



General Terms and Conditions for ISO UKAS Management System Certification (TCCS ISO UKAS)

Valid from 1 December 2025

PART A – DEFINITIONS

- A1 URS – for the purposes of these TCCS ISO UKAS, 'URS' refers to United Registrar of Systems Czech s.r.o. (hereinafter 'URS Local Office') and United Registrar of Systems Limited (hereinafter 'URS Scheme Office'), as specified in the certification contract
- A2 For the purposes of these TCCS ISO UKAS, the URS Local Office is United Registrar of Systems Czech, s.r.o., which is specified in the Certification Agreement as the regional representative that communicates with the customer in their local language, assists in organising certification and surveillance audits, and charges fees associated with the certification process
- A3 For the purposes of this TCCS ISO UKAS scheme, the URS Scheme Office is United Registrar of Systems Limited, as specified in the Certification Agreement; it is responsible for the certification of clients, the certification audit process and certification decisions in accordance with UKAS accreditation requirements
- A4 Customer – this refers to an existing URS customer who already uses URS certification services, or a customer who has entered into a contract with URS for the provision of certification services and who will be audited as part of the certification process
- A5 Certification process (certification) – leads to the verification of the customer's established system through an audit carried out at the customer's premises and the subsequent issue of a URS certificate, provided the conditions set out in the audited standard are met on the basis of the URS audit carried out, usually on a three-year cycle
- A6 Certificate – a certificate of conformity including the URS certification mark
- A7 Auditor – a person who carries out a certification audit by visiting the customer and drawing up an audit report
- A8 Technical expert – a person who provides specialist knowledge or expert information to the audit team
- A9 Standard – the required standard set by the client within their organisation
- A10 Audit report – a report drawn up by the auditor containing the results of the visit
- A11 Accreditation body – the body that has authorised URS to carry out certification on the basis of the accreditation conditions for the individual standards for which URS provides accredited certification
- A12 Accreditation – this is the verification that the certification body has carried out certification and issues a certificate in accordance with the valid accreditation of URS and the relevant standard, as granted by the accreditation body of the country of origin of the accreditation
- A13 Initial certification audit – this is the initial phase of the certification process, during which an audit is carried out to verify compliance with the relevant standard
- A14 Surveillance audit – an annual follow-up visit during which the auditor checks compliance with the specified standard



- A15 Recertification audit – a follow-up audit carried out before the end of the first certification cycle, which initiates the next certification cycle, usually lasting three years
- A16 Special audit – may be carried out in the event of non-conformity identified by the auditor, an extension or change to the scope of certification, or other actions
- A17 The significance of URS in these ISO UKAS TCCSs is that the URS Scheme Office may communicate with the client via the URS Local Office in the local language. Similarly, the client may contact the URS Local Office or, where necessary, the URS Scheme Office.

PART B – CERTIFICATION PROCESS

B1. Process flow

- B1.1 Where a contract has been concluded for the certification process and the process flow does not specify otherwise, the certification process is divided into an initial certification audit, during which a decision is made on the issue of the certificate, and subsequent surveillance audits, which are carried out once every 12 months.
- B1.2 The date of the first surveillance audit following the initial certification audit must not be set later than 12 months from the date of validity of the issued certificate.
- B1.3 A condition for maintaining the validity of the certification is that all subsequent surveillance audits are carried out at least once every 12 months to confirm compliance with the certification requirements.
- B1.4 If serious non-conformities are identified during an audit, URS may order a special audit to be carried out. Special audits must take place by a date set by the URS auditor or, where applicable, the URS office.
- B1.5 Subject to the fulfilment of the accreditation conditions of the URS certification body, authorised persons from URS or bodies accredited by URS may request that an observation audit be carried out at the customer's premises. The customer undertakes to facilitate the conduct of such an audit.
- B1.6 Should the client request that URS extend the scope of certified activities, URS may, in such cases, carry out a special audit or extend the scope of certified activities as part of a surveillance or recertification audit.
- B1.7 In accordance with the accreditation conditions, URS will contact the customer well in advance of the scheduled audit to obtain up-to-date information and data for the purpose of fulfilling the contract for the provision of certification services.
- B1.8 If auditors, technical experts, observers or assessors visit the client to carry out their duties, the client must provide appropriate personal protective equipment (PPE) and deliver appropriate training and instructions before work commences. The client is also obliged to ensure that the auditor, technical expert, observer or assessor does not handle the equipment without clear supervision and instructions from the customer.
- B1.9 Before the certificate expires, URS shall agree with the client to carry out a recertification audit, which is necessary to renew the validity of the certification and issue a new certificate, generally for a further three-year period.
- B1.10 The certification process described above applies to individual accredited and, where applicable, non-accredited standards.

