

TERMS & CONDITIONS FOR PRODUCT CERTIFICATION

1. General

SETSCO Certification Body is a department in SETSCO Services Pte Ltd (SETSCO) and the latter is an independent third party organization providing services in product certification on the basis of the requirements of national and international norms and standards. SETSCO operates under ISO/IEC 17065 accreditation by SAC (Singapore Accreditation Council), using the latest normative accreditation guidelines as below:

- (A) Ready-Mixed Concrete:
SS EN 206: 2014
SS 544-1: 2014 and SS 544-2: 2014
SAC CT-05 and SAC CT-06
- (B) For Building Construction Materials:
Factory Production Control
- (C) For Personal Protective Equipment
Whatever test standard(s) that relevant to the product type

2. Terms and Definitions

Client	Refers to <i>either</i> the Applicant <i>and/or</i> the Certified Product Organization
Customer	Refers to the Certified Product Organization's client
Certificate (also known as Certificate of Conformity)	Refers to the formal attestation of compliance issued by the Certification Body
Certification Body	Refers to the SETSCO's Certification Body which is owned by SETSCO Services Pte Ltd which has the authorization to issue certificates
SETSCO	Refers to SETSCO Services Pte Ltd

3. Scope

This document is applicable to all the Clients and members of the Certification Body (wherever applicable). Participation in the schemes is voluntary and all participants shall adhere to this Terms and Conditions at all times.

This Terms and Conditions should be read in conjunction with the other certification criteria documents of the respective schemes.

4. Certification Policies

- 4.1 The official application, together with the fees paid, shall only be valid within 1 year from the date the application has been lodged by the Applicant. The application or any fees made in relation to it, is non-transferable and shall only be valid for the location of the company stated therein.
- 4.2 A Certificate of Conformity with 3-year validity will be issued to a qualified and certified Organization by SETSCO. The certified organization shall be subjected to scheduled routine surveillance as part of the maintenance of the certification. Frequency of routine surveillance/inspection shall be dependent on the specific type of scheme to which the client has been certified. All renewal assessments shall be done prior to expiry date of the certification.

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4.3 The Certification Body shall be obliged to not list any company or product(s) upon receiving written instruction(s) from the scheme owner (e.g. Singapore Civil Defense Force (SCDF)).

4.4 The Certification Body will publish a listing of Certified Organizations in its website.

5. Obligations of the Certified Organizations

Clients shall comply with the following conditions:

5.1 Offer to all of its customers a standard service consistent with this Terms and Conditions and all related normative documents to which its certification has been based upon.

5.2 Fulfills the certification requirements which includes implementing appropriate changes when they are informed by SETSCO

5.3 Continue to comply to the product requirements as stated in normative documents for certification activities with ongoing production

5.4 Immediately notify SETSCO, where applicable, on any of the following:

(i) Any change in its legal, commercial, ownership or organizational status (including key staff) who could affect the performance or competence of the certification.

(ii) Any plans to conduct any production activities outside the Republic of Singapore.

(iii) Any change in their premises which may affect their management system, their service, their products, their process or their skills. Any breach of this obligation to inform such information may lead to the withdrawal or termination of the certificate.

(iv) Any lawsuit or criminal investigation of the Client or its key staff.

(v) Any changes to the scope of certification.

(vi) Any significant changes in main policies; and

(vii) Any other matters that may affect the ability of the Client to fulfill requirements of its certification. Including any major non-conformity identified during internal and/or customer audits (however named) undertaken by its customers, its partners or public authorities.

5.5 Adhere to the rules for the use of SETSCO Mark, including all other marks which SETSCO has been allowed to use, and any reference made to its certification status.

5.6 Not to use the certification status in such a manner as to bring SETSCO into disrepute, and to not make any statement related to the certification which SETSCO may consider misleading or unauthorized;

5.7 Provide all certification documents to others in their entirety or as specified in the certification scheme

5.8 In making reference to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of SETSCO or as specified by the scheme owner

5.9 Keeps record of all known complains relating to compliance with certification requirements and make these records available to SETSCO when requested, and



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- a) Takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification
- b) Document the action to resolve the complaints

5.10 Provide necessary facilities, arrangement and accommodation for:

- a) access to documentation including inspection methods, test / calibration standards, personnel records, inspection site, calibration and testing areas for the assessor to effectively carry out assessment activities
- b) investigation of complaints
- c) participation of observers

