

1 Scope – Application

The present Regulation defines the relationship between APPLUS ITALY srl and Client requesting Accredited Inspection activities in conformity with the requirements of ISO / IEC 17020:2012.

scope of the Accreditation ISO\IEC 17020:2012 is for inspection of type A in the following sectors

Schema	Type (A,B,C)	Inspection category	Field of Inspection	Subfield	Range of inspection	Stage of Inspection	Inspection requirements or criteria
ISP	A	Product	Industrial Products	Metallic Materials	Destructive tests Non-destructive Tests	New Construction and In-service	ASME CODE AWS STANDARDS EN ISO STANDARDS ASTM STANDARDS NACE STANDARDS API STANDARD

APPLUS ITALY non-accredited Inspection activities are intended all the others different from above.

The application, scope of the present Regulation, concerns the above accredited inspection activities performed by qualified and assessed APPLUS ITALY personnel (staff or external inspectors) and is conform to ISO/IEC 17020:2012, to the local Laws and Rules, to the applicable Technical Norms and the Contractual documents of the Client. Based on the results of the inspection, APPLUS ITALY will prepare and forward officially to the Client the inspection report, intermediate or final, detailing the activities and the relative results of the inspection.

The scope of accreditation of APPLUS ITALY refers to the “A” type of the ISO / IEC 17020:2012, i.e. independent inspection body.

2 Definition and Terms

Inspection: Examination of product, process, service or installation of their design and determination of its conformity with specific requirements or on the bases on a professional judgment with general requirements. (ISO/IEC17020:2012 point 3.1).

Inspection Body: body that performs inspection (in the present regulation, the inspection body is also referred to as ODL)

Inspector: Qualified person (internal and/or external) assigned by APPLUS ITALY to perform inspection and / or expediting activities.

Client: Refers to the company appointing contractually APPLUS ITALY to carry out inspection and testing activities on their behalf.

3 NORMATIVE REFERENCES (REF. PARA 2 ISO17020:2012)

- ISO/IEC 17020: 2012 edition. - General criteria for the operation of various types of bodies performing inspection
- UNI CEI EN ISO/IEC 17000:2005 Conformity assessment - Vocabulary and general principles
- Doc. ACCREDIA RG 01 in last revision - Regulation for the accreditation of Inspection Bodies – General Requirements (Normative references used by APPLUS ITALY is referred to para.0.3)
- Doc. ACCREDIA RG 01-04 in last revision - Regulation for the accreditation of Inspection Bodies (Normative references used by APPLUS ITALY is referred to para.0.2)
- Doc. ACCREDIA RG 09 in last revision – Regulation for the use of the accreditation logo
- EA-4/15 G:2015 in last revision - Accreditation For Non-Destructive Testing

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- ILAC P15:06/2020 Application of ISO/IEC 17020:2012 for the accreditation of inspection bodies
- ILAC P10:01/2020 ILAC Policy on the traceability of measurement results
- ILAC G24 Guidelines for the determination of calibration intervals of measuring instruments
- Doc. ACCREDIA LS-03 in last revision - List of reference standards and documents for the accreditation of Inspection Bodies

4 Independence, Impartiality and Confidentiality Duties of APPLUS ITALY

APPLUS ITALY commit formally not to perform any activity that should these be in contrast with the independence and impartiality requirements of the inspection activity.

The qualified and assessed Inspectors appointed by APPLUS ITALY are therefore formally committed to:

- *Not proceed with any inspection activity should there exist a conflict of interest that might influence the judgement of the inspection result and which therefore might compromise the independence and impartiality requirements of the inspection activities assigned to APPLUS ITALY.*
- *Operate with professional integrity respecting all the laws and regulations in force;*
- *Analyze carefully the proper ability to perform the job and the compliance with the scope of the inspection, as well as to verify the eventual required official qualifications needed for the assignment;*
- *Operate with full respect for others and in safe conditions, using the appropriate safety equipment during the inspection activities, fully complying with all the safety and environmental norms and regulations in force in the inspection place;*
- *Declare not to have any ancillary activities that might compromise the impartiality of the assigned job;*
- *Treat confidentially all information obtained during the inspection activity that was assigned by APPLUS ITALY;*
- *Not be related to a party being directly involved in activities / situations such as design, creation, supply, installation, acquisition, possession, use and maintenance of the inspected items;*
- *Not to have owners in common with the above mentioned parities;*
- *Respect the criteria of Appendix A of the ISO / IEC 17020:2012.*

APPLUS ITALY declare also:

- *Not to have ancillary activities that might compromise the impartiality of APPLUS ITALY concerning inspections and expediting activities;*
- *Not to be related to a party directly involved in activities / situations such as design, creation, supply, installation, acquisition, possession, use and maintenance of the inspected items in order to highlight their Third Party independence of type A;*
- *Not to have owners in common with the above mentioned parities.*

APPLUS ITALY guarantee their commitment of handling in a confidential way all information and protecting the Property rights of the Client, by the internal personnel as well as by the inspectors

No Client document or extract can be copied or forwarded to other companies, agents or other people without authorization from the Client.

