

1. General

These quality mark regulations have been issued by KEURMERK NEDERLAND in Gorinchem and are intended to inform companies and organisations that wish to obtain a quality mark from KEURMERK NEDERLAND about our working methods and the accompanying agreements. The quality mark regulations are an integral part of the agreement that KEURMERK NEDERLAND has with you. The latest version of these regulations, as indicated in the footnotes, applies to the Agreement and supersedes all previous versions. The latest version can also be downloaded from the KEURMERK NEDERLAND website. Major or significant changes that directly affect the process will be reported to the customer separately, in order to provide sufficient opportunity to implement any adjustments and measures.

2. Definitions and abbreviations

The following terms shall have the following meanings in these Regulations, unless otherwise explicitly evident:

- Customer: company or organisation with which KEURMERK NEDERLAND has entered into an agreement concerning inspection of the quality mark.
- Agreement: contract between client and KEURMERK NEDERLAND, based on the information of the application for obtaining the quality mark.
- Quality mark inspection: Also called quality mark test. Here the implementation of the quality mark requirements is mainly tested, concluding with a positive or negative opinion from the inspector.

3. Quality Mark Inspection Route

3.1 Order

The client gives the order by receiving the confirmation for the inspection and paying the invoice in advance, or by receiving the inspector.

3.2 Planning

Zero Waste Certification appoints the inspector for the quality mark inspection. The date is set in consultation with the customer and can be cancelled up to 48 hours in advance. For cancellations less than 48 hours prior to the inspection, 50% of the invoice amount will be charged.

3.3 Quality mark inspection.

The inspector performs the quality mark inspection. During the quality mark inspection, checks are carried out on whether the company meets the requirements, as described in the list of requirements. To achieve this, the customer is asked to:

- provide the inspector with sufficient information to be able to establish that all procedures are fully described and in accordance with the requirements;

- allow the inspector(s) access to facilities, persons, records, registrations and corrective actions necessary to obtain the necessary evidence;
- co-operate in rectifying any non-conformities. At the end of the inspection, the customer will receive a verbal report of the results and the quality mark certificate will be issued. This is followed by a written report from the inspection.

3.4 Findings

Zero Waste Certification uses two types of findings for its quality mark inspections.

A Deviation is a finding that is made if one of the mandatory questions does not meet the conditions. In this case, the inspector will give the customer two months to remedy this, after which the quality mark certificate will be awarded. If the deviation is not rectified within two months, a re-inspection will have to take place.

The costs are the same as for the regular inspection. In special cases, the inspector may write an Observation as a finding. An Observation will also be made if any of the questions does not meet the requirements. However, in this case, the inspector will give the customer tips as to how this matter can be remedied for the next inspection. The certificate can then still be issued immediately.

3.5 Issuing the quality mark certificate

The decision to issue the quality mark will be made by the inspector himself, immediately after the inspection, after the client has fulfilled all the conditions. If the decision of the inspector is negative, the customer has the possibility to appeal this decision with Zero Waste Certification.

3.6 Quality mark certificate

As proof of the positive assessment for certification, the customer receives a quality mark certificate. The specific scope of the certificate is indicated on the certificate itself. This certificate is valid for one or two years. It is also recorded on the site www.keurmerkregister.com and on a site of a sector organisation if applicable.

If a customer with several establishments wishes to have a separate certificate for each one with the name and address of the establishment in question, a separate investigation must, in principle, take place for each site. Zero Waste Certification may apply a sampling method if each site provides equivalent services.

3.7 Use of logo

As proof of the positive assessment for certification, Zero Waste Certification clients receive a certificate and quality mark logo, which can be used for promotional purposes. The customer is not obliged to use the logos provided, but the use of the logos is subject to requirements and limitations. The quality mark logos can be obtained via Zero Waste Certification. The following requirements have been set for the use of logos and certificates, which are checked by the inspector during the periodic inspections:

