APPLUS ITALY S.r.l. CON SOCIO UNICO
"Società soggetta a direzione e coordinamento,
ai sensi dell'art. 2497 bis Codice civile,
da parte di Applus Services S.A."
Via Autostrada, 32 - 24126 Bergamo (BG) Italy
C.F. / P.I. 02940940162
Capitale Sociale : Eur 100.000 i. v.
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www.applus.com

# Regulations for Accredited Inspection Activities (Cross Ref. UNI CEI EN ISO/IEC 17020:2012)

## 1 Scope – Application

The present Regulation defines the relationship between *APPLUS+ Italy* srl and Customer requesting the Accredited Inspection activities in conformity with the requirements of UNI CEI ISO/IEC 17020:2012.

The activity referred to in this regulation, in compliance with the provisions of the same UNI CEI EN ISO/IEC 17020 standard and the latest revision of Accredia regulations, has a character of total independence, impartiality and integrity on the part of Applus Italy srl.

***The accredited flexible scope is the following, as stated on the official accreditation certificate and Annex.***

***Inspection of Type A in the following sectors:***

| ***Field*** | ***Subfield*** | ***Range*** |
|---|---|---|
| *Industrial Products* | *Metallic Materials* | *- Supervision Non-destructive testing (Methods: MT; PT; UT;VT;RT (only x-ray film review);*<br>*- Supervision Destructive testing* |
| Requirements<br>For these requirements the Body has been accredited ***with a flexible purpose***; please refer to the details of the purpose directly to the accredited body. | | |

**Cross. ref. :**

- *Accreditation - Certificate **01721ISPrev001_CERT***
- *Annex SEDI to the Accreditation Certificate **01721ISPrev001_ALL_SEDI***
- *Annex CSACI to the Accreditation Certificate **01721ISPrev003_ALL_CSACI***

**Available on the Accredia website:**

**https://services.accredia.it/ppsearch/accredia_orgmask.jsp?ID_LINK=1733&area=310**

**Locations where inspection activities covered by this accreditation certificate are undertaken :**
- Via Autostrada, 32 24125 - Bergamo - Italia

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**Regulations for Accredited Inspection Activities**
**(Cross Ref. UNI CEI EN ISO/IEC 17020:2012)**

**This regulation and L5-ITA-FMT-008c_Controlled list of requirements (Accredited flexible scopes) & Codes, Rules, International standards and Customer Specifications, are directly available in latest revision for all customers by the following link on the APPLUS+ website :**

https://www.applus.com/global/en/contact-us/offices-country?countryFilter=Italy#breadcrumbs

***APPLUS+ Italy non-accredited Inspection activities are intended all the others different from the above listed.***

The application and scope of the present Regulation, concerns the accredited inspection activities only, performed by qualified and assessed *APPLUS+ Italy* personnel (staff or external inspectors) in conformity with the ISO/IEC 17020:2012, with the the local Laws and Rules in latest revision, with the applicable international standards, codes and rules and with the contractual documents of the Customer. Based on the results of the inspection, *APPLUS+ Italy* will issue and send to the Customer the relevant intermediate and finale inspection reports (IRs) and inspection certificates (ICs) as final only, detailing the activities and the relative results of the inspection(s).

The scope of the accreditation achieved by *APPLUS+ Italy* srl refers to the "A" type of the UNI CEI EN ISO/IEC 17020:2012.

Type A bodies are third-parties independent of the parties involved in the design, manufacture, supply, installation, use or maintenance of inspected items.

## 2 Definition and Terms

For the purposes of this document, the terms and definitions given in ISO/IEC 17000:2020 and the following apply (Cross ref. ISO / IEC 17000:2020 & § 3 of UNI CEI EN ISO/IEC 17020 :2012)

**Quality System:** means the organization, structure, responsibilities, activities, resources and events within *APPLUS+ Italy* that cumulatively provide organized procedures and methods of implementation to ensure that the requirements of ISO IEC 17020 are met.