No Supplier document or extract can be copied or forwarded to other companies, agents or other people without authorization from the Supplier.

APPLUS ITALY also committed to:

- *Offer the maximum collaboration between all parties involved in the inspection, guaranteeing to the inspectors / auditors / valuator or surveyors and Accreditation Body experts, the access to the proper premises, to the proper documentation (paperwork or electronic file) concerning the inspection activities and assisting them during the verification, also in case of activities at third party location.*
- *Guarantee the completeness and correctness of the proper documents required by the Accreditation Body and of the information put at disposal of the assigned Auditors of the Body itself*

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- Verify what has been contractually agreed with the Client

5 Rights and Obligations of the Client

The Client accepting the Accredited inspection services offered by APPLUS ITALY according to ISO/IEC 17020:2012 shall be informed that, a non-authorization of the ACCREDIA inspector to access their premises (accompanied by the ODL) implies for the Client the suspension of the inspection activities of the ODL (regulation ACCREDIA RG01-04 Para 1.1.2). The Client shall therefore allow access to their premises and assist APPLUS ITALY personnel, inspectors / Auditors/ Valuators or possible Surveyors and experts of Accreditation Body ACCREDIA, also in case of activities at a third party location.

The Client will furthermore assure that the inspection, assigned to APPLUS ITALY, can be performed in proper conditions, especially concerning safety, even if activities are carried out at third part premises.

Possible tests achieved by client, cannot be accepted, if does not yet meet the criteria of ILAC_P10 issued in last revision (**ILAC Policy on the Traceability of Measurement Results**).

6 Inspection Methods and Procedures

Offers at Clients without master agreement will be issued and examined by APPLUS ITALY within 5 working days, unless otherwise agreed between both parties.

For offers to Clients with master agreement the terms of the contract, which were agreed upon by both parties and defined in the contract, remain valid.

For all inspection and expediting activities, the contract shall clearly indicate:

- The scope
- The object of the inspection / scope of the assignment
- The acceptance specification / criteria to ascertain conformity
- Procedures necessary for the inspections
- Legal references/norms and contractual requirements
- Duration and Terms required by the specifications
- Commercial terms and conditions (applicable rates)

The Business development department of APPLUS ITALY, will then proceed as per procedure with the management/re-examination/agreement, verifying the possibility to perform the inspection activities based on their proper abilities and resources.

In case of more complex offers, assessment meeting with the Client might be necessary with a consequent time adjustment for the issuing of the documents. This also includes possible integration after the first offer issued to the Client. The validity shall be incorporated in the master agreement.

Upon receipt of the offer confirmation, APPLUS ITALY will then, as per procedure, proceed operatively as follows:
Choose the inspector, issue assessment of the inspector who will be assigned to the job after verification of his abilities and the type of activities for which he will be employed. CV and other necessary documents will be sent to the Client for official approval.

APPLUS ITALY is in charge of the choice of the inspector and the transmittal of the inspector's name to the Client for approval. This shall normally be done within 48h after receipt of the request (i.e. if no other contractual terms have been agreed upon by both parties).

Upon approval of the Client, the official assignment is sent to the inspector, complete with all necessary contractual documents. The Client can refuse the appointed inspector within a maximum of 24 hours from their approval. The Vendor is then contacted to initiate the activities, keeping the Client always informed on any progress, and to schedule with the involved parties the inspection activity program.

If requested by the Client, pre-inspection meetings can be organized in order to align all the parties involved in the inspection (PIM: Pre-Inspection Meeting) concerning the methods of inspections, scope, references and characteristics of the inspection, testing program, roles and responsibilities of the various people involved.

The supplier of the Client shall guarantee the APPLUS ITALY Inspectors free access to the testing area, accompanied by the assigned personnel, and the use in a confidential way of the information and documentation that is necessary to perform the required activity. Should this not be the case, then APPLUS ITALY shall immediately inform the Client for necessary actions.

