ICMQ
Certificazioni e controlli
per le costruzioni

ICMQ S.p.A. (a socio unico)
via G. De Castillia, 10 - 20124 Milano
tel. 02.7015.081 - fax 02.7015.0854
icmq@icmq.org - www.icmq.org
Capitale sociale € 750.000 i.v.
REA: MI/1630715
Registro Imprese di Milano
Cod. Fisc. e Part. IVA 13218350158

General Contract Terms and Conditions

FOR VERIFICATION OF THE CARBON FOOTPRINT IN ACCORDANCE WITH ISO 14067

CONTENTS

FOREWORD

ICMQ S.p.A. (hereinafter "ICMQ") is a certification and inspection body that, operating as an independent entity, provides requesting organizations with services for the verification of the Carbon Footprint (hereinafter "CFP") of individual product/service (hereinafter "product") and/or certification of the CFP Systematic Approach.

1. Definitions

For all other definitions contained in these General Conditions, reference is made to the UNI EN ISO and UNI CEI EN standards listed under point 3, below, and the following terms which are used in the text.

Environmental aspect: an aspect of works, products or services of an Organization that can interact with the environment (ISO 14001).

Corrective Actions: all actions that the Organization needs to take in order to eliminate the Non-Conformities detected by ICMQ.

Impact category: a category used to aggregate the results of the Life Cycle Inventory and to express them in terms of potential environmental impact.

Carbon Footprint (CFP) for a single product: the quantification through a CFP Study Report of the CFP for a single product, or for similar products (belonging to the same type resulting from the same production process and the same production site, whose variation in CFP is less than ± 10%) expressed in compliance with ISO 14067 and other requirements established within a CFP-PCR and/or established by the PCR of a Type III Environmental Declaration program (UNI EN SO 14025).

CFP Systematic Approach (CFP-SA): a series of activities developed by an Organization through a defined set of procedures, in order to allow the development of a correct CFP for a single product, related to one or more products made by the same Organization. This system is applicable when the same set of data and allocation procedures are applicable for all the Organization's products.

Certification Committee: a group of people who will decide on the Issuance, Maintenance, Renewal, Suspension and Revocation of the CFP Verification Statement/CFP-SA Certificate*;*

CFP Verification Statement/CFP-SA Certificate: the document issued to the Organization by ICMQ certifying the verification of the CFP or the certification of the CFP-SA of the Organization;

Auditor Group: the persons appointed by ICMQ to carry out on-site assessment of conformity;

Environmental impact: any change to the environment, whether adverse or beneficial, wholly or partially resulting from the works, products or services of an Organization (ISO 14001).

Checklist: the document prepared by ICMQ and used by ICMQ Auditors to carry out the conformity assessment;

CFP-TOOL: verified and qualified calculation algorithm, that implements an LCA model (which eventually directly generates a CFP declaration) for the determination of the CFP of a product starting from a given set of input data. This type of tool is used by organizations (producers or associations) to create CFP specifications for different products, characterised by identical or very similar production processes, without having to do a specific LCA study each time. These tools are normally made directly by the organization or by an external supplier (developer), or created by a developer (software house) who then sells or licenses it to the Organization. The TOOL can only be used within a defined field of application to generate the LCA study of a specific product, in accordance with a reference PCR. The CFP-TOOL is created in such a way as to allow the user of the instrument to enter only the primary input data required by the LCA model, referring to the specific product for which the CFP is to be determined. The user cannot, in any way whatsoever, modify the LCA model implemented in the TOOL. The LCA model is checked only once, during the qualification phase. In this way, verification of the CFP calculated by a qualified CFP-TOOL does not require the verification of the LCA model again, but is limited only to the verification of compliance of other aspects (e.g. the processes of correct use of the TOOL).

Non-Conformity (NC): the finding issued by the ICMQ Auditor during the assessment activities carried out that identifies a deficiency, error or omission found.

NCs are classified into a single level or two levels depending on the assessment activity conducted by ICMQ, as described below:

Verification of a product's CFP

In this case, there is a single level of classification of the NC, which identifies a deficiency, error or omission of a requirement required by the Standard such as not to allow compliance with the established materiality threshold.

The NC is further distinguished by its typology between:

- editorial: refers to a deficiency, error or omission found in the drafting of the CFP Study Report. For example, it may be related to a lack of mandatory data or information, unclear indication of products or system boundaries, lack (even partial) of indication of results, lack of indication of allocation criteria, scenarios, or other necessary indications, etc.
- technical: refers to a deficiency, error or omission related to the correctness of the LCA calculation. For example, it can be related to system modelling, inventory analysis, calculation of indicators, calculation of additive parameters, pre-processing of data, quality of data used, sensitivity analysis, etc.
- general: when it refers to another type of deficiency, error or omission that cannot be traced back to the "editorial" or "technical" type;

An NC of any type must necessarily be managed by the Organization and considered resolved by ICMQ in order for the ICMQ Auditor's opinion on the verification to be "positive".

