

# Management System Certification

## CERTIFICATION AGREEMENT



### 1. General

Conformity Certification Services (CCS) herein refers to First Party, offers third party certification services ("Services") in order for prospective and existing certified organizations be able to demonstrate competence and conformity of services, personnel and systems to the customers, authorities and end- users.

The client as defined in section 26 of this agreement herein referred to as Second Party.

### 2. Scope of Contract

- 2.1. Only this document, together with the confirmed "Management System Certification Proposal/Contract" (when accepted and signed by both Parties) and the terms of use (*MS06-CI-ME-S01*) of the CCS certificate and certification marks shall form the terms and conditions of Contract between the parties ("the Contract").
- 2.2. This document describes the rights, responsibilities and duties of CCS, and the organisation, as identified in the Contract (the "Client"), whose System(s), ("System")– shall mean the organisational structure, responsibilities, activities, resources and events that together provide organised procedures and methods of implementation).
- 2.3. The Certificate awarded by CCS, covers only those system(s) and scope(s) of the Client as certified by CCS.
- 2.4. The Client remains solely liable for any defect in its system and shall defend, protect and indemnify CCS from any claim, liability and all defect, loss, cost, expense arising out of or in connection with the said System.

### 3. Intellectual Property Rights and Certifications

- 3.1. The CCS intellectual property rights, titles and interests in all certification mark(s), copyright works and inventions remain the property of CCS and cannot be sold or licensed by the Client.
- 3.2. CCS shall award a certifications to the Client to use its certification mark(s) for the duration of this Contract (equal to given Management System Certification validity) when used in accordance with the applicable Terms of Use reference ID *MS06-CI-ME-S01* (as amended from time to time), which are made available to the certified client.
- 3.3. CCS reserves the right to limit, suspend or cancel (as appropriate) the right of the client to use any certificates and audit documentation at any time in the event of non-compliance with the Terms of Use or when Certification be **suspended, reduced or withdrawn**, for whatever reason.
- 3.4. Intellectual property rights, titles and interests in all service mark(s) trademark(s), other names or logos and copyright works belonging to organisations formally approve CCS to offer the Services or organisations working on their behalf (the "Accreditation Body (ies)") shall remain the property of the respective organisations.
- 3.5. The claim and use of the service mark(s), trademark(s), other names or logos and copyright works described in Clause 3.4 governed by standards and rules are available from the Accreditation Body or CCS and for strict compliance.
- 3.6. All claims and uses of the CCS certification mark(s), trademark(s), other names or logos and copyright works must in compliance with the requirements of the relevant Standards and rules.
- 3.7. The Client acknowledges the title of the Accreditation Body's intellectual property rights and that the Accreditation Body shall continue to retain full ownership of the intellectual property rights and that nothing deemed to constitute a right for the client to use or cause to be used any of the intellectual property rights without any written approval.
- 3.8. CCS reserves the right to use any information that brought to its attention and to investigate any infringements of trademark, service mark and intellectual property rights of the Accreditation Body.

#### 4. CCS Obligations

- 4.1. CCS will appoint competent qualified Audit team to conduct certification audits and assessments of the Client's System in accordance with the Accreditation norms and procedures and CCS system-certification scheme requirement.
- 4.2. CCS ensure that audit and assessment services delivered at a frequency determined by CCS in order for CCS to maintain confidence in the ongoing efficacy of the System.
- 4.3. CCS will issue copy of audit and non-conformance reports, if appropriate, after each audit activity.
- 4.4. **CCS is responsible for and retain its authority to certification decision.**
- 4.5. **Certification decision includes granting, maintaining, renewing, expanding, reducing, suspending, withdrawing or restoring certification(s) of the client whether single or multisite certifications.**
- 4.6. **CCS reserves its rights to refuse any certification with due reason (if the client is non-compliant to the requirements, poor responses to the assessment, etc)**
- 4.7. CCS shall provide written notice to client of any changes to its requirements for Certification.
- 4.8. CCS warrants that it will provide the services with reasonable care and skill.
- 4.9. Subject to the foregoing, all conditions, warranties, terms and undertakings, express or implied, statutory or otherwise, are hereby excluded to the fullest extent as permitted by law.