B2 Customer's obligations

- B2.1 The customer is obliged to provide URS, in a timely manner and free of charge, with complete, accurate and clearly presented information and documents that are strictly necessary for the proper fulfilment of obligations, unless it is clear from their nature that URS is required to provide them as part of its activities; the customer must also designate a specific person who will be present during the certification process and who will be responsible for the customer's cooperation with the URS



auditor. URS shall not be in default for as long as the customer is in default with the provision of the above, or in the event of a failure to provide proper cooperation.

B2.2 The customer is obliged to carry out all required preparatory activities at its own risk and expense.

B2.3 Upon request by URS, the customer is obliged to allow URS, during working hours, access to the premises, workplaces, offices, etc., where the certification is being carried out, for the purpose of inspecting materials, procedures, processes, testing methods, records and systems relevant to the ISO UKAS certification, where necessary.

B2.4 The Client undertakes to provide, for the purposes of conducting the audit, one or more representatives authorised to liaise with the relevant URS representatives.

B2.5 In the event of significant organisational changes or a requested extension of the scope of certification, the client is obliged to update its documentation and inform URS of any significant changes within the organisation that would have a material impact on the scope of certification, e.g. changes relating to legal, commercial, organisational status or ownership; the organisation and its management (i.e. key managerial or technical staff, or those responsible for decision-making within the organisation); contact addresses and registered offices; the scope of activities within the certified management system; and significant changes to the management system and processes.

B3 Invoicing, fees, travel, accommodation and subsistence allowances

B3.1 URS Local Office will invoice the client for its services on an ongoing basis throughout the certification cycle for the individual phases, which are the initial certification audit, surveillance audits, recertification audit and scope extensions or, where applicable, special audits.

B3.2 The Client undertakes to pay URS Local Office the fee specified in the Certification Agreement by the agreed due date via bank transfer to the URS Local Office account stated on the invoice. Any payment made by the Customer shall be deemed to have been settled on the date it is credited to the URS Local Office's account. VAT shall be added to the prices at the rate specified in the relevant VAT legislation in force on the date of the taxable supply covered by the invoice.

B3.3 The Customer expressly agrees that invoices issued by URS Local Office shall be sent to the Customer in written or electronic form. 'Electronic' refers in particular to electronic mail, email (sent to the Customer's specified address), fax or a public data network.

B3.4 Should any additional costs arise (travel expenses, accommodation, interpreter's fees, etc.), these costs shall be added to the fee for the relevant audit.

B3.5 URS is entitled to unilaterally increase the price of the services provided, or the price of services not yet provided, in line with the average annual consumer price index as per data from the Czech Statistical Office published on its website, every 6 months of the contract's duration, commencing on the date the contract comes into effect. Any price increase shall take effect from the first day of the following month in which URS has notified the parties of the price adjustment in accordance with this clause. For the avoidance of doubt, the contracting parties hereby state that no amendment to the contract is required for a price adjustment under this provision of the contract.

B4 Audit dates

B4.1 The customer may propose dates for the conduct of audits. URS shall review these, taking into account its own operational capacity and its established audit procedures. The dates specified by the customer are not binding, and URS is not obliged to adhere to them. URS and the customer shall agree on binding dates for the audit in good time prior to the scheduled audit.