**Inspection** examination of an object of conformity assessment and determination of its conformity with detailed requirements or, on the basis of professional judgment, with general requirements.

**Inspection Body:** means a third-party impartial Body having the organization, staffing, competence and integrity to perform inspection services to specified criteria.

**Client or Customer:** means any party which employs *APPLUS+ Italy* for any purpose.

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| | |
|---|---|
| **Product:** | result of a process. |
| **Process:** | set of interrelated or interactional activities which transform inputs into outputs. |
| **Service:** | result of at least one activity necessarily performed at the interface between the supplier and the customer, which is generally intangible. |
| **Inspection System:** | rules, procedures and management for carrying out inspection. |
| **Inspection Scheme:** | inspection system to which the same specified requirements, specific rules and procedures apply. |
| **Impartiality:** | objectivity with regard to the outcome of a conformity assessment activity. |
| **Independence:** | freedom of a person or organization from the control or authority of another person or organization. |
| **Appeal:** | request by the person or organization that provides, or that is, the object of conformity assessment to a conformity assessment body or an accreditation body for reconsideration by the body of a decision it has made relating to that object. |
| **Complaint:** | expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body or an accreditation body, relating to the activities of that body, where a response is expected. |
| **Testing:** | determination of one or more characteristics of an object of conformity assessment according to a procedure. |
| **Sampling:** | selection and/or collection of material or data regarding an object of conformity assessment. |
| **Specified requirement:** | need or expectation that is stated. |
| **Procedure:** | specified way to carry out an activity or a process. |
| **Review:** | consideration of the suitability,. Adequacy and effectiveness of selection and determination activities and the results of these activities, with regard to fulfilment of specified requirements by an object of conformity assessment. |

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## 3 NORMATIVE REFERENCES *(REF. § 2 ISO17020:2012)*

The Company has developed its Quality System in accordance with the principles and requirements of the below regulations:

- UNI CEI EN ISO/IEC 17020 :2012 edition. - General criteria for the operation of various types of bodies performing inspection
- UNI CEI EN ISO/IEC 17000:2020 Conformity assessment - Vocabulary and general principles
- Doc. ACCREDIA RG 01 in latest revision - Regulation for the accreditation of Inspection Bodies – General Requirements (Normative references used by APPLUS+ ITALY is referred to §.0.3)
- Doc. ACCREDIA RG 01-04 in latest revision - Regulation for the accreditation of Inspection Bodies (Normative references used by APPLUS+ ITALY is referred to §.0.2)
- Doc. ACCREDIA RG 09 in latest revision – Regulation for the use of the accreditation logo
- Doc. ACCREDIA LS-03 in latest revision - List of reference standards and documents for the accreditation of Inspection Bodies
- Doc. ACCREDIA RT-37 in latest revision – Directives for accreditation with flexible scope, Certification and Inspection Bodies Department
- ILAC P15:05/2020 Application of ISO/IEC 17020 :2012 for the accreditation of inspection bodies
- ILAC P10:07/2020 ILAC Policy on metrological traceability of measurement results
- ILAC G24 Guidelines for the determination of calibration intervals of measuring instruments
- UNI EN ISO 17637:2017 Non-destructive testing of welds - Visual testing of fusion-welded joints
- UNI EN ISO 17638:2016 Non-destructive testing of welds - Magnetic particle testing
- UNI EN ISO 17635:2017 Non-destructive testing of welds - General rules for metallic materials
- UNI EN 13018:2016 Non-destructive testing - Visual testing - General principles
- EC 1-2023 UNI EN ISO 17636-1:2022 Non-destructive testing of welds - Radiographic testing - Part 1: X- and gamma-ray techniques with film
- UNI EN ISO 17640:2019 Non-destructive testing of welds - Ultrasonic testing - Techniques, testing levels, and assessment
- UNI EN ISO 3452-1:2021 Non-destructive testing - Penetrant testing - Part 1: General principles
- UNI EN ISO 3452-2:2021 Non-destructive testing - Penetrant testing - Part 2: Testing of penetrant materials