#### 5. Obligations of the Client

- 5.1. The Client agrees to comply with any conditions set by CCS for the issue of a Certificate and recognizes that CCS has clear and explicit rights to revise the requirements of certification within the period of validity of the certificate.
- 5.2. The Client consents to CCS using outsourced resources in the delivery of its obligations appertaining to this Contract.
- 5.3. The Client shall ensure that its System complies with the current versions of the rules, regulations and Standard(s) against which it is certified. Current versions of the rules, regulations and Standards obtained from the respective websites of the Accreditation Bodies, or from CCS or from the Standards issuing authority.
- 5.4. The client agrees to make necessary arrangements for
  - Initial Certification Audit and Regular surveillance audits as determined by CCS and must provide CCS with reasonable cooperation and assistance and allow CCS to access all premises, equipment, personnel and subcontractor (as applicable) and documentation deemed necessary by CCS to verify the maintenance of the System.
  - Investigation of complaints; and
  - Full access to the relevant facility(ies) and documented information required.
- 5.5. The Client shall allow the participation of assessment observer from CCS or its nominated relevant party (as necessary).
- 5.6. The clients shall keep record of all complaints made known to it relating to compliance with certification requirements and makes these records available to CCS when requested, and takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification and documents the action taken.
- 5.7. The Client agrees that:
  - a) CCS has the right to undertake unannounced or short notice surveillance evaluations in a form of email and/or phone calls.
  - b) CCS and its Accreditation Bodies have the right to implement higher surveillance frequencies based on a risk assessment of the Client's Certificate scope, System and location.
  - c) Additional surveillance visits, as deemed necessary by CCS, cost borne activity at rates defined by CCS at the time of supply of such services.

- 5.8. The Client recognizes that:
- Initial Certification will be granted only once sufficient evidence of conformity are provided and all non-compliances are corrected within given timeframe and that.
  - On-going certification is reliant on continued compliance with the international Standard(s) and rules and regulations of the relevant Accreditation Body, which may change from time to time, including the requirement to address any non-conformances to the satisfaction of CCS within specified timeframe.
  - The client organization has full responsibility to comply with certification requirements and not CCS.
- 5.9. The Client shall inform CCS promptly of any significant changes to its management System or any other circumstances, which may materially impact on the continued validity of its certification, for example but without limitation: change of site, additional sites, change of process, change of ownership, change of scope. In such circumstance, the Client shall agree to the payment of any applicable additional fees and expenses deemed necessary for CCS to assess the impact and maintain confidence in the System.
- 5.10. The Client shall allow the Accreditation Body, or its representative, access to any part of the audit or surveillance process for the purposes of witnessing CCS's audit team performing the audit of the System to determine conformity with the requirements of the Standard. This will include the right of access to confidential information. The Client will not have the right within this Contract to refuse such a request either by the Accreditation Body, its representative or CCS.
- 5.11. The Client agrees that information relating to its certification and scope of certification made publicly available by CCS and the Accreditation Body (as required).
- 5.12. The Client shall declare to CCS any activity that may create conflict of interest in relation to its Certified System.
- 5.13. The client agrees that CCS agreements are enforceable to main certification Holder and all its sites covered by the scope of the certification(in case of multi-site certifications and CCS multiple offices).
- 5.14. Where necessary the Client shall also enter into and maintain a valid License Agreement with the Accreditation Body for its certification scheme.
- 5.15. The Client hereby warrants and covenants with CCS, that will at all times during the subsistence of the Contract to comply with all reasonable requirements necessary for the issuance of the Certificate including (but without prejudice to the generality thereof) all statutes, rules, regulations issued by any statutory or other competent authority, all recommendations, codes and similar matters issued by any authority pursuant to which in compliance with which or for the purpose of which the Certificate is issued or such other reasonable requirements of CCS as are necessary to enable the Certificate to be issued and maintained in force in accordance with the standards reasonably expected of accredited or competent certification.
- 5.16. The Client hereby warrants the completeness and accuracy of all documents and accuracy of all information supplied to CCS for the purposes of the Contract, both at the time of supply and subsequently. The Client further warrants that in the event that it discovers that certain information provided is not accurate or complete, it will notify CCS of this as soon as it becomes aware of it.
- 6. Scope Reduction, Suspension or Withdrawal of Certification**
- 6.1. CCS shall be entitled to reduce certification scope, suspend or withdraw the Client's certification on 7 days' written notice (or with immediate effect in the case of urgent need) and reserves the right to make public the fact that such action has been taken when, in the reasonable opinion of CCS:
- The Client's acts, omissions or conduct bring or may bring CCS, the Accreditation Body or its Standards into disrepute;
  - The Client represents, promotes or advertises any product(s), service(s) or system(s) which are outside the scope of its Certificate as Certified by CCS;
  - The Client makes fraudulent misrepresentation or provides CCS with any inaccurate or misleading information, which is not corrected within three working days or immediately on being notified by CCS;
  - The Client is in material breach of any term of the Agreement/Contract;
  - The Client is in breach of or is not subject to the requisite License Agreements, including any attributable to the