5.11 The Client shall make available all key staff or nominate a representative to facilitate the exchange of information between itself and the Certification Body on all matters relating to certification activities;

5.12 Make prompt payment to SETSCO Services Pte Ltd of all necessary fees levied by the Certification Body;

5.13 Upon the withdrawal of certification forthwith discontinue its use of reference to its certification and withdraw all advertising materials which contains any reference to its certification;

5.14 Make a clear and unequivocal statement in all contacts with its customers that the certificate of certification does not, in any way implies that the product is approved by SETSCO;

5.15 Not represent, or hold itself as being an agent or partner of SETSCO, nor make any representatives on behalf of SETSCO.

5.16 In order to allow SETSCO to comply with applicable health and safety legislation the Client shall provide Certification Body with all available information regarding known or potential hazards likely to be encountered by Certification Body personnel during their visits. The Certification Body shall take all reasonable steps to ensure whilst on the Client premises, that its personnel comply with all health and safety regulations of the Client, provided that the Client makes Certification Body aware of the same.

6. Confidentiality

6.1 All information provided by any Client in relation to preliminary enquiries or to an application for certification and all information obtained in the course of, or in connection with, an assessment of a Client shall be completely confidential. SETSCO organizational members shall undertake and shall always observe the duty of confidentiality provided. However, this clause shall not apply to information in the public domain and information in possession of SETSCO prior to any submission made by the Client.

6.2 SETSCO shall not disclose confidential information about a particular Client without written consent from the Client, except where the law requires such information to be disclosed without such consent.

7. Conflict

7.1 Certification Body Organizational members including Governing Board, Certification Committee and Appeal Committee members considered having commercial, financial or

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other pressures or conflicts of interest that might cause them to act in other than an impartial or non-discriminatory manner shall not be involved in the assessment and evaluation of the Client.

- 7.2 Client shall liaise with the Certification Body secretariat on all matters relating to certification and shall not communicate directly with any of the committee members and/or assessors on such matters.
- 7.3 Client shall be informed of the appointment of assessors and may object to the appointment only once, on valid grounds such as conflict of interest. The Client shall accept any reappointment of assessors by the Certification Body.

8. Complaints

- 8.1 Any complaints should be made in writing to the Certification Body Secretariat and such complaints should bear the name, designation, company and signature of the sender.
- 8.2 Any written complaints shall include objective evidence(s) to support the complaints, where possible.
- 8.3 Any written complaints received will be duly acknowledged and the sender will be informed of the outcome.
- 8.4 The certified organization (client) shall keep a record of all complaints received and make this available to Certification Body upon request. The certified organization shall take appropriate action with respect to the complaints received from its customer and all actions shall be recorded.

9. Appeal

- 9.1 Appeals made in writing against any decision for the refusal or withdrawal of certification or any dispute concerning the interpretation of criteria must be made no later than one (1) month from the date of refusal, withdrawal or dispute. Such appeal, which shall be submitted to SETSCO Services Pte Ltd through Certification Body Secretariat, will be considered by its Appeal Committee acting on the advice of the Governing Board. Certification Body may co-opt technical experts as and when required.
- 9.2 The decision of the Appeal Committee shall be final and shall not be called into question or subject to review or appeal by any court of law.

10. Significance of Certification

- 10.1 Certification should not be regarded as in any way diminishing the normal contractual responsibilities between the Client and its customers. While the certification is the indication of the integrity and competence of the Client, it does not constitute a guarantee by the SETSCO of the competence of the Client in any particular case.
- 10.2 SETSCO is in no way responsible for the charging arrangement between a Client and its customers.

11. Conditions and Procedures for Granting, Maintaining, Extending, Suspending and Withdrawing Certification

- 11.1 Granting Certification



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- 11.1.1 Certification is granted upon applicant's satisfactory compliance to the relevant standard and Certification Body requirements after the review by the Certification Committee and approval from the CB.
- 11.1.2 Certification may include conditions, which might require corrective action be submitted on the date decided by the Certification Body. All Corrective actions must be satisfactorily closed by the given date. In such cases when this may not be possible, the Client can request for an extension for completion. Failure to satisfactorily resolve the CA will result to deferment or denial of certification.