**Other rules & standards**

- BS EN ISO 9000:2015 - Quality management systems / Fundamentals and vocabulary
- BS EN ISO 9001:2015 - Quality management systems / Requirements
- UNI EN ISO 9004: 2018. - Managing for the sustained success of an organization - A quality management approach
- ISO TS 29001:2020. – Petroleum, petrochemical and natural gas industries. Sector-specific quality management systems. Requirements for product and service supply organizations
- ISO 45001:2018 - Occupational Health & Safety management systems / Requirements.
- BS EN ISO 14001:2015 - Environmental management systems / Requirements with guidance for use.

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- Applus+ manual L1-MAN-01 in latest revision available in the corporate Intranet – SharePoint by proper staff credentials.

*This document is considered CONTROLLED when obtained directly from the IMS section of the Applus+ SharePoint. Any copies which are saved, exported or printed are deemed UNCONTROLLED and as such due care should be taken during their use.*

## 4 Independence, Impartiality and Confidentiality Duties of APPLUS+ Italy srl

*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;*
- *Analyse 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 UNI CEI ISO/IEC 17020:2012.*

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*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 Customer, by the internal personnel as well as by the inspectors

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

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 / valuators 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

- Verify what has been contractually agreed with the Customer

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## 5 Rights and Obligations of the Customer

The customer can express an opinion on the degree of satisfaction and communicate any complaints in writing so that Applus Itlay srl can use this information to activate ways of improving the service provided;

The customer can make a complaint and appeal with reference to the decisions adopted regarding the checks attended by Applus Italy srl personnel;

The customer can request the replacement of the Inspectors designated for the accredited inspection if there are valid reasons, giving written notice no later than 24 hours from the proposal.

The Customer accepting the Accredited inspection services offered by APPLUS+ Italy according to UNI CEI EN 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 Customer the suspension of the inspection activities of the ODL (regulation ACCREDIA RG01-04 § 1.1.2 in latest revision ). The Customer 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 Customer 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 Customer, cannot be accepted, if does not yet meet the criteria of ILAC_P10 issued in latest revision (**ILAC Policy on the Traceability of Measurement Results**).

Applus Italy srl considers itself exempt from any responsibility in the event of failure or incomplete communication by the client of information or data essential for carrying out the accredited inspection activity, as well as in the event that they do not correspond to reality.

Applus Italy srl considers itself exempt from any responsibility in the event of tampering, alterations or variations of the measuring instruments used during the accredited inspection activity once it is ascertained, even if of an accidental nature.

## 6 Inspection Methods and Procedures

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

For offers to Customers 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

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- 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 Customer 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 Customer. 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 Customer for official approval.

APPLUS+ Italy is in charge of the choice of the inspector and the transmittal of the inspector's name to the Customer 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 Customer, the official assignment is sent to the inspector, complete with all necessary contractual documents. The Customer 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 Customer always informed on any progress, and to schedule with the involved parties the inspection activity program.

If requested by the Customer, 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 Customer 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 Customer for necessary actions.
The assigned APPLUS+ Italy inspector shall verify if specific risks may occur in the company and whether relative Safety and Environmental instructions are supplied at the entrance. Should this not be the case, then APPLUS+ Italy shall immediately inform the Customer for necessary actions.

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If necessary, APPLUS+ Italy shall contact the Customer should further information or clarification be need 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 Customer. 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 Customer in order to verify the closure of the possible pending points or non-conformity.
The inspection report is officially sent to the Customer by the Coordinator of APPLUS+ Italy according to the contractual agreement (If missing an agreement APPLUS+ Italy will send to Customer the signed inspection reports (IRs) and inspection certificates (ICs), with all 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 Customer, and therefore exclude any kind of reliability against APPLUS+ Italy .
The invoicing of the inspection activities performed by APPLUS+ Italy to the Customer 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 Customer 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 Customer, all the reference documents which were available at the time and place of inspection for the performed activities. The Customer will then take the necessary actions.