Accreditation Body; or

- f) The Client fails to maintain or demonstrate an effective System such that the confidence in the Certificate is adversely affected; and
- g) Other grounds as defined in CCS Process ref. The Decision and Control Process”.

6.2. Where it considers it appropriate, CCS may at its sole discretion, inform the Client of its intention to suspend or withdraw certification and to allow the Client a reasonable opportunity to take corrective action, within such timescales as CCS may reasonably specify, before the suspension or withdrawal takes effect.

6.3. In the event of CCS’s withdrawal from accreditation or inability to continue to supply certification accredited by the respective Accreditation Body, CCS will notify the Client within thirty (15) days of such withdrawal.

6.4. On suspension or withdrawal of certification the Client shall immediately, cease to use any trademarks associated with CCS and the Accreditation Body, or to sell any products that have previously been labelled or marked (or authorised labelling and marking) using the trademarks, and cease to make any claims that imply that they comply with the requirements for certification.

6.5. The Client shall advise all relevant existing customers of the suspension or withdrawal in writing within three (3) working days (or other period as determined by CCS) of the withdrawal or suspension taking effect, and maintain records of that advice.

6.6. The Client shall, as requested by CCS, either destroy all electronic and hardcopy Certificates relating to the certification and at its own expense remove all claims, service mark(s) trademark(s), other names or logos and copyright works from documents, advertising and marketing materials with immediate effect or return all such certification to CCS. The Client shall also cooperate with CCS and its Accreditation Bodies to confirm that these obligations met and shall, if requested, confirm in writing the destruction or return of all such references or certificates by one of its authorized representative.

### 7. Appeals and Complaints

Clients wishing to complain or appeal about the decisions of CCS shall do so in accordance with the CCS Complaints and Appeals Processes, may change from time to time and are available at ccs website.

### 8. Materiality (Basis of opinion)

CCS conducts its audit activity through a sampling process to determine if the System meets the Standard(s). Any statement of conformity issued by CCS in the form of reports, Certificates or other communications based on these sampling processes. CCS does not warrant, represent or undertake that these statements mean that all activities are in conformance with the relevant Standard(s) at the time of the audit or that subsequent to the audit activity those activities audited will continue to be in conformity with the relevant Standard. The Client undertakes to make all customers and end users aware of the foregoing provisions of this Clause. CCS accepts no liability to the Client in the event that any loss or claim is suffered by the Client, as result of any finding that the System does not comply with the Standards.

### 9. Terms and Conditions

This Contract constitutes the sole obligations to be undertaken by CCS, and the sole rights and remedies of the Client.

### 10. Services Fees

10.1. Services Fees are quoted (and amended from time to time) for services agreed to be supplied pursuant to the Contract (“CCS System Certification Proposal/Contract” and Quote) on the assumption that the information supplied by the Client was accurate and complete.

