA - TRAININGS, ZERTIFIZIERUNGS UND BEGUTACHTUNGS GMBH  
VALID AS OF MARCH 2020

The document contains our Terms and Conditions for

**SYSTEM CERTIFICATION, VERIFICATION AND VALIDATION ..... PAGE 1**

as well as our specific Terms and Conditions for Assessment and Certification of the following standards:

**EN 1090 ..... PAGE 6**

**ISO 3834 ..... PAGE 7**

**EN 15085 ..... PAGE 8**

Subject to changes. The General Terms and Conditions, as amended, are available at [www.qualityaustria.com/gtc](http://www.qualityaustria.com/gtc).

# GENERAL TERMS AND CONDITIONS

## OF QUALITY AUSTRIA - TRAININGS, ZERTIFIZIERUNGS UND BEGUTACHTUNGS GMBH VALID AS OF MARCH 2020

Concerning **system certification, verification and validation**

Subject to changes. The General Terms and Conditions, as amended, are available at [www.qualityaustria.com/gtc](http://www.qualityaustria.com/gtc).

### I. VALIDITY AND SCOPE

1. These General Terms and Conditions are applicable to all system certification, verification and validation services provided by Quality Austria - Trainings, Zertifizierungs und Begutachtungs GmbH (hereinafter referred to as Quality Austria or **qualityaustria**), including, but not limited to, certification, verification, auditing, validation, assessment and evaluation of organizations and their management systems as well as other related audit services on the basis of normative evaluation models/standards/regulations.
2. These General Terms and Conditions form an integral part of any contract made by and between Quality Austria and a customer.
3. Any deviating terms and conditions (e.g. standard terms and conditions, terms and conditions of purchase or payment terms) of a customer are applicable only if expressly acknowledged by Quality Austria in writing.

### II. VALIDITY OF **qualityaustria** PRICES, SUBSIDIES AS WELL AS TAXES AND DUTIES

1. **qualityaustria** services are charged at the rate of **qualityaustria** prices and subsidies applicable on the service provision date. Unless otherwise stated, all prices are in € (euros) exclusive of VAT.
2. Any change in **qualityaustria** prices and subsidies are announced by written notice to all organizations holding valid **qualityaustria** certificates of conformity not later than four weeks before entry into force/validity.
3. Any fees collected by international authorization bodies (e.g. IATF) will be passed on by Quality Austria to and shall be borne by the customer. The amount of such fees depends on the service provision date. The customer will therefore have to pay for any increase in fees between the offer date and the service provision date.
4. Any taxes and other duties are charged on the basis of legislation in place on the service provision date. Any taxes and/or duties which may be imposed with retroactive effect shall be borne by the customer.

### III. TARGET DATES FOR **qualityaustria** SERVICES

1. The customer is required to address any request for cancellation or postponement to Quality Austria in writing. Any service may be cancelled or postponed only with Quality Austria's consent.
2. Quality Austria may charge handling fees of € 140.00 in respect of any postponement effected within two weeks before an agreed date. Any additional costs incurred must be reimbursed.
3. In case of any cancellation, Quality Austria may charge a cancellation fee of 30 % of the order value in respect of outstanding services, in addition to services already provided and costs incurred.

### IV. TERMS OF PAYMENT

1. Unless otherwise agreed, **qualityaustria** prices are charged based on services actually provided (e.g. provision of any on-site service) or at the end of a month. Any compensation payable for using the certificate and the certification mark is invoiced on an annual basis in advance.
2. Invoices are due and payable without deduction and expenses within fourteen days of the invoice date.
3. Quality Austria may request reasonable prepayments. In such cases, compliance with the payment dates is mandatory for timely provision of **qualityaustria** services. If insolvency proceedings are initiated in respect of the customer's assets or not initiated for lack of assets to cover costs or if the customer proposes an out-of-court settlement to the customer's creditors or if there is any other reasonable doubt as to the customer's creditworthiness, Quality Austria shall only be required to provide services against advance payment.
4. In case of late payment, Quality Austria may charge default interest at a rate of 9.2% above the base interest rate. In addition, collection fees at a flat rate of € 40.00 and any other costs caused by the customer for necessary out-of-court collection or recovery measures may be charged, provided that these are reasonably proportionate to the claim Quality Austria seeks to recover. Furthermore, in case of late payment, Quality Austria may temporarily suspend any service yet to be provided and withdraw certifications after a reminder and a grace period of at least 14 days (see Section XIV). If, despite reminder and a grace period, the customer defaults on only one payment under a claim due, all other outstanding claims – including claims from other contracts and notwithstanding the agreed due date – will become immediately due and payable.
5. Any objection to invoices must be asserted in writing with Quality Austria within two weeks of receipt of an invoice and accompanied by a statement of reasons. Failure to raise any objection within said period shall be deemed an acknowledgment of the invoice.
6. A customer may set off claims of Quality Austria only with counterclaims established by court or expressly acknowledged by Quality Austria on a case-by-case basis.