B4.2 Audits shall, as a rule, be carried out on the agreed dates. If the customer fails to cooperate in agreeing an audit date and, as a result, the audit cannot take place or cannot be carried out on time, URS shall be entitled to withdraw from the contract. Such withdrawal shall not affect any further claims for compensation or other requirements/obligations. Furthermore, if the customer already holds a valid certificate, URS is entitled to suspend its validity or to withdraw the certificate or the URS logo.



- B4.3 URS reserves the right to charge the customer an additional fee for cancelling or rescheduling an audit if the cancellation or request for rescheduling is made less than 21 calendar days before the scheduled audit date. The fee may be up to 50 per cent of the cost of the scheduled audit. Any costs incurred in connection with the audit (travel, accommodation and, where applicable, interpreter's fees) will be added to the fee.
- B4.4 If the customer cancels a scheduled audit less than 24 hours before the scheduled start of the audit, or interrupts an audit that has already commenced, or if URS cancels an audit that has already commenced and such cancellation is due to reasons attributable to the customer, the customer shall be obliged to compensate URS for the costs incurred, up to the full amount of the agreed price for the relevant audit.
- B4.5 If serious complications arise at the location where URS is to carry out the scheduled audit, caused by force majeure (unrest, military or terrorist actions, etc.), URS shall be relieved of its obligation to perform the audit for the duration of such complications and to the extent of their consequences, even if this results in a delay. The contracting parties are obliged to inform each other of such complications and to adapt their obligations to the changed circumstances.

B5 Appointment of Auditors

- B5.1 URS shall have the right to select and appoint an auditor or, where applicable, a technical expert who is suitable for the client's specific field of activity. However, URS reserves the right to change the auditor(s) or expert(s) in order to ensure independence and objectivity. In the event of unforeseeable circumstances, URS cannot guarantee that the originally designated auditor or expert will be available.
- B5.2 In the event that it is not possible to arrange for an auditor fluent in the local language to carry out the audit at the client's premises, URS reserves the right to arrange for an interpreter to be present during the audit at the client's premises. The presence of an interpreter may increase the scope of the audit. The client must be made aware of these facts before the audit commences at the client's premises. Should an interpreter be used during the on-site audit, the customer will be charged for the interpreter's costs.
- B5.3 The customer is entitled to object to an audit being carried out by an auditor appointed by URS only if cooperation with the auditor is not proceeding satisfactorily. The client is obliged to inform URS without delay of any refusal to allow an audit to be carried out by an auditor appointed by URS, together with the reasons for the refusal. In such a case, URS is obliged to arrange for another auditor who possesses the appropriate qualifications.

B6 Decision on Certification

- B6.1 Following the completion of a certification audit, recertification audit or surveillance audit, the URS Scheme Office shall issue a decision regarding the granting of a certificate, the renewal of a certificate, the retention of a certificate or the extension of the scope of a certificate (as applicable). The URS Scheme Office shall decide impartially on the basis of the auditor's recommendation and a review of the audit report.
- B6.2 The URS auditor shall prepare an audit report on the course of the certification process for each audit carried out, and URS shall provide this to the Customer. URS shall send the audit report to the Customer via their contact email address.
- B6.3 In the event of a positive decision by URS, a certificate will be issued to the Customer, who will be authorised to use the certification marks and logos.
- B6.4 Should the Customer, due to failure to meet all requirements as assessed by URS, fail to satisfy the conditions for receiving a certificate (i.e. the certification decision will be negative) – meaning that the issue of the certificate is refused, or an issued certificate is withdrawn or suspended – URS shall inform the Customer of this fact. The award of a certificate may be subject to additional requirements. For example, the client may be required to rectify any non-conformities. Any non-conformities or opportunities for improvement identified during the audit will be discussed with the client during the closing meeting at the end of the audit. Where non-conformities are identified, the client is obliged to analyse the root causes and take all necessary corrective action aimed at rectifying these non-conformities. A condition for obtaining (and also maintaining) the certificate is that the client effectively rectifies all non-conformities within the timeframe set by the auditor and that the auditor assesses these measures positively. An additional requirement may also be a request by the auditor for a special audit; see



point B1.4. In such a case, the cost of the special audit is 20,000 CZK per day (excluding VAT), plus travel expenses and any other associated costs.