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- the Client may not give Zero Waste Certification name and logo to third parties or allow third parties to use them; - the certificate and logo must be reproduced in their entirety, including any frames;
- the certificate is only to be used to indicate the certification of the company, and not of products.
- the statement that the customer holds the certificate may be made at the workplace, in e-mail communications, on websites, in commercials, notices or announcements, on letterheads, brochures or other promotional materials.
- It is not permitted to mention the logo on production goods, packaging, samples or any other statement concerning a product. Care must be taken to avoid the logo's giving the impression that the product is certified.
- It is permitted to reproduce the logo in any size, on the understanding that the height of the composed and supplied logo may never be less than 12 millimetres in the case of printed matter.
- the logo may not exceed the size of the certificate holder's own logo on the same document, letter, brochure, etc.
- the logo must be reproduced in the correct composition of colours, in a black and white print, or in one colour of the client's house style.
- the height to width ratio of the logo must be maintained.
- The certificate holder is obliged, in the event of suspension, withdrawal or discontinuation of the certificate, to stop using the logo, to remove the logo and to return the certificate to Zero Waste Certification.
- If the company, after withdrawal or discontinuation of the certificate, uses logos or other expressions suggesting that the company is still certified by Zero Waste Certification, Zero Waste Certification may impose a fine up to a maximum of five times the most recent inspection costs for the client. Zero Waste Certification may also take legal action to stop the misuse. The Customer shall return the aforementioned items to Zero Waste Certification upon first request and shall cease using them.
- Zero Waste Certification reserves the right to make public the unjustified use of logos and certificates. - Unless otherwise agreed in writing, Zero Waste Certification retains the copyrights and all other rights with regard to intellectual or industrial property of the texts, certificates, logos, etc. provided by it.

4. Quality mark certification procedure

4.1 Periodic inspections

Zero Waste Certification will carry out an annual quality mark inspection. The following matters will be dealt with during this inspection, unless explicitly stated otherwise in the quality mark requirements:

- organisation;
- financial;
- services;



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- personnel;
- safety;
- CSR

At the end of the examination, if the final assessment is positive, the customer will immediately receive the quality mark certificate. In addition, a written report of the findings of the investigation will follow within a few days. If the client wishes to postpone the inspection, it must make a request for postponement at least 48 hours before the scheduled date of the inspection. If the postponement is reported within 48 hours before the inspection, 50% of the costs will be charged. An inspector will perform a maximum of two consecutive inspections, the third inspection in a row will be carried out by another inspector. Exceptions reserved.

4.2 Change of certification requirements If the certification requirements are changed

Zero Waste Certification will inform the companies that have submitted a request for certification of these changes in writing at the time of confirming the appointment. The transition period until the amended criteria become binding will be made known. Companies that already have the quality mark will be inspected during the next re-inspection according to the requirements of the quality mark in force at that time.

5. Suspension and Revocation of Certificate

5.1 Suspension of Certificate

The Certificate may be suspended for a certain period, at our discretion, if:

- there is improper use of the certificate and/or logo and this is not remedied to the satisfaction of Zero Waste Certification;
- the validity period of the quality mark is exceeded by more than two months;
- the financial obligations to Zero Waste Certification are not met;
- the client requests it;
- bankruptcy of the client;
- after a complaint has been filed (dealt with by the complaints committee and regulations) and there has been insufficient resolution and cooperation by the client;
- in the meantime, the content-related requirements of the quality mark have been objectively violated.

The client will be notified in writing by Zero Waste Certification of the suspension. It shall specify the conditions which must be met by the customer in order for the suspension of the certificate to be lifted. The period of suspension of the certificate is maximum three months and depends on the deviation indicated and described. As soon as the conditions with regard to the deviation have been met within the set period, Zero Waste Certification will lift the suspension of the certificate and inform the client accordingly.

Zero Waste Certification notify the customer in writing of the suspension, stating at least the following:

- the commencement date, duration and termination of the suspension;
- the reasons and arguments and the associated conditions;
- the possibilities and term of appeal.

The suspension shall not take place until at least 10 working days after the date of the notification referred to in this paragraph. Zero Waste Certification reserves the right to make the suspension public by publication on the website of Zero Waste Certification. Within the suspension procedure, Zero Waste Certification is authorised to postpone the suspension decision for a period of three weeks at most, in order to give the customer a final opportunity to take adequate corrective measures and to allow Zero Waste Certification to verify these measures.