### V. SECRECY, CONFIDENTIALITY, DATA PROTECTION, CONSENT TO DISCLOSE ADDRESSES AND RECEIVE ADVERTISING MATERIALS

1. Quality Austria undertakes to comply with applicable data protection laws when processing personal data. Any personal data collected by Quality Austria in relation to a **qualityaustria** service will be stored electronically and processed as necessary for performing a contract, for necessary (audit) documentation according to statutory provisions, for accounting purposes as well as for customer relationship management, including submission of offers for other **qualityaustria** services (e.g. re-certifica-

tions and add-on certifications, relevant training). Quality Austria will store any personal data as long as may be necessary to achieve the above purposes. Any master data concerning a customer (including officers authorized to represent the customer, customer's contacts) as well as any data concerning order history will be stored until the end of the business relationship and until the end of the warranty, limitation and statutory preservation periods. Any audit reports and audit documentation will generally be stored for a period of 12 years, unless normative or statutory regulations provide for a longer preservation period.

2. All information made available to Quality Austria by a customer which is not public domain will be kept confidential. Quality Austria undertakes to disclose to third parties any confidential information concerning a customer which arises from its activities (including, but not limited to, audit reports and other written statements concerning the results of Quality Austria's activities) only with the customer's written consent, unless Quality Austria is required to disclose such information by law. This applies also after an order was performed as agreed.
3. The customer acknowledges that any information referred to in paragraph 2 above (including, but not limited to, audit reports) will be made available to the accreditation or certification bodies (e.g. BMDW, VDA-QMC, IATF, KBA) on request and that any such body may participate in audits on-site.
4. The customer shall ensure that all personal data provided by the customer to Quality Austria may be processed by Quality Austria in the context of providing its service. The customer shall observe all applicable data protection provisions (e.g. duty to provide information under the GDPR) and obtain any consent that may be necessary. The customer shall hold harmless and indemnify Quality Austria in this respect.
5. If the customer is a legal entity, the customer hereby agrees that Quality Austria may process the customer's contact details to send the customer information and advertising materials about Quality Austria's training, verification and certification services and products. The customer also agrees that the above data will be sent to Quality Austria's affiliated organizations ÖQS, ÖVQ, ÖQA and AFQM which will use such data for promotional mailings concerning their training, verification and certification services and products. The customer agrees to receive from Quality Austria, ÖQS, ÖVQ, ÖQA and AFQM by mail, fax and email advertising materials and information concerning products and services of these organizations. The customer may withdraw his/her consent at any time.
6. The customer acknowledges that the Austrian Accreditation Act and pertinent standards (including, but not limited to, EN ISO/IEC 17021-1) require Quality Austria to make available a publicly accessible list of certifications made. The list which is available on Quality Austria's website includes all valid certificates and their holders, including the following data: name/company name and address of the certificate holder, certificate number, scope of application and applicable normative documents. The customer agrees that such data is published on Quality Austria's website. The customer also agrees that a link is created to the certified organization's website.
7. Quality Austria points out that pursuant to applicable data protection laws, data subjects have the right to access their personal data which have been processed as well as a right to rectification, erasure, restriction of processing and data

portability. The right to erasure of data may be limited in the cases referred to by law, especially due to statutory preservation obligations Quality Austria needs to satisfy, or based on any overriding interest of Quality Austria. In addition, in the cases referred to by law, any data subject may object to the processing of his/her personal data. Data subjects may object to any future use of their personal data for direct marketing purposes at any time, free of charge and without giving any reason. Data subjects also have a right to lodge a complaint with the data protection authority. Any information concerning the exercise of rights by data subjects and concerning data protection provided by Quality Austria is available at [datenschutz@qualityaustria.com](mailto:datenschutz@qualityaustria.com).