B6.5 URS accepts no liability for corrective actions implemented by the customer in response to findings identified during audits. Decisions taken by the customer to rectify such findings are solely within the customer's remit.

B7 Breach of the certification process

B7.1 A material breach of the TCCS ISO UKAS and a breach of contract shall be deemed to have occurred where the customer refuses to cooperate, thereby preventing the performance of the contract, and this situation persists despite requests for cooperation and the setting of a relevant deadline (failure to meet requirements to rectify non-conformities, to comply with scheduled audits or special visits); the customer attempts to falsify the results of the contract; insolvency proceedings have been initiated against the customer; the customer has failed to settle URS's enforceable claims on time and, despite being urged to do so, remains in default. This material breach of the TCCS ISO UKAS gives the URS Local Office and the URS Scheme Office the right to terminate the Certification Agreement without notice, with termination taking effect upon delivery to the customer.

B7.2 In the event of withdrawal from the contract prior to the expiry of its term, or if URS terminates the contract without observing the notice period for the reasons set out above in point B7.1 of the TCCS ISO UKAS, URS shall be entitled to claim from the customer payment of a contractual penalty () in an amount equivalent to 33 per cent of the fee to be received for the next service specified in the contract up to the date of issue of the certificate, even if no service or part thereof has yet been provided.

PART C – USE OF CERTIFICATES, CERTIFICATION MARKS AND URS LOGOS

C1 Where the customer receives a certificate and the URS certification mark/logo from URS, the customer shall simultaneously acquire the right to use these items in accordance with the provisions set out below.

C2 The URS Scheme Office remains the owner of the certificate and of the trade mark and copyright rights relating to the certificate. By granting or handing over the certificate, the URS Scheme Office does not grant the customer the exclusive right to use it within the scope set out below.

C3 The certificate must not be used in any way that could damage the reputation of URS or that could be misinterpreted. The customer undertakes to use the certificate exclusively in accordance with applicable laws, in particular the Unfair Competition Act. The certificate may be used in the form in which it was issued and handed over. Alterations to the design, colour or text are not permitted. The customer is not authorised to use the certificate in part; that is to say, the certificate may only be used in its entirety.

C4 The customer is obliged to maintain the link between the certificate and the subject of certification and to present the certificate exclusively in a manner that enables the average consumer to perceive it in the context of a mark confirming the inspection, assessment and/or certification of activities, processes, systems or qualifications. The certificate may be used exclusively in connection with the activities, processes, systems or qualifications for which it was issued, and solely for the purpose of demonstrating that these activities, processes, systems or qualifications comply with the guidelines on the basis of which they were inspected, assessed and/or certified. The customer is not authorised to use the certificate for advertising purposes and must not give the impression that URS has assessed a specific product. The certificate must not be used in the event of any changes to the subject of certification.

C5 The certificate may be used exclusively during the period of validity stated on it and until such time as the certificate is suspended or withdrawn. If the certificate's period of validity expires before recertification has been carried out, the certificate and the URS mark may not be used until a new certificate has been issued.

C6 In the event of the certificate being withdrawn or its validity period expiring, the customer is obliged to cease using the certificate and the certification marks/logos in any way, and in particular to refrain from all advertising activities (corporate documents,



websites, social media, brochures, catalogues, vehicles and others) that refer to the certificate or to a service provided by URS under this certificate. Furthermore, the customer is obliged to return any items associated with the certification process and the certificate itself, the return of which is requested by the URS Local Office. Upon request by the URS Local Office or, where applicable, the URS Scheme Office, the customer is obliged to return the original URS certificates issued, as well as any duplicates.