5.2 Revocation of the certificate

Zero Waste Certification may revoke the certificate of the client if in the sole judgement of Zero Waste Certification the certified client intentionally acts contrary to the provisions of the certification agreement, or if during the period of suspension, after having been reminded and formally required to do so, the client has failed to comply with the conditions laid down.

Zero Waste Certification will notify the customer in writing of the withdrawal, stating at least the following:

- the date of withdrawal;
- the reasons and arguments and the associated conditions;
- the possibilities and term of appeal.

The withdrawal shall not take place until at least 10 working days after the date of the notification referred to in this paragraph. Zero Waste Certification reserves the right to make public the withdrawal of the certificate. The suspension and/or withdrawal shall be suspended if an appeal has been lodged against the decision of Zero Waste Certification to impose a sanction, until the appeal has been irrevocably ruled on. If the certificate is revoked, its return will be required by Zero Waste Certification.

5.3 Suspension of the certificate

A customer may itself, for various reasons, request that the certificate be suspended. Zero Waste Certification will assess whether the financial obligations have been met and inform the customer in writing of the procedure for discontinuation. If the certificate is cancelled, its return will be required by Zero Waste Certification.

6. Complaints

Ondanks dat Zero Waste Certification zijn best doet om zijn klanten zo goed en gericht mogelijk te bedienen, kan het voorkomen dat de klant over een of meerdere aspecten van de dienstverlening niet tevreden is. De procedure hiervoor kan u terug vinden onder het tabblad Klachtenprotocol.

Despite the fact that Zero Waste Certification does its best to serve its clients as well and specifically as possible, it can happen that a client is not satisfied about one or more aspects of the service. In these cases, a complaint can be filed, which is first handled by the management in the expectation and hope that the complaint will be resolved quickly and satisfactorily.

7. Appeal

The client may, within 10 working days after being informed, raise a written and well-founded objection concerning a decision or activity of Zero Waste Certification for the following reasons:

- non-acceptance of a deviation;
- refusal of an application;
- suspension and withdrawal of the certificate;

The Complaints Committee is responsible for the correct and careful handling of the appeal. The customer will receive written confirmation that the appeal has been received. The management shall appoint an independent, impartial and competent complaints committee. This committee will assess and investigate the appeal and indicate whether additional information or clarification needs to be requested from the client in order to reach a decision and will record the findings, conclusions and decisions in writing. The following aspects must be clearly established: - the appeal concerns a customer with whom Zero Waste Certification has an agreement;

- the appeal concerns a decision or a delay of a decision;
- the desired response time (max. within 2 months after receipt of the appeal).

The decisions must be taken unanimously and are irrevocable. After advice from the independent complaints committee, the management will make a final decision known in writing to the customer. Documentation, or information, that is provided to Zero Waste Certification by a customer, for the purpose of an appeal procedure, will be treated as strictly confidential by Zero Waste Certification, or its employees. Zero Waste Certification will not copy this information or make it available to third parties without the approval of the customer, unless required by law or accreditation procedures.

8. Complaints from third parties

If Zero Waste Certification receives a complaint from a third party about a certified customer, Zero Waste Certification will contact the customer about the nature and cause of the complaint and ensure that the complaint is dealt with within a reasonable period.

Zero Waste Certification reserves the right to conduct an independent investigation as a result of a complaint received. Zero Waste Certification may charge the costs involved to the complainant or to the client depending on which party is in the wrong. If the complaint turns out to be well-founded, this can be a reason for Zero Waste Certification to consult further with the client about corrective measures.

9. Disclosure

The client may publish the fact that it has obtained the quality mark, but only and unequivocally for the company, scope(s) and establishment(s) stated in the certificate. The customer is obliged to provide interested parties with a complete copy of the certificate upon request. Zero Waste Certification keeps a list of all suspensions, revocations, incorrect logo use and issued certificates.

10. Confidentiality

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Employees of Zero Waste Certification are obliged to maintain secrecy towards third parties with regard to all information that comes to their knowledge as a result of carrying out activities relating to the quality mark, except in the case of:

- legal obligations;
- obligations to provide information on quality mark activities to accreditation bodies;
- in the event of an appeal against a judgement or decision of Zero Waste Certification (see section 7).

If Zero Waste Certification provides confidential information on the basis of legal obligations, Zero Waste Certification will inform the customer about this.