11.2 Maintaining Certification

- 11.2.1 In order for a client to maintain its certification with SETSCO, the client must maintain compliance to the relevant Certification Body and international standards, successfully complete the prescribed surveillance assessment/inspection, and pay all required certification fees, where applicable.
- 11.2.2 Renewal of the certification may be initiated either by the Certification Body or the Client itself, at least 6 months prior to certificate's expiry. An Application Form shall be submitted by the Client to start the renewal process. The Certification Body will then assess the continued conformance of the Client with its terms and scope of certification.
- 11.2.3 Refusal to renew certification shall be initiated by the client by formally writing to the CB, stating reason of such decision. All payments made before the Client notified the Certification Body of its intention to withdraw its certification shall be deemed non-refundable.
- 11.2.4 If renewal is not completed before the certification expiry date, the Certification Body may opt to extend validity of the Client's certification up to three (3) months, or may need to withdraw the certificate. Extension approvals may only be granted by SETSCO General Manager upon the advice of the Certification Body's Program Manager.

11.3 Certification Contract Period

The certification cycle is 3 years after which re-certification shall be conducted. Certification is a continuous status, subject to compliance of certified organizations with the relevant norms, as well as the terms of the contract including any specific conditions set by Certification Body.

11.4 Notification of Changes and Extension of Scope

- 11.4.1 Certified organizations are required to inform SETSCO of any changes which may impact their certification and the scope of their certification.
- 11.4.2 Where the certified organization intends to introduce a new product / category not included in its certification scope, a request for extension or amendment of scope must be filed to the Certification Body. Appropriate standards of production and evidence of competency in this scope must be submitted to Certification Body for evaluation and review.
- 11.4.3 The Client shall be subjected to pay administrative fee and other necessary fee for changes resulting, but not limited to, replacement or issuance of additional certificate(s).

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11.5 Denial of Certification

Any of the following circumstances may result to denial of certification:

- (i) The applicant for certification willfully made a false statement or otherwise purposefully misrepresented the applicant's operation or its compliance with the certification requirements
- (ii) Corrective actions for major non-conformities found during the assessment are not sufficiently closed and indicates a major failure of the production control system and product quality that cannot be addressed within 6 months
- (iii) If the applicant is not ready for the partial re-inspection, or not able to complete satisfactory inspection within the 1 year validity of the conditioned certificate.

11.6 Sanctions

Failure to meet any of the terms of the certification contract or gross breaches of the requirements of the certification criteria and basic standards may result in the suspension or termination of the certification or in the imposition of other sanctions.

The action taken will be in accordance with the severity of the violation. Certification Body, through the recommendation of the Certification Committee may apply one or more of the following sanctions:

- (i) Issue a warning letter or letter of reprimand
- (ii) Impose additional conditions and insist on corrective action according to a timetable
- (iii) Impose penalty fees
- (iv) Require the certified organization to undergo a re-inspection within a certain period
- (v) Suspension of certification

11.7 Suspension

SETSCO may suspend the certification of a client for a specified period under the following circumstances:

1. If it has not addressed or respond satisfactory to non-conformities or have not addressed non-conformities even after lapse of initial timeframe given for corrective actions.
2. If major non-conformities leading to failure of the system or product requirement were found during surveillance assessment.
3. If there has been any other breach of the applicable requirements or rules of procedures of Certification Body.
4. SETSCO has compelling evidence of gross infringement of certification regulation by client

A formal suspension letter shall be sent to the client for notification. The letter shall contain the following:

1. the reasons for the suspension
2. the effective date
3. the right to file an appeal
4. conditions under which suspension will be revoked

In the event that suspension was due to a defective product, SETSCO reserves the right to halt subsequent production or instruct the certified organization for a product recall if necessary, pending investigation by the Certification Body.



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Upon fulfillment of the indicated conditions within the specified period, SETSCO shall lift the suspension and notify the client accordingly; otherwise the certification may be withdrawn should the breach persists.

Upon lifting the suspension, the Certification Body shall return the suspended certificate to the client or issue a revised certificate should the scope of certification changes. The status of the client's certificate shall be updated in its public domain.

11.8 Termination of certification

The client may have its certification terminate provided the Certification Body is given at least 2 weeks in advance a formal written notification, stating its reason for such decision.

Upon termination of certification, the client must cease all claims of the SETSCO logo and name, destroy or return all certificates, labels, advertising and marketing material containing reference to SETSCO Product Certification Scheme.