## VI. LIABILITY OF QUALITY AUSTRIA

1. The customer acknowledges that auditing only amounts to a check, on a random basis, of the management system on the basis of normative evaluation models/standards/regulations. Quality Austria will generally not check the conformity of the relevant organization with the law and does not accept any warranty or liability that the audited organization complies with all legal requirements. Quality Austria's liability is based on the following provisions.
2. Quality Austria is liable to the customer only for any violation of its contractual obligations by intent or reckless gross negligence, subject to the following provisions. Quality Austria disclaims any liability for slight and simple gross negligence.
3. Any liability of Quality Austria is limited to typically foreseeable damage incurred by the customer and shall not exceed the amount of compensation for underlying services agreed by contract and paid to Quality Austria when due.
4. Quality Austria disclaims any liability for lost profit, any consequential damage caused by defect, any direct or indirect damage and any pure pecuniary loss.
5. Unless any claim for damages is asserted in court within six months of the eligible party becoming aware of such damage, and at least within two years of the event triggering a claim, any such claim shall become statute-barred.
6. To the extent permitted by law and unless expressly otherwise agreed with Quality Austria in writing, the customer guarantees that Quality Austria's services will only be used for the customer's purposes and not for third parties. If services provided by Quality Austria are passed on to or used for third parties, Quality Austria shall not be liable to that third party.
7. If Quality Austria is liable to a third party by way of exception, the provisions of this Section VI, including, but not limited to, all limitations of liability included therein, shall be applicable not only between Quality Austria and the customer but also to that third party. Whenever a third party asserts damages against Quality Austria, the customer will fully hold harmless and indemnify Quality Austria for and against such claims.
8. The maximum liability sum agreed in paragraph 3 above shall be applicable in aggregate only once to all injured parties, even if several parties (the customer and a third party or more third parties) have incurred a loss. Injured parties will be compensated in the chronological order in which their claims were lodged.
9. The above limitations of liability shall also apply to any legal representative, employee and vicarious agent (including, but not limited to, any auditor) of Quality Austria if any claim is directly asserted against any of the foregoing although there is no contractual relationship between them and the customer and no contractual liability applies.

## VII. CUSTOMER'S RIGHTS

1. **qualityaustria** services will be provided as efficiently as possible during the customer's regular business operations at the customer's location or, if necessary, also during shift operation or at other locations, e.g. local construction site, ensuring that interruptions are kept to a minimum.
2. Quality Austria undertakes to disclose the individuals carrying out an assignment to the customer. If the customer rejects these individuals for substantiated reasons, Quality Austria will endeavor to make a new proposal. The customer may not object to the members of an audit team if audits are announced on short notice. Quality Austria may select the individuals carrying out an assignment at its own free discretion, unless national and international regulations, e.g. IAF/EA policies, requirements of the accreditation body or laws/regulations, e.g. the EMAS Regulation, provide otherwise.
3. If an individual assigned by Quality Austria is not able to perform his or her duties immediately before or during provision of a service, e.g. due to illness, he or she will be replaced by another individual in agreement with the customer or another appointment will be agreed.
4. The customer acknowledges and agrees that observers of Quality Austria (e.g. witness auditors or trainee auditors) may participate in on-site services.

## VIII. CUSTOMER'S OBLIGATIONS

1. The customer shall ensure that any document, data, and other information necessary for providing the respective **qualityaustria** services is provided to Quality Austria also without special request and that Quality Austria is informed of all events and circumstances which could be significant for performing the order.
2. The customer will grant access to rooms, facilities and workplaces.
3. The customer will take adequate organizational precautions to ensure that the responsible employees are present and prepared to provide practical evidence.
4. The customer will ensure that all employees questioned by Quality Austria provide candid and true information about all internal affairs relevant to assess the respective management system.

## IX. INTELLECTUAL PROPERTY RIGHTS

1. All documents which Quality Austria may provide as hard copies or in electronic form, such as self-evaluation forms, template forms or check lists, shall be Quality Austria's intellectual property and may be used only for the purposes intended by Quality Austria. Except with Quality Austria's express written consent, any other use or disclosure shall be prohibited. In the absence of Quality Austria's consent, the documents may neither be reproduced nor made available to third parties.
2. Except with Quality Austria's consent, no pictures, audio or video recordings may be made of **qualityaustria** services.
3. In case of any violation of Section IX, Quality Austria may assert a penalty of € 30,000 for each violation, without prejudice to Quality Austria's right to assert further damages.

## X. **qualityaustria** QUALITY GUARANTEE

1. Any on-site service provided by Quality Austria that may be insufficient will not be charged if the customer gives written notice of a defect before using the next **quality-**

austria service, and not later than five work days after the relevant on-site service. Such service will not be invoiced if a complaint was justified and the defect significant. Alternatively, Quality Austria may elect to remedy the defect. Any service not invoiced by Quality Austria shall be deemed not provided and will therefore not be acknowledged as a service for maintaining the **qualityaustria** certificate. Further warranty claims are excluded.