The file may not be submitted to the ICMQ Certification Committee for the issuance of the Verification Statement until the effectiveness of the corrections and Corrective Actions taken by the Organization has been verified for each NC. This can be done by the ICMQ Auditor through the final documentary verification or, subsequently, through any additional verification documentary and/or on-site (the latter possibly conducted remotely).
In particular, if it is not deemed necessary to carry out an additional verification the Organization must send ICMQ the appropriate documentary evidence of the resolution of each NC within three months.

An NC is identified as "critical" if the type of gap, error or omission found in the initial documentary verification is such as to require it to be managed and resolved by the Organization before the ICMQ Auditor carries out the next on-site verification phase (possibly remotely), as otherwise this activity would not be effective for the purposes of the assessment required. Examples of a "critical NC" may be: the use of an incorrect PCR-CFP (if any), the unclear identification of the products to which the CFP Study Report refers, the unclear definition of the life cycle considered, the omission of reporting in the LCA study of its main parts (goal and scope, inventory analysis, evaluation of impact indicators, interpretation and sensitivity analysis), etc.

CFP-TOOL Certificate of Qualification/CFP-SA Certificate

For this activity there are two levels of NC:

Major NC: identifies a deficiency, error or omission of a requirement of the Standard such as not to allow the qualification of the TOOL (LCA or EPD TOOL) or the certification of the CFP-SA management system.

Examples of a major NC for the qualification of a CFP-TOOL can be related to the definition of the scope of the CFP-TOOL, the completeness or correctness of the modelling of the CFP-TOOL with respect to the defined scope, the fulfilment of the requirements of the CFP-TOOL, etc.

Examples of major NCs can be related to the definition of the scope of the CFP management system, the completeness or correctness of the steps of the CFP generation process, the correctness of the LCA model used to develop CFPs, the correctness of the content of the CFP generated by the system, a minor NC repeated over time, etc.

Until the effectiveness of the corrections and Corrective Actions taken by the Organization has been verified for each NC, the file may not be submitted to the ICMQ Certification Committee for the

issuance or renewal of the CFP-TOOL Qualification Certificate or the CFP-SA Certificate. This can be done by the ICMQ Auditor through the final documentary verification or, subsequently, through any additional verification documentary and/or on-site (the latter possibly conducted remotely).
In particular, if it is not deemed necessary to carry out an additional verification the Organization must send ICMQ the appropriate documentary evidence of the resolution of each NC within three months.

Minor NC: identifies a deficiency, error or omission of a requirement of the Standard such that it cannot be classified as a major NC. It must be managed in order to avoid a possible higher NC in the future, but not immediately resolved by the Organization, as it does not jeopardize the qualification of the CFP-TOOL or the certification of the CFP-SA management system.

Examples of a minor NC for the qualification of a CFP-TOOL or the certification of the CFP-SA management system may be related to the accuracy of the Organization's processes for the acquisition of the data introduced in the LCA model, the unclear definition of the responsibilities of the various parties of the Organization, the accuracy of the methods of pre-processing of the data to be included in the LCA model, the accuracy of the process of generating the CFP document starting from the LCA study, how to verify company resources for the development of CFPs, etc.

For every NC (major or minor) encountered, the Organization must send the Corrective Actions regarding each one to ICMQ within and no later than 10 days from the verification. Prior to receipt of this communication, it will not be possible to submit the file to the Certification Committee for the issuance, renewal/extension and maintenance of the CFP-TOOL Certificate of Qualification and the related Verification Statement of the pilot CFP (in the process of issuance) or sampled (in the phase of surveillance or renewal) or of the certificate of the CFP-SA and the related Verification Statement of the pilot CFP (in the phase of issuance) or sampled (in the phase of surveillance or renewal). Any extensions must be requested and authorized by ICMQ.

It should be noted that, during the review of the Audit Team verification activity, ICMQ can:

- request an additional audit to assess the effectiveness of the correction and Corrective Actions proposed by the Organization to resolve the non-conformities found in the verification process

- change the level of non-conformities or recommendations highlighted by the Audit Team during the verification process;

- evaluate different time frames from those normally envisaged to resolve non-conformities and for the Organization to supply useful evidence of their resolution, depending on the issue highlighted in the non-conformity itself.

Standard: the set of provisions laid down by the Standard of reference for the CFP, ISO 14067, UNI EN ISO 14064-3 as well as the UNI EN ISO 14040 group.

Competent Body/Programme Operator: the manager of the CFP programme as defined by ISO 14067;

Accreditation Body: the Single Accreditation Body ACCREDIA, which operates in order to examine and control the requirements of competence of verification/validation bodies;

Organization (client): a group of people and means, with defined responsibilities, authority and interrelationships. Term used to indicate the entity that provides a product and/or service and that applies for verification or validation, TOOL Qualification Certificate or CFP-SA Certificate

Product (or service): the result of the Client's activities, which must be in accordance with pre-established specifications, which can be domestic or international technical standards, specifications agreed with the Client or used internally by them, or other identified documents.