- C7 URS shall not be liable for any unauthorised use of the certificate or for any loss or damage incurred by the customer as a result of the justified withdrawal of the certificate.
- C8 Where the URS logo appears on a certificate, certification mark or document, the customer is authorised to use it in accordance with these TCCS ISO UKAS.
- C9 During the initial audit and the granting of the certificate, the customer will be fully informed of the rules and options for the correct use of certification marks and the logo.

PART D – SUSPENSION, WITHDRAWAL, EXTENSION OR RESTRICTION OF THE SCOPE OF CERTIFICATION

D1 Suspension of the certificate

A certificate may be suspended either at the customer's request or as a result of URS's internal processes. URS shall suspend the certificate if:

- the customer's certified management system consistently or seriously fails to meet the certification requirements, including requirements relating to the effectiveness of the management system;
- the certified customer does not permit surveillance audits or recertification audits to be carried out at the required frequency;
- the certified customer voluntarily requests suspension.

The suspension of the certificate remains in force until the issues have been resolved and the customer has fulfilled the obligations whose breach led to the suspension of the certificate, but for no longer than 6 months from the date of suspension.

D2 Extension and restriction of the certificate

The scope of the certificate may be extended or restricted at the customer's request, or on the basis of findings by URS during a surveillance or recertification audit. The customer is obliged to inform URS of any significant change within the company that could lead to a restriction or extension of the scope of certification.

In the event of notification by the customer, URS will request the company's documentation for review and will decide in writing on the next steps; see the following points:

- if the changes are minor alterations to the customer's processes or documentation with no impact on the areas of production, any extension or restriction of the scope of certification will be discussed with the customer during the surveillance or recertification audit;
- if the changes are formal changes to the company's legal aspects (change of legal form, owners, etc.), the incorporation of the changes into the company's documentation is verified as part of a surveillance/recertification/special audit, and a new certificate is subsequently issued. The validity period is the same as that of the original certificate;
- Where significant changes have occurred that substantially affect production processes or management system processes, a special audit must be carried out to verify that these changes have been incorporated into the company's process documentation. If a potential change to the scope of certification is identified during a surveillance or recertification audit, the audit team leader



shall immediately inform URS of the situation by telephone, and URS shall decide on the course of action in accordance with the options mentioned above.

URS will restrict the scope of the customer's certification to exclude those parts of the scope that do not meet the certification requirements and which the certified customer fails to comply with on a permanent or serious basis. The customer will be informed in writing of any extension or restriction of the certificate's validity.

D3 Withdrawal of the certificate

D3.1 Withdrawal of the certificate takes effect automatically on the date on which:

- the customer has been declared bankrupt;
- the business has been taken over by another entity (e.g. merger, liquidation with a successor, etc.);
- the certification contract has expired due to withdrawal or termination;
- the certificate's validity period has expired and the customer has not applied for renewal (recertification);
- misuse of the certificate has been detected (use for purposes other than those for which it was issued, e.g. for another, as yet uncertified company, or for another organisationally separate part of the company that has not yet been included in the scope of certification, or for a different scope of activity).

D3.2 A certificate may be withdrawn (URS has the right to withdraw the certificate) if:

- the specified deadline for the suspension of certification is not met for reasons attributable to the customer. URS shall decide to terminate the validity of the certification within a maximum period of 6 months from the date of suspension;
- there is unauthorised use of the certificate and/or certification marks in test reports, calibration certificates, or inspection certificates. URS shall decide to revoke the certificate within two months of the customer receiving a request to rectify the situation, if such rectification is not carried out;
- supervision cannot be carried out for reasons attributable to the customer, even after the expiry of the agreed deadline for rectification following the suspension of certification;
- payment for the agreed services has not been made within the specified time limit;
- other grounds for revocation arise under the contract with the customer, or the customer breaches the contract, withdraws from it or acts in breach of the agreed subject matter of the contract;

In the event of the certificate being revoked, URS is also entitled to terminate the contract and request that the customer return all originals and duplicates of the certificates. This does not affect any further claims for compensation or other claims.