## XI. SAFEGUARDING QUALITY AUSTRIA'S IMPARTIALITY AND INDEPENDENCE

1. The customer ensures that the customer will refrain from anything that could prejudice the independence of the individuals assigned by Quality Austria. This applies in particular to offers for consulting activities or employment as well as contracts for that individual's own account.
2. To guarantee its impartiality, Quality Austria does not provide any consulting services that are the subject of any ordered certification which will lead to a certificate being granted.

## XII. REQUIREMENTS FOR GRANTING/MAINTAINING **qualityaustria** CERTIFICATES AND CERTIFICATES (E.G. IQNET CERTIFICATES) ISSUED IN CONNECTION WITH A **qualityaustria** SERVICE

1. **qualityaustria** certificates have a date of first issue, a validity date and an issuing date. Each **qualityaustria** certificate also has a registration number which Quality Austria will assign only once and which is therefore clearly traceable.
2. The date of first issue will remain unchanged throughout the entire life cycle and hence during the uninterrupted validity of a **qualityaustria** certificate and will document the date of first issue.
3. The validity date defines the validity of the certificate. During the relevant validity period, the customer is required to instruct Quality Austria with annual surveillance audits. Unless otherwise agreed or prescribed by the accreditation or certification body, a **qualityaustria** certificate shall be valid for three years and the surveillance audits conducted every year shall be valid for twelve months. Surveillance audits may be postponed by not more than +/- three months, provided that a written statement of reasons is issued (with the exception of the first surveillance audit and unless applicable mandatory provisions provide otherwise).
4. The issuing date documents the date of the most recent change of the certificate, e.g. an extension of the certificate's scope of application or a renewal of its validity.
5. The scope of application is the entire organization. If any limitation to certain business or product areas, sectors, locations or subsidiaries is required, such limitation will be stated in the certificate.
6. Sub-certificates may be issued for organizations with several independent scopes/management systems. The shared right to independently use these is obtained for all scopes by payment of the relevant royalties per organization.
7. Renewal of a certificate requires that the re-certification activities (renewal audit) are successfully completed before the existing certification expires.
8. Should Quality Austria determine any non-conformity, the same shall be effectively eliminated within not more than six months in order to maintain that certificate, alt-

though shorter deadlines may apply by virtue of national and international regulations, such as IAF/EA policies, requirements of the accreditation body or laws/regulations (EMAS Regulation, etc.). Improvement action shall be evidenced in the course of a follow-up audit and/or by way of documentation, at **qualityaustria's** discretion. Unless corrective action is taken within the agreed period, certification may be limited or temporarily or permanently withdrawn.

9. Certificates shall remain Quality Austria's property and, unless limited or withdrawn pursuant to Section XIV, be returned to Quality Austria by registered letter within six months at the latest after their validity has expired. Certificates that were subject to limitation or withdrawal shall be returned immediately – see Section XIV (3).

### XIII. RIGHTS AND OBLIGATIONS OF HOLDERS OF A **qualityaustria** CERTIFICATE AND CERTIFICATION MARK

1. A holder of a **qualityaustria** certificate may use the **qualityaustria** certification mark (hereinafter „**qualityaustria** Mark“) subject to the terms and conditions described below. Any graphic modification thereof shall require Quality Austria's written consent.
2. The right to use the **qualityaustria** Mark may not be transferred to third parties.
3. Except in case of any limitation or withdrawal pursuant to Section XIV, the **qualityaustria** Mark may be used, including for advertising purposes, up to six months after the **qualityaustria** certificate has expired. Advertising featuring the **qualityaustria** Mark and/or a **qualityaustria** certification may not be misleading and shall clearly show whether an organization or an organizational unit has been certified. The **qualityaustria** Mark may not be used in a manner which could be interpreted as any marking of product conformity. The **qualityaustria** Mark may not be used on products, laboratory test reports, calibration certificates, inspection reports or a certificate issued by the customer or a third party. General information on product packaging and in supporting information brochures of products in relation to a certified management system is permitted if the certified organization, the type of management system, the standard applied and the certification body are mentioned and if such information does not imply that a product, a process or a service has been certified. The precise wording of the certificate must be used to indicate its scope.
4. The holder of a **qualityaustria** certificate or a **qualityaustria** Mark undertakes to use these strictly in compliance with the rules of fair competition. The **qualityaustria** certificate and the **qualityaustria** Mark may not be used in a misleading or abusive form.
5. The holder of a **qualityaustria** certificate is required to give immediate (within five work days) written notice to Quality Austria of any organizational change in the scope, e.g. any reorganization, abandonment of existing and extension of new business activities, and any other material change of a certified management system.
6. The management system must verifiably be further developed by taking systematic action, such as internal audits and periodic assessments of the management system, within the periodicity applicable from time to time, currently twelve months, if the relevant

standards (e.g. ISO 9001, ISO 14001 etc.) so require.