CFPTOOL Qualification: methods of verification of CFPs that are generated starting from a specific calculation algorithm/TOOL;

Recommendation: the finding issued by the ICMQ Auditor during the assessment conducted which consists of a suggestion for improvement, which the company may or may not choose to manage and implement. Failure to handle the recommendation has no implications on the final outcome of the audit;

C**FP-PCR – Product Category Rules**: the document that describes the type of information to be provided in the CFP referring to a product, starting from the life cycle analysis. CFP-PCRs also establish how the information provided is generated.

Surveillance: activity through which ICMQ periodically verifies the maintenance of the compliance of the Organization's CFP-SA Certificate and the suitability of the CFP-TOOL;

Processing: all the actions that the Organization will have to adopt in order to eliminate the non-conformities detected by ICMQ;

Operating unit: the location where the activities related to the manufacture/provision of products and/or services and/or where the data are collected and implemented for the generation of the EPDs under verification, or applicable TOOL or CFP-SA;

Evaluation: action through which ICMQ carries out the verification or validation of a CFP, TOOL certification and CFP-SA Certificate, to this end ascertaining how the applicant Organization has operated;

Validation of a CFP: confirmation of a CFP, through the provision of objective evidence, that the requirements for a specific intended future use or application have been met

Verification of a CFP: confirmation of a CFP, through the provision of objective evidence, that the specified requirements have been met;

For all other definitions contained in these General Terms and Conditions, please refer to the rules indicated in section 3:

2. Subject matter of the CFP verification service. Prohibition of consultancy

2.1. Subject matter of the service.

The ICMQ service refers to the following activities:

- Verification of the individual product CFP (whether or not issued by TOOL): involves examining the CFP quantification contained in the CFP Study Report of the product/service and its compliance with the relevant "Product Category Rules" (CFP-PCR) and ISO 14067;
- Verification for the certification of the CFP-SA of an Organization requires that its compliance with the requirements indicated in Annex C of the ISO 14067 Standard is examined, as well as the sample verification conducted on the CFPs of individual products generated by the Systematic Approach, as indicated in the previous point.

2.2. Prohibition of consultancy.

ICMQ does not provide advisory services, either itself or via sub-contractors, to help Organizations define their management systems or assess product life cycles or prepare the LCA.

3. Reference documents and technical Standards

The following documents are considered to be the technical Standards of reference:

- EN ISO/IEC 17029 (current version) "Conformity assessment – General principles and requirements for validation and verification bodies";
- ISO 14065 (current version) "General principles and requirements for bodies validating and verifying environmental information";
- ISO 14020 Environmental labels and declarations: General principles;
- UNI EN ISO 14065 (current version). Greenhouse gases - "Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition";
- ISO 14040, Environmental management – Life cycle assessment – Principles and framework;
- ISO 14044, Environmental management – Life cycle assessment – Requirements and guidelines;
- UNI EN ISO 14064-3 (current version). Greenhouse gas "Specification with guidance for the verification and validation of greenhouse gas statements"; ISO 14067

(current version) *"Greenhouse gases – Carbon footprint oh products – Requirements and guidelines for quantification".* In the case of Certifications issued under accreditation, all the provisions of the ACCREDIA regulations, available on the website www.accredia.it which the Organizations undertake to know and apply;

- Mandatory regulations/laws applicable to the sector and to the Standard for which the assessment is requested;
- Applicable EA/IAF Guidelines.

The following documents, which have been read and approved, are also reference documents:

a) Rates Table in force for the certification;

b) Certification application and attachments (if any);

c) these General Contract Terms and Conditions;

d) regulation on the use of the ICMQ trademark DOC 05;

e) Application Guide (where applicable);

f) the specific attachment for the Standard of reference (if any).

In any event, the Client undertakes to check periodically, i.e. at least every six months, on the website www.icmq.org (reserved area), if the aforementioned documents indicated above have been changed with regard to what was signed when the Application for Verification was submitted, and, in any case, before each renewal.

4. Impartiality Committee

The maintenance of impartiality in all phases of the audit is supervised by an Impartiality Committee, appointed by the ICMQ Board of Directors, in which all the parties involved in the audit are represented, operating on the basis of a specific procedure.

5. Duration of the Contract

The contract for the evaluation of the CFP of the individual product and/or of the CFP-SA is finalized on the date on which ICMQ carries out the Acceptance of the Application for CFP Verification/Validation and of the documents connected or referred to therein.

Since the evaluation activities of a product CFP do not involve the execution of surveillance audits, the contract for the evaluation of the CFP will expire at the completion of the ICMQ activities contained therein.

The contract covering the verification service for the CFP for a single product relates to carrying out the individual verification activity of the CFP quantification. Any multi-year contracts relating to the verification of the CFP quantification for the same product are to be understood as contracts for multiple independent verification activities.

The contract for the verification service for the certification of the CFP-SA will expire after 3 (three) calendar years from the beginning of the month corresponding to the issuance of the Verification Certificate/ICMQ Certificate. The contract will be tacitly renewed for the next 3 (three) years, unless one of the parties sends the other a withdrawal notice, by registered letter with return receipt or by certified email, 6 (six) months prior to its expiry date.

The contract for the qualification of the CFP-TOOL will lapse on the expiry date of the ICMQ Qualification