PART E – COMPLAINTS

- E1 Should the customer wish to lodge a complaint regarding a service offered by URS, they may do so by emailing complaints@urs.holdings or stiznosti@urs.holdings.
- E2 All complaints will be duly recorded and investigated. Any corrective measures deemed necessary will be communicated to the complainant within 30 working days of URS receiving the complaint.



- E3 URS is obliged to register and keep records of all complaints brought to its attention regarding compliance with certification requirements, and is obliged to make these records available to the customer upon request.
- E4 URS is also obliged to ensure that the persons involved in the appeal process are different from those who carried out the audits and made the certification decision.

PART F – APPEALS AGAINST URS DECISIONS

- F1 The customer has the right to appeal against any decision made by URS within 30 days. The customer shall submit the appeal by email to: appeals@urs.holdings or odvolani@urs.holdings.
- F2 URS shall document its decision, based on the outcome of a full and thorough investigation, and provide it to the customer within 30 working days of receiving the appeal.

PART G – CONFIDENTIALITY PROVISIONS

- G1 All information provided shall be treated as strictly confidential and shall not be disclosed to any other party without the customer's consent, except to the certification body or the relevant accreditation body.
- G2 The duty of confidentiality does not apply to information which is already in the possession of the disclosing party, is publicly available, has been obtained independently of the parties involved in the contractual relationship relating to the subject matter of the contract, or has been obtained from a third party without restriction.
- G3 Notwithstanding the above provisions, information which is not considered confidential is information which:
- Has become publicly known without any deliberate action or negligence on the part of the receiving party,
 - Was lawfully in the possession of the receiving party prior to the conclusion of the contract, provided that such information was not subject to any other previously concluded confidentiality agreement,
 - Is the result of activities during which the receiving party independently obtained it and can prove this fact by its records, or is confidential information belonging to a third party,
 - Is provided to the receiving party after the signing of this agreement by a third party who did not, at the same time, obtain such information directly or indirectly from the party that owns it,
- G4 URS shall publish publicly available information about certified customers on its website.
- G5 Where the law requires the certification body, or where the certification body is authorised under contractual arrangements (as in the case of an accreditation body), to disclose confidential information, the customer or the person concerned shall provide such information to URS, provided this is permitted by law.

PART H – DECLARATION OF IMPARTIALITY

- H1 The URS Scheme Office and the URS Local Office hereby declare that they understand the importance of maintaining impartiality when carrying out activities relating to the certification of management systems and that they actively manage any conflict of interest or threat of a conflict of interest.
- H2 The URS Scheme Office and the URS Local Office have approved internal procedures that ensure the objectivity of all activities relating to the certification of management systems. The necessary measures have been put in place to ensure impartiality and independence. These are incorporated into: the company's strategy and policies, risk analysis, certification decisions, the conduct of audits, and the assessment and selection of staff. The independence, impartiality and credibility of URS staff, as well as the management of conflicts of interest and the objectivity of the certification body's activities and decisions, are regularly reviewed.



- H3 Decisions made by the URS Scheme Office during the certification process are always based on objective evidence of conformity. Interested parties may submit a complaint or raise a query regarding impartiality by emailing info@urs.holdings.

PART I – GENERAL PROVISIONS

- I1 URS provides its services on the international market and is represented in various regions by its authorised regional representatives.
- I2 A regional representative may be a natural person or a legal entity, namely a URS Local Office, which facilitates communication between the URS Scheme Office and the Customer, assists with the conduct of the certification audit and collects, on its own account, fees on behalf of URS relating to the certification audit.
- I4 United Registrar of Systems Ltd (URS Scheme Office) is responsible for the certification of the client under UKAS accreditation and for the certification audit decision in accordance with the accreditation terms and conditions. United Registrar of Systems Ltd (URS Scheme Office) shall not delegate this responsibility to any other third party.
- I6 The provisions of these TCCS ISO UKAS terms and conditions apply, within the framework of URS, to all employees and staff involved in the certification process, including regional representatives of the URS Local Office.
- I7 Any legal disputes shall be resolved primarily in accordance with the laws of the Czech Republic or, where applicable, the United Kingdom.