7. All third-party complaints concerning the management system shall immediately (within five work days) be reported to Quality Austria by written notice. Every complaint must be assessed and any necessary corrective action initiated. Any complaint and action shall automatically be disclosed in the course of Quality Austria's next on-site service.
8. For services in the field of Occupational Health and Safety Management Systems the holder of a **qualityaustria** certificate shall, in addition to the requirements described above, inform Quality Austria in writing, without delay, of the occurrence of a serious incident or regulation breach necessitating the involvement of the competent regulatory authority (cf. IAF MD 22:2018, G 8.5.3). Independently from the involvement of the competent regulatory authority, a special audit may be conducted by Quality Austria in the event that Quality Austria becomes aware that there has been a serious incident or regulation breach related to occupational health and safety, in order to investigate if the management system has not been compromised and did function effectively (cf. IAF MD 22:2018, G 9.6.4.2). For additional audits, the **qualityaustria** prices valid at the time of performance will be charged. Information on serious incidents or regulation breaches, provided by a **qualityaustria** certificate holder or directly gathered by the audit team during an audit, shall provide grounds for Quality Austria – in addition to the cases described in Section XIV of the GTCs – to withdraw the certification, in cases where the certified Management System failed to meet the Occupational Health and Safety certification requirements (cf. IAF MD 22:2018, G 9.6.5.2.).

### XIV. WITHDRAWAL OF **qualityaustria** CERTIFICATES AND CERTIFICATION MARKS

1. Quality Austria may limit the certification scope or temporarily or permanently withdraw certification with immediate effect if the requirements for maintaining a certificate described in Section XII and the requirements described in Section XIII are not satisfied. The same applies if the customer does not satisfy his/her payment obligations pursuant to Section IV despite a reminder and a grace period of at least 14 days, if the customer's business is liquidated or – to the extent permitted under applicable insolvency laws – if insolvency proceedings are initiated in respect of the customer's assets or the initiation of such proceedings is rejected for lack of assets to cover costs.
2. Any limitation or withdrawal shall be communicated by Quality Austria in writing, published and valid upon receipt of notice.
3. If any certification is limited or withdrawn, the holder undertakes to immediately return to Quality Austria **qualityaustria** certificates by registered letter, to cease any use of the **qualityaustria** Mark and to ensure that any use of records containing a reference to the customer's certified status is abandoned. In case of any breach of this provision, Quality Austria may assert a penalty of € 30,000 for each violation, without prejudice to its right to assert further damages.

### XV. FINAL PROVISIONS

1. Any amendment to and modification of the-

- se terms and conditions shall be made in writing.
2. If one or more terms hereof are invalid, this shall not affect the validity of the remaining terms hereof. The invalid term shall be replaced by a valid term which closest reflects the economic purpose of these General Terms and Conditions.
  3. All disputes arising from or in connection with this contract shall exclusively be referred to the courts in the first district of Vienna [Innere Stadt].
  4. The contract shall be governed by and construed in accordance with Austrian law, without giving effect to its conflict of law rules and the UN Sales Convention.

# SPECIFIC TERMS AND CONDITIONS

## OF QUALITY AUSTRIA - TRAININGS, ZERTIFIZIERUNGS UND BEGUTACHTUNGS GMBH VALID AS OF NOVEMBER 2019

for Assessment and Certification of **EN 1090, ISO 3834 and EN 15085**

Subject to changes. The General Terms and Conditions, as amended, are available at [www.qualityaustria.com/gtc](http://www.qualityaustria.com/gtc).