The assigned APPLUS ITALY inspector shall verify if specific risks may occur in the company and whether relative Safety and

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Environmental instructions are supplied at the entrance. Should this not be the case, then APPLUS ITALY shall immediately inform the Client for necessary actions.

If necessary, APPLUS ITALY shall contact the Client should further information or clarification be needed during the inspection and /or should there be important information/ discussion on the results or issues during the inspection & expediting activities.

The inspection report received from the inspector will be reviewed by the APPLUS ITALY assigned Coordinator & Technical Manager or Deputy before sending it officially to the Client. The Co-ordinator & Technical Manager or Deputy sign off the rapport after review. Should the result of the inspection be completely or partially unacceptable, then APPLUS ITALY will perform possible further visits at the supplier upon request / authorization of the Client in order to verify the closure of the possible pending points or non-conformity.

The inspection report is officially sent to the Client by the Coordinator of APPLUS ITALY according to the contractual agreement (If missing an agreement APPLUS ITALY will send to client the signed inspection report, with relevant attachments, within 10 working days from the FINAL inspection date). The issue of the inspection report by APPLUS ITALY does not release the constructor of the inspected item from legal obligations and warranty/contractual commitments towards his Client, and therefore exclude any kind of reliability against APPLUS ITALY.

The invoicing of the inspection activities performed by APPLUS ITALY to the Client will be carried out according to the approved single offers and / or master agreements

The applicable terms of payment are as per master agreement (if indicated). Otherwise, payment shall be carried out as indicated on every single invoice.

In case of interruption of the service activities (voluntary or not) APPLUS ITALY will invoice all the performed activities up to the date of Interruption.

In absence of particular requests or in case of missing contractual documents from the Client to APPLUS ITALY prior to the inspection date, the assigned APPLUS ITALY inspector shall make sure to act according to the received copy of the official notification and to indicate in the inspection report that will be sent to the Client, all the reference documents which were available at the time and place of inspection for the performed activities. The client will then take the necessary actions.

7 Complaints and Appeals

Claims to APPLUS ITALY concerning inspection activities (ex. Inspector behaviour, management of the inspections, not respected time tables, etc.) will be handled according to the applicable APPLUS ITALY procedure. A reply to the claim will be sent within the agreed time period, depending on every single case. Any claim must be forwarded to APPLUS ITALY by @mail, letter or fax. Claims received telephonically by APPLUS ITALY must afterwards be formalized by the claimer. APPLUS ITALY will not take into consideration any anonymous claims.

Unless differently indicated in the Contractual agreement signed by all parties involved, the Client can appeal within 30 days after communication of the inspection completion against the content of the inspection report or against APPLUS ITALY decisions explaining officially the reason for disagreement. APPLUS ITALY will examine the claim upon receipt of the official appeal in an independent way and will officially communicate in writing their opinion. Any possible expenses that might result from this activity will be charged to the Claimer should the appeal be groundless.

The Head Management of APPLUS ITALY has therefore decided that claims related to inspection activities and / or to the quality of the service offered by the assigned inspector, will be handled and analyzed by the Technical Manager and the internal commission, composed of the Technical Manager and the Legal Representative of APPLUS ITALY.

Problems involving Civil Reliability toward the Client, the Inspector or the inspected company, regarding the use of the inspected products and/or service, will be referred to the Civil Code and the Laws in force concerning the specific cause. Any dispute that might occur between the parties during the execution, application or interpretation of the clauses of the present Regulation, and that cannot be solved amicably by the parties, will be assigned under the cognizance of a court. Every party involved in the inspection acts on his behalf and at own responsibility against the user of their services and therefore no action can be taken against APPLUS ITALY for any possible personal violation.

Anyone in APPLUS ITALY receiving during their normal course of activities feedback from Clients (either positive or negative) shall address this to the QHSE \ Technical dept. for official registration. All claims will be analyzed by the Technical Manager of APPLUS ITALY or his technical skilled Substitute. Should specific qualification be needed, APPLUS ITALY will take immediate actions to proceed officially with the analyses of the claim

Revision	Issue date	Subject
0	26.11.2012	2012 EDITION – first issue
1	10.12.2014	Revised paragraph 4
2	18.03.2015	2015 EDITION – General revision
3	21.02.2017	2017 EDITION – General revision
4	10.05.2017	Revised section highlighted in red
5	11.05.2017	Revised section highlighted in red relevant to accredited inspection activities and non accredited
6	19.05.2017	General revision for extension of the accredited scope
7	07.07.2020	Updated logo and Company Name
8	16.11.2020	Updated Scope and standard reference

End of document

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