11.9 Withdrawal of certification

SETSCO may withdraw the certification of a certified organization under the following circumstances:

1. serious non-compliance with the relevant standard that indicates total failure of production processes to consistently produce products of acceptable level of quality
2. failure to fulfill conditions of certification related to non-compliance within the agreed timetable
3. misuse of certification mark, logo, certificates etc
4. refusal to allow full access to information at the request of the certification body
5. failure to meet its financial obligation to SETSCO
6. failure to comply with any sanctions imposed
7. received written instruction(s) from scheme owner (e.g. Singapore Civil Defense Force (SCDF))
8. any other serious breaking of applicable requirements of rules of procedure of Certification Body

Upon withdrawal of certification, the client must cease all claims of the use SETSCO logo and name, destroy or return all certificates, labels, advertising and marketing material containing reference to SETSCO Product Certification Scheme.

11.10 Reduction/ Expansion of certification

The Certification Body may reduce/ expand the certification of client upon written request by the client itself or upon any non fulfillment of relevant product certification requirements.

Upon reduction/expansion of certification, the client must destroy or return all certificates. All advertising and marketing material containing reference to SETSCO Product Certification Scheme shall reflect accurately the scope of certification.

The Certification Body shall issue a revised certificate should the scope of certification changes and update the status of the client's certificate in its public domain.

11.11 Reinstatement of Certification

Reinstatement of certification is only achieved if the client re-applies for certification and has demonstrated compliance to the previous issues which resulted to its termination including

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any other new conditions (if applicable) that may arise from the re- application. As such, client shall be subjected to a full application process and applicable fees.

12 Limitation of Liability

12.1 SETSCO undertakes to exercise due care and skill in the performance of the services and accepts responsibility only in cases of proven negligence.

12.2 SETSCO shall not be liable to the Client nor to any third party:

- (i) for any loss, damage or expense arising from (1) a failure by Client to comply with any of its obligations herein (2) any actions taken or not taken on the basis of the Reports or the Certificates; and (3) any incorrect results, Reports or Certificate arising from unclear, erroneous, incomplete, misleading or false information provided to Certification Body.
- (ii) for loss of profits, loss of production, loss of business or costs incurred from business interruption, loss of revenue, loss of opportunity, loss of contracts, loss of expectation, loss of use, loss of goodwill to reputation, loss anticipated savings, cost or expenses incurred in relation to making product recall, cost or expenses incurred in mitigating loss and loss or damage arising from the claims of any third party that may be suffered by the Client.

13 Indemnity

Except for cases of proven negligence or fraud by SETSCO, the Client further agrees to hold harmless and indemnify SETSCO and its officers, employees, agents or subcontractors against all claims (actual or threatened) by any third party for loss, damage or expense of whatsoever nature including all legal expenses and related costs and howsoever arising (i) relating to the performance, alleged performance or non-performance of the Services or (ii) out of or in connection with Clients product, process or service the subject of the certification.

14 Applicable Law

This Terms and Conditions shall be construed in accordance with and governed by the Laws of Singapore and the parties hereby agree to submit to the exclusive jurisdiction of the Singapore Courts.

15 Fees

15.1 The fees for certification shall be prescribed by Certification Body and may change the fees from time to time. Fee schedule will be provided to the approved applicants by Certification Body wherein subject to revision as appropriate without prior notice to an Applicant / Certified Organization.

15.2 Application fee will be payable once assessment plan has been issued and accepted by the Client.

15.3 All fees paid by a Client are non-refundable.

15.4 All labels issued are non-refundable.

15.5 Additional fees shall be charged for operations that are not included in the agreed programme and for work required due to non-conformances being identified. These will include, without limitation, costs resulting from;

- (i) Additional work due to suspension, withdrawal and/or reinstatement of a Certificate.

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- (ii) Reassessment due to changes in the management system or products, process or services; or
- (iii) Compliance with any subpoena for documents or testimony relating to work performed by SETSCO.

15.6 SETSCO reserves the right to cease or suspend all work and/or cause the suspension or withdrawal of any certificate for a Client who fails duty to pay an invoice. All invoices shall be paid within 30 days from the date of issue regardless of the outcome of the audit.