### SPECIFIC TERMS AND CONDITIONS EN 1090

#### A. EN 1090 SPECIFIC TERMS AND CONDITIONS

1. The basis for any auditing and certification as well as current monitoring of the factory production control system shall be ÖNORM standard EN 1090-1, as amended from time to time, which shall form an integral part hereof.
2. The applicant shall perform an initial test according to ÖNORM standard EN 1090-1 and establish, document and assess the factory production control (FPC) system and arrange for necessary measures to be taken.
3. In a pre-audit, Quality Austria will check in detail on-site to what extent the processes in the applicant's business are in compliance with the requirements of EN 1090. Quality Austria will focus on the following: Assessment of the factory production control (FPC) system; identification of effectiveness of the entire system to prepare employees of all areas and locations for the certification audit; on-site evaluation of various system aspects and implementations; identification of any deviation; and process planning for the certification audit (initial inspection).
4. The certification audit (initial inspection) will be performed on-site on the basis of a jointly prepared audit plan. The factory production control system will be audited in consideration of the requested execution classes in the relevant business areas, such as production in workshops, assembly instructions for construction sites and, if applicable, constructive measurement, if performed by the manufacturer. The audit is aimed to establish conformity of the factory production control system with the requirements of the applicable areas of ÖNORM standard EN 1090. Any certification of products shall form part of the agreement (see Sections 15 and 16 below). Quality Austria will perform any certification on the basis of underlying standards, regulations and the respective process descriptions and will issue a certificate if the audit results are positive. The certificate allows the manufacturer to affix the CE mark to the manufactured products.
5. Certificates under EN 1090-1 are generally valid for an unlimited period of time, as long as any underlying requirement is satisfied and necessary monitoring performed. Any certification requirements, including implementation of relevant changes, if notified by Quality Austria, shall be satisfied.
6. Current monitoring shall be performed after receipt of the certificate. The first scheduled monitoring shall take place one year after the initial inspection. Any further monitoring shall depend on the execution classes of the manufactured building products and the provisions of EN 1090-1 (see Annex B, Table B.3).
7. If monitoring takes place at intervals of two or three years, EN 1090-1 requires the manufacturer to submit every year a statement confirming that none of the following events has occurred:
  - any renewal or change of relevant facilities;
  - any change of the welding coordinator;
  - any introduction of new welding processes, any change of basic materials and of the reports on the qualification of the welding process;
  - any introduction of new relevant facilities.
8. After a certificate has been issued, the applicant shall give written notice to Quality Austria without delay (within five workdays) of any significant change to the certified factory production control system. This refers in particular to any change which may affect the satisfaction of certification requirements, such as:
  - any change of management, control, organisation;
  - any change of products, the manufacturing process or of relevant facilities;
  - any change of the welding coordinator and any introduction of new welding processes, any change of basic materials and of the reports on the qualification of the welding process.
 If any significant change occurs, Quality Austria will decide whether an additional audit is required. If so, the manufacturer may not affix the CE mark to any product manufactured after such change until Quality Austria gives relevant notice.
9. Any complaint by third parties about the certified factory production control system or the conformity of the manufactured products with the applicable standard shall be communicated to Quality Austria in writing without delay (within five work days). Any complaint shall be recorded and such records sent to Quality Austria on request. Any complaint must be assessed and any necessary improvement measure introduced. Any implemented measure shall be documented. Such complaints and measures shall be disclosed without request during the next monitoring by Quality Austria.
10. In addition, Quality Austria shall be informed without delay of all circumstances indicating significant defects of the factory production control system in respect of quality and safety, in particular if products are recalled or taken back or any third party asserts, in or out of court, any claim against the business in respect of quality, safety and/or legality. Quality Austria may perform further audits/sample tests, even without notice, to examine any impact on the certificate(s).
11. For the purpose of validating the continuous certification status, Quality Austria may at any time and also without notice perform a monitoring audit or an on-site inspection, if considered necessary by Quality Austria to monitor compliance with the certification requirements. If justified, certification may be suspended or withdrawn.
12. The applicant shall grant Quality Austria and the appointed auditor access to the applicant's business premises and use all efforts to support the auditor in performing the audit. The applicant agrees to experts of the accrediting organi-