10.2. All fees and expenses offered are exclusive of all taxes including but not limited to value added or sales tax, which will be charged at the current rate of the Country in which the services are supplied.

10.3. For all commercial concerns and conditions, the confirmed (signed by both parties) “CCS System Certification Proposal/Contract and Quote” govern.

### 11. Postponement (recovery of administrative costs)

If the Client postpones all or part of the services with less than 30 working days’ notice, CCS reserves the right to either:

within the contemplation of the parties as being the probable results of any such breach, default, noncompliance or non-observance by the Client of its duties and obligations owed.

**16. Force Majeure**

CCS shall not be liable in any respect should it be delayed or prevented from discharging its obligations under the Contract as a result of any matter beyond its reasonable control ("Force Majeure") and the time for performance shall be extended by the period of Force Majeure.

**17. Confidentiality**

Except as may be required by law or required by the Accreditation Body, CCS and the Client will treat as strictly confidential and will not disclose to any third party without prior written consent of the other, any information which comes into their possession, the possession of their employees, agents or others by virtue of the Contract, provided that this Clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract or which was already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this Clause) or which is required to be disclosed by law. The foregoing obligations as to confidentiality shall survive any termination of the Contract.

**18. Law**

All matters arising out of or in connection with this Contract shall be governed in accordance with UAE Law and the parties submit to the jurisdiction of the Dubai Courts or any Court of competent jurisdiction as determined by CCS.

**19. Waiver of Remedies**

Any delay or omission on the part of either party to exercise or avail itself of any right power or privilege that it has or may have hereunder shall not operate as a waiver of any breach or default by the other party. A right under this Contract may only be waived-off in writing and signed by an authorized representative.

**20. Entire Agreement**

**20.1.** This Contract (as defined in Clause 2.1) is addendum to Management System Proposal/Contract, arrangements and undertakings between the parties and constitutes the entire agreement between the parties relating to its subject matter.

**20.2.** CCS reserves the right to make variations to this Contract, by giving the Client not less than fourteen (14) days' notice of the variation, with the Contract as varied applying immediately on the expiry of such notice.

**21. Assignment**

Neither party shall assign the Contract or any of its rights and obligations hereunder whether in whole or in part without the prior written consent of the other.

**22. Invalidity and Severability**

If any provision of the Contract shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable the invalidity or unenforceability of such provisions shall not affect the other provisions of the Contract and all provisions not affected by such invalidity or unenforceability shall remain in full force and effect. The parties hereby agree to attempt to substitute for any invalid or unenforceable provision a valid or enforceable provision which achieves to the greatest extent possible the economic legal and commercial objectives of the invalid or unenforceable provision.

**23. Headings**

Headings and numberings of Clauses are for ease of reference only and shall not affect the interpretation or construction of the Contract.

**24. Notices**

**24.1.** Any application, notice or any other communication, if it is made according to this Clause, shall be considered to be valid:

- a) If it is sent by pre-paid first-class mail, the second working day as from the date of delivery
- b) If it is delivered in person, in the moment of delivery in the address specified in this Clause
- c) If it is sent by fax, in the date of transmission, provided that a copy confirming the notification is sent on the same working date by pre-paid first-class mail in the manner established in this Clause; or
- d) If it is sent by e-mail, when received by the recipient in a legible way.

Charge an additional fee amounting to the greatest of 25% of the Services Fee in question or one man day at the then current rate or where the costs and resources cannot be defrayed, charge all or part of the Services Fee as appropriate.

#### 12. Cancellation (recovery of administrative costs)

Should the Client wish to cancel from the Contract and without prejudice to CCS's other rights and remedies hereby reserved, CCS shall charge and be entitled to recover the remaining full amount of service(entire certification cycle) within the confirmed "CCS System Certification Proposal/Contract"

#### 13. Termination

##### 13.1. Either party may terminate the Contract:

###### **By notice**

Either party may give three months written notice to the other or the Contract shall terminate upon expiry of said three-month period.