15.7 SETSCO may elect to bring action for the collection of unpaid fees in any court having competent jurisdiction.

15.8 Client shall pay all SETSCO collection costs including reasonable attorneys' fees and related costs.

15.9 Overseas traveling (non Singapore), transportation, overnight lodging as may incur by in relation to the audit.

16 Taxes

Client agrees to indemnify and pay SETSCO all taxes, levies, and duties including, but not limited to, goods and services tax or withholding tax which the committee may be liable to pay as a result or providing the services to the Client.

17 Conditions for Use of the Certification Body Mark

17.1 Layout of the Certification Body Mark

17.1.1. Reference to SETSCO certification status made by Client using SETSCO mark. Specimens of the SETSCO mark are as shown in Annex 1. It must be reproduced in the official colors, pantone uncoated (286U) and pantone coated (7455C); or in a single color only which may be gold, black, dark grey.

17.1.2. The SETSCO mark may be uniformly enlarged or reduced, but shall not be less than 15mm in height.

17.2 Use of Mark or Reference to Certification in Publicity and Other Materials by Accredited Organizations

17.2.1. SETSCO Services Pte Ltd is the owner of SETSCO mark which comprises of SETSCO registered logo and the Clients Product Certificate number (refer to Annex1) and all its certificates issued to Client as well. Only after SETSCO granted certification or re-instatement of certification (in suspension cases) shall the client be permitted to display or refer to SETSCO name and logo on materials for public distribution. SETSCO has the right to take possession these certificates and certification mark in case of improper use.

17.2.2. A Client may use the SETSCO mark on publicity and other stationery materials such brochures, letterhead paper, quotations, and vehicles. However, the use of the SETSCO mark or any reference to SETSCO Product Certification Scheme in advertising and promotional publications shall be checked and pre-approved by SETSCO.

17.2.3. The Client shall;

- (i) only claim that it is certified in respect to those activities which are covered under its scope of certification



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- (ii) only use the SETSCO mark for premises covered by certification
- (iii) not make any statement regarding its certification that SETSCO may consider misleading or unauthorized
- (iv) not allow the fact of its certification to be used to imply that a product, process, system or person is approved by SETSCO; and
- (v) not display the SETSCO mark or make any reference for SETSCO Product Certification Scheme on any test items, products or literature relating specifically to a product which may imply product certification / accreditation.

17.2.4. A Client shall upon suspension or voluntary withdrawal of SETSCO certification immediately ceased to issue any certificates, reports, labels displaying the SETSCO mark or containing references to SETSCO Product Certification. Client shall ensure the discontinuation of any materials (whether electronic or hardcopy) usage and distribution.

17.3 Reference to the Certification Status by the Accredited Certifying Body

17.3.1. The SETSCO mark is awarded by SETSCO to Clients who have successfully achieved certification.

17.3.2. When the SETSCO mark is used by a Client, the appropriate certificate number accorded to the organization shall be inserted in the space provided in the SETSCO mark.

17.3.3. When a Client uses the SETSCO mark, the following conditions shall be met:

- (i) On the same sheet of document, display its own name and logo, no less prominently than the SETSCO mark and vice versa
- (ii) The phrase: "The use of SETSCO mark indicates certification in respect of those activities covered by the certification registration number XXXX" shall be included
- (iii) Any sign that display the logo or name must be specific to an item or a group of items that is certified by SETSCO
- (iv) Any advertisement used by a third party may only use the logo or name in such a way as to clearly refer to items that are certified by SETSCO and only those items

17.3.4. The SETSCO mark shall not be used by a Client on any document unless the document relates in whole or in part to certified activities of SETSCO.

17.3.5. The SETSCO mark shall not be used in such a way as to suggest that SETSCO has certified or approved any product or any service supplied by the Clients or its licensee of a certification mark, or in any other misleading manner.

17.3.5. Unauthorized use of SETSCO logo or misleading use of the certificate shall be prohibited and treated as a violation of copyright. Suitable actions including corrective action request, suspension, withdrawal of certification, publication of transgression and if necessary, any other legal action to deal with inaccurate references or misuse of the certification logo may be pursued.

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ANNEX 1: SPECIMEN OF LOGO and MARK

<p>SETSCO (Registered) Logo</p>	
<p>SETSCO Mark for Ready-Mixed Concrete</p>	
<p><u>Remarks:</u> YYYY – year of initial certification XXX – unique number A – site number</p>	