- sation participating in audits in the applicant's business.
13. Upon use of the **qualityaustria** certificate and the **qualityaustria** mark, the holder undertakes to strictly comply with the regulations of fair competition. The **qualityaustria** certificate and the **qualityaustria** mark may not be used in any misleading or abusive manner or in any manner that may discredit Quality Austria.
  14. Any certification statement may only be made in respect of the area for which certification was granted. If any certification documents are made available, these may be copied and disclosed only in their entirety.
  15. Any certification may only be used to show that conformity of the factory production control system with EN 1090-1 has been certified. According to EN 1090, after a certificate has been issued, the manufacturer or the manufacturer's agent residing in the EEA shall issue and retain a declaration of conformity which allows the manufacturer to affix the CE mark to the product, the label, the packaging or the accompanying commercial documents. The certificate of the factory production control system shall be enclosed to the declaration of conformity.
  16. The manufacturer acknowledges that in the context of this agreement, the manufacturer's products are not the subject of any audit or certification. The sole subject of certification shall be an examination as to whether the manufacturer's factory production control system based on the execution class defined by the manufacturer satisfies the requirements of EN 1090-1. Quality Austria shall not be liable for the execution class chosen by the manufacturer. The manufacturer undertakes to refrain from everything which could suggest that Quality Austria had audited or certified the applicant's products. The manufacturer expressly acknowledges the provisions concerning Quality Austria's restricted liability set forth in Section VI of Quality Austria's Terms and Conditions of Services Regarding System Certification, Inspection and Validation, including, but not limited to, Section VI (5), (6) and (7).
  17. If certification is withdrawn temporarily or permanently and the agreement with Quality Austria terminated, the manufacturer may not continue to affix to the manufacturer's products (or the packing or accompanying documents thereof) a CE mark referring to the **qualityaustria** certificate on the factory production control system. In case of any temporary or permanent withdrawal, Quality Austria may also request that the manufacturer not bring into circulation any product to which a CE mark was affixed before certification was withdrawn if the reasons for such withdrawal prevailed already when the CE mark was affixed.
  18. Unless otherwise provided herein, Quality Austria's Terms and Conditions of Services Regarding System Certification, Inspection and Validation applicable at the time of service provision shall apply mutatis mutandis. The Terms and Conditions are available at Quality Austria's website ([www.qualityaustria.com/gtc](http://www.qualityaustria.com/gtc)). The place of jurisdiction shall be Vienna, Innere Stadt.

## SPECIFIC TERMS AND CONDITIONS ISO 3834

### B. ISO 3834 SPECIFIC TERMS AND CONDITIONS

1. The basis for any auditing and certification as well as current monitoring of the system shall be ISO 3834 ("Quality requirements for fusion welding of metallic materials"), as amended from time to time, which shall form an integral part hereof. The part of the ISO 3834 requirements essential for manufacturing the welded product according to its complexity or its potential of risks shall be relevant.
  - a) High demands are covered by part 2 – comprehensive quality requirements;
  - b) average demands are covered by part 3 – standard quality requirements; or
  - c) low demands are covered by part 4 – elementary quality requirements.

The applicant shall designate the relevant part of ISO 3834 and Quality Austria will assess the appropriateness of the designated part.
2. The applicant shall perform an initial test and establish, document and assess welding-related production pursuant to ISO 3834 and arrange for necessary measures to be taken.
3. In a pre-audit, Quality Austria will check in detail on-site to what extent the processes in the applicant's business are in compliance with the requirements of ISO 3834. Quality Austria will focus on the following: Assessment of welding-related production pursuant to ISO 3834; identification of effectiveness of the entire system to prepare employees of all areas and locations for the certification audit; on-site evaluation of various system aspects and implementations; identification of any deviation; and process planning for the certification audit (initial inspection).
4. The certification audit (initial inspection) will be performed on-site on the basis of a jointly prepared audit plan. Welding-related production pursuant to ISO 3834 will be audited in consideration of the requested part of ISO 3834 in the relevant business areas, such as production in workshops, on construction sites or – if necessary – constructive interpretation and implementation. The audit is aimed to establish conformity of welding-related production with the requirements of the applicable part 2, 3 or 4 of ISO 3834 in combination with the requirements of ISO 3834-5 and ISO 3834-1. However, any certification of products shall form part of the agreement (see Sections 15 and 16 below). Quality Austria will perform any certification on the basis of underlying standards, regulations and the respective process descriptions and will issue a certificate if the audit results are positive. The certificate confirms that the applicant complied with the welding requirements for the product.
5. Certificates under ISO 3834 are generally valid for a period of three years, provided that any underlying requirement is satisfied and necessary monitoring performed. After three years, the certificate must be renewed for another three years. The renewal period may be aligned to system certification under ISO 9001, as amended from time to time. Any monitoring may be performed annually on a random basis together with ISO 9001 or, for example, in more detail together with the EN 1090 cycle. Any certification requirements, including implementation of relevant changes, if notified by Quality Austria, shall be satisfied. If any certifica-