Or

###### **By default**

Immediately upon either party being notified in writing by the other of any material breach of this Contract and the material breach not being remedied within 14 days from the date of receipt of said notification or as stated in the notice.

If either party goes into liquidation, receivership or an administrator is appointed for all or part of the undertaking thereof. If either party ceases to trade, whether in whole or in part.

##### 13.2. In the event of the Contract being terminated (except in the case of material breach by CCS), the CCS Certificate issued pursuant hereto shall immediately become invalid. The client shall cease the entitlement to use the same or certification mark of CCS /its Accreditation Bodies and shall destroy all electronic and hardcopy Certificates relating to the certification and at its own expense remove all claims, service mark(s) trademark(s), other names or logos and copyright works from products, documents, advertising and marketing materials with immediate effect. The Client shall confirm in writing that these obligations have met and shall provide full co-operation to enable CCS and its Accreditation Bodies to carry out any verification activities necessary.

#### 14. Liability

##### 14.1. Subject to Clause 15.2 below the aggregate liability of CCS, or its respective offices, representatives and employees, to the Client for all direct loss in contract, tort or otherwise arising out of or in connection with this Contract shall be limited to 150% of the payments due by the Client to CCS within the calendar year of the date that such liability arises.

##### 14.2. Except in respect of death or personal injury caused by negligence of CCS or fraudulent misrepresentation in respect of which liability shall be unlimited, CCS shall not be liable to the Client for any loss of profit (whether direct or indirect), contracts or goodwill, loss or corruption of data or for any indirect, special or consequential loss or damage or any other claims for compensation whatsoever which arise out of or in connection with performance or non-performance of the Contract by CCS.

#### 15. Indemnity

##### 15.1. The Client shall fully and effectively indemnify CCS and keep CCS indemnified against all loss of or damage to any property or costs, expenses, claims, actions, demands and liabilities arising from or caused by:

- a) The use or misuse by the Client of any Certificate, license, logo, service mark or trademark provided by CCS in accordance with the Contract;
- b) Any breach of the Contract by the Client;
- c) Illness, injury or death to any personnel of CCS, the Client, its subcontractors, suppliers or customers, together with any of their employees, agents or directors ("Client Group"), other than where due to the negligence of CCS; and
- d) Damage to or loss of property or equipment owned, leased or used by CCS or the Client Group (except to the extent that CCS has liability under the immediately preceding Clause (Liability)).

##### 15.2. The Client hereby acknowledges that a breach, default, non-compliance or non-observance by it of its duties and obligations owed under the Contract or otherwise may result in CCS being in breach, default, non-compliance or non-observance of its duties, liabilities and obligations owed to third parties such that CCS will be liable in damages or otherwise will sustain loss, costs or expense. Any such damages, loss, cost and expense are hereby agreed to be

## Management System Certification CERTIFICATION AGREEMENT



24.2. However, if the delivery is carried out in person or by fax or e-mail on a day that is not a working day, or after 5:00 p.m. on a working day, the notification shall be considered to be made on the following working day.

24.3. Any application, notice or any other communication, in the case that it is sent by mail, or delivered in person, or sent by fax, or sent by e-mail shall be addressed to the recipient using the contact details, which may change from time to time, specified on the CCS web site ([www.ccs-certification.com](http://www.ccs-certification.com)), or on request, or in any other address that the recipient could have notified in writing to the sender as the address for notifications.

### 25. Additional

25.1. The parties to the Contract are independent contractors and nothing in the Contract shall be deemed to place the parties in the relationship of employer/employee, principal/agent, partners or a joint venture.

25.2. CCS reserves the right to exercise some or all of this Contract through its group offices and representatives

25.3. The Contract (Rights of Third Parties) Act 1999 shall not apply to the Contract.

### 26. Confirmation

For and on behalf of First Party	CCS	For and on behalf of Second Party	
Name & Position	Dr. Sami Elemara – MD	Name & Position	
Signature & Date	*02 August 2019	Signature & Date	

*\*Date where the certification agreement is concluded by CCS*

