

~ **CLAUSE** ~

INSPECTION ACTIVITY

By completing and sending the Order Confirmation, to which the current document is referred to, the Client, who commits himself to forwarding it to the Testing Organisation, declares having read and understood the information herein.

1. AIM AND SCOPE OF APPLICATION

The items hereafter listed are aimed at informing the Client and the Testing Organisation of the main subjects that will be analysed and examined in depth during the inspection of the testing activity. The aim of the inspection is to assess that the results of the test carried out at the Testing Organisation are trustworthy and reliable. Such aim is achieved through the verification, performed on the occasion of the inspection, of the suitability of the equipment, and relevant certificates, used for the testing activities, the analysis of the procedures and all the aspects relevant to the testing activity, the supervision of the execution of the testing activities, the examination of the Test Report and the evaluation of all the aspects that may affect the testing activity result.

Further to the inspection of the testing activity the results might be accurate or not and therefore can be used or not by GreenKar Technical Service for possible related activities; if necessary, the Inspection Body makes himself available for explanations of results.

2. REQUIREMENTS OF THE TESTING ORGANISATION

Unless otherwise requested by the Client, the Inspection Body Manager is authorised to interact with all the Testing Organisation personnel.

The Testing Organisation needs to have a Technical Manager to whom Greenkar Technical Service will refer and who will inform the Inspection Body of the personnel in charge of carrying out the testing activity.

The indicated personnel shall have the necessary competence to perform the tests; such competence will be checked by review of documents. The testing activities subject to inspection need to be conform to the provisions of the reference Regulations pertaining to the test.

The Testing Organisation must ensure the compliance with all safety conditions during the tests as required by the Regulations in force; Testing Organisation must previously communicate to the inspection body officer its analysis about the risks related to test activity and furthermore it must provide the Inspection body officer with all possible individual safety devices which are intended for laboratory personnel. Greenkar Technical Service does not authorize its own personnel to proceed with the inspection of the testing activity if the safety conditions provided for by the Testing Organisation are not satisfied.

3. EQUIPMENT

Greenkar Technical Service will verify the equipment and the relative documentation just in case these are used during the inspected testing activities. The Testing Organisation needs to be provided with all the equipment (and relative software, if any) compliant with the test specifications. Upon acceptance of the offer, the Client declares taking on its responsibility that the Testing Organisation will use functioning equipment; the Client at his discretion could make a compensation claim against the Testing Organisation. All the equipment, including the one used for tests and in environmental surveying when the environmental conditions may affect the test result, need to be functioning and calibrated (evaluated on the occasion of the inspection) as documented in a calibration certificate valid for the period of tests.

In the inspection planning phase, Testing Organisation will be required of supplying the instruments' list and calibration Certificates which will be used for test activities, for preventive control, in order to previously assess compliance of the equipment with the requirements.

If there are no relevant communications from Testing Organisation, the client will be informed and will have the right to cancel the activity. Without cancellation, the IB's technical personnel will proceed with the planning and organisation of the visit at TO, presuming that the above-mentioned instruments and documents comply with the provisions.

Such check does not exclude the analysis of the equipment and therefore of the relative calibration Certificates during the inspection of test activity.

In the event that, during the instruments and related documents control, major findings compromising the accuracy of the test result are identified, appropriate information will be given to the Client, who at his discretion could decide to continue the activity or not. In case of early conclusion, the service will be considered completed anyway and the travel expenses will be charged to the Client; if the Client would want instead to proceed with inspection, the inspection body officer will proceed with the activity, and will report the negative result of the inspection. The obtained test result therefore, could not be considered reliable for a possible certification purpose of the tested product.

4. SPECIFIC REQUIREMENTS FOR MEASUREMENT TRACEABILITY

The calibration can be either in-house or outsourced. In case of outsourced calibrations, the calibration certificates shall be issued by accredited Calibration bodies or by Calibration bodies having demonstrated competence if and only if there are not any valid reasons for which calibration of the equipment at accredited Bodies is not possible. For in-house calibrations such competence will not be verified during the inspection activities, but the calibration acceptability is verified according to the measurement and testing type. The calibration Certificates of each piece of equipment must include the measurement results and provide evidence of the traceability to the sample measurements of the International System of Units (SI).

5. TEST METHODS

The Testing Organisation needs to adopt appropriate methods and procedures (evaluated on the occasion of the inspection) for all tests that are intended to be carried out in accordance with the required Regulations.

6. TECHNICAL RECORDS

Records must include the identity of the personnel responsible for the execution of each test.

7. CHANGES TO THE TEST REPORTS

The Testing Organisation, in case of changes to the test reports of the inspected tests, is supposed to issue a new document; such document must be clearly named as a substitute for the previous one, include the reference to the original one and be univocally identified.

8. KEEPING DATA UNDER CONTROL

When for the inspected testing activities, a piece of software is used for the management of test equipment or the data processing, the Testing Organisation must ensure that it is appropriate and enables the issue of an accurate result. The hardware and software components available and used to carry out the inspected tests must be classified and if the hardware/software component is adjustable a valid calibration certificate must be available.

9. COMPLAINTS AND APPEALS

In case the Testing Organisation or the Client of the inspection intend to contest the decisions made by the Inspection Body, an opposition act (appeal) addressed to Greenkar Technical Service Management shall be sent within 20 days from the date of receipt of the notification pertaining to the decision which is intended to be contested.

The claimant will receive a response within 40 working days from the appeal receiving.

Should the Testing Organisation or the Client of the inspection intend to contest Greenkar Technical Service's general actions (complaint), a written communication shall be sent to Quality Assurance Manager of Greenkar Technical Service. The complainant will receive a response within 20 working days from the complaint receiving.

Greenkar Technical Service does not take into consideration appeals or complaints from the Testing Organisation or the Client that do not abide by such procedure.