- tion applies to current production, the certified product must continue to satisfy any product requirements.
6. Current monitoring shall be performed after receipt of the certificate. The first scheduled monitoring shall take place one year after the initial inspection. Any further monitoring or renewal shall depend on whether annual on-site monitoring (e.g. pursuant to ISO 9001) or non-annual monitoring (e.g. pursuant to EN 1090) is due to be performed.
  7. If monitoring takes place at intervals of two or three years, the applicant shall submit for the interim years a statement confirming that none of the following events has occurred:
    - any renewal or change of relevant facilities;
    - any introduction of new relevant facilities;
    - any change of the welding coordinator(s);
    - any use of non-audited staff under ISO 9606 or non-audited operators under ISO 14732;
    - any introduction of new welding processes;
    - any change of basic materials and of the reports on the qualification of the welding process.
  8. After a certificate has been issued, the applicant shall give written notice to Quality Austria without delay (within five work days) of any significant change to the certified system comprising welding-relating production pursuant to ISO 3834. This refers in particular to any change which may affect the satisfaction of certification requirements, such as:
    - any change of management, control, organisation;
    - any change of products or the manufacturing process;
    - any change of production sites and contact addresses;
    - any significant change of the quality management system.

If any significant change occurs, Quality Austria will decide whether an additional audit is required.
  9. Any complaint by third parties about the certified system regarding welding-related production pursuant to ISO 3834 or the conformity of the manufactured products with the applicable standard shall be communicated to Quality Austria in writing without delay (within five workdays). Any complaint shall be recorded and such records sent to Quality Austria on request. Any complaint must be assessed and any necessary improvement measure introduced. Any implemented measure shall be documented. Such complaints and measures shall be disclosed without request during the next monitoring by Quality Austria.
  10. In addition, Quality Austria shall be informed without delay of all circumstances indicating significant defects of welding-related production pursuant to ISO 3834 in respect of quality and safety, in particular if products are recalled or taken back or any third party asserts, in or out of court, any claim against the business in respect of quality, safety and/or legality. Quality Austria may perform further audits/sample tests, even without notice, to examine any impact on the certificate(s).
  11. For the purpose of validating the continuous certification status, Quality Austria may at any time and also without notice perform a monitoring audit or an on-site inspection, if considered necessary by Quality Austria to monitor compliance with the certification requirements. If justified, certification may be suspended or withdrawn.
  12. The applicant shall grant Quality Austria and the appointed auditor access to the applicant's business premises, take all precautions needed to perform an audit and use

- all efforts to support the auditor in performing the audit. The applicant agrees to experts of the accrediting organisation participating in audits in the applicant's business.
13. Upon use of the **qualityaustria** certificate and the **qualityaustria** mark, the holder undertakes to strictly comply with the regulations of fair competition. The **qualityaustria** certificate and the **qualityaustria** mark may not be used in any misleading or abusive manner or in any manner that may discredit Quality Austria.
  14. Any certification statement may only be made in respect of the area for which certification was granted. If any certification documents are made available, these may be copied and disclosed only in their entirety.
  15. Any certification may only be used to show that conformity of welding-related production with ISO 3834 has been certified.
  16. The applicant acknowledges that in the context of this agreement, the applicant's products are not the subject of any audit or certification. The sole subject of certification shall be an examination as to whether the applicant's system satisfies the requirements of the parts of ISO 3834 designated by the applicant. Quality Austria shall not be liable for the part of ISO 3834 chosen by the applicant. The applicant undertakes to refrain from everything which could suggest that Quality Austria had audited or certified the applicant's products. The applicant expressly acknowledges the provisions concerning Quality Austria's restricted liability set forth in Section VI of Quality Austria's Terms and Conditions of Services Regarding System Certification, Inspection and Validation.
  17. Unless otherwise provided herein, Quality Austria's Terms and Conditions of Services Regarding System Certification, Verification and Validation applicable at the time of service provision shall apply mutatis mutandis. These are available at Quality Austria's website ([www.qualityaustria.com/gtc](http://www.qualityaustria.com/gtc)). The place of jurisdiction shall be Vienna, Innere Stadt.

## SPECIFIC TERMS AND CONDITIONS EN 15085

- C. EN 15085 SPECIFIC TERMS AND CONDITIONS**
1. The terms and conditions applicable to ISO 3834 shall be applied, mutatis mutandis, to the welding of railway vehicles and railway vehicle parts pursuant to EN 15085. In addition ISO 3834 requirements, the requirements of the European Committee for Welding of Railway Vehicles (ECWRV), as amended from time to time, shall be complied with.