## 7 Complaints and Appeals

Complaints to APPLUS+ Italy concerning the accredited inspection activities (e.g. Inspector behaviour, wrong management of the assigned inspection, not respected time tables, inspection results, lacks etc.) will be handled according to the applicable corporate Customer Complaints, Satisfaction & Feedback procedure in latest revision. A reply to the complaint will be sent by @ within the agreed time period, depending on every single case. Any complaint must be forwarded to APPLUS+ Italy in writing by the @ address of the operation co-ordinator or Co-ordination Manager in contact with the customer for that specific project and any Appeals via PEC e-mail (velosi-psc@pec.it), or official signed and stamped letter on customer letterhead only.
Complaints and Appeals received by phone calls only, must afterwards be formalized by the complainant as above. APPLUS+ Italy will not take into consideration any anonymous complaints.

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Unless differently indicated in the Contractual agreement signed by all parties involved, the Customer can complaint and appeal within 30 days after communication of the assigned inspection activity completion against the content of the inspection report or certificate or against APPLUS+ Italy decisions explaining officially the reason for disagreement. APPLUS+ Italy will examine the complaint 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 complainant should the appeal be groundless.

*A+ Italy shall officially reply to the complainant for any complaint within 5 working days.*

*A+ Italy shall officially reply to the complainant for any appeal within 30 working days.*

The Country Manager as a legal representative of APPLUS+ Italy has therefore decided that complaints related to inspection activities and / or to the quality of the service offered by the assigned inspector, will be handled and analysed by the Technical Manager or deputy with the involved Line Manager. Official endorsement of complaint is done by the Country Manager

Problems involving Civil Reliability toward the Customer, the Inspector or the inspected company, regarding the use of the inspected products and/or service, will 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 , who receiving during their normal course of activities any feedback from Customers (either positive or negative) shall address it to the reference Line Manager and to the QA-QC & Technical dept. for the official local registration.
All complaints are officially reviewed and recorded by the Technical Manager or deputy. Should specific qualification be needed, APPLUS+ Italy will take immediate actions to proceed officially with the analyses of the official complaint.

## 8 Inspectors rejecting and relevant management

APPLUS+ Italy inspectors rejecting

Customers can reject APPLUS+ Italy Inspectors (or ask for their replacement) for the following reasons:

• Ethically incorrect behavior (to be demonstrated to APPLUS+ Italy with objective evidence relating to one's behavior on the pitch or through explicit reservations about the inspector's actions; these reservations are evaluated by the Technical Manager or deputy of APPLUS Italy srl under the supervision and approval of the local Country Manager);

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• Conflict of interest (to be communicated to APPLUS+ Italy, who will verify its consistency on the basis of the preventive declarations provided by the inspector); if the reasons given are considered valid, the issue will be subject to evaluation as part of the APPLUS+ Italy/inspector relationship.
APPLUS+ Italy inspectors cannot be refused by the customer except for serious reasons of incompatibility, which must be communicated and justified directly to APPLUS Italy srl via PEC e-mail (velosi-psc@pec.it).

If there are valid reasons for rejecting the proposed inspector, the customer is called to claim in writing only and via PEC e-mail (velosi-psc@pec.it), with all the advanced justifications, within 24 hours from the receipt of the inspector's CVs for approval. Otherwise, the inspector is considered accepted.

## 9 Changes

The Regulation lasts for all accredited inspection activities carried out until any modification.
In case of updates and modifications, Applus Italy srl will make the new revised document available and public via the website in the section
https://www.applus.com/global/en/contact-us/offices-country?countryFilter=Italy#breadcrumbs
The last revised Regulation will be valid until any modification.

## 10 Revision history

| | ***Issue date*** | ***Subject*** |
|---|---|---|
| *0* | *26.11.2012* | *2012 EDITION – first issue* |
| *1* | *10.12.2014* | *Revised §graph 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* |
| *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* |
| *9* | *25.06.2024* | *Overall revision* |
| *10* | *03.06.2025* | *Change of the registered office address of Applus Italy srl* |

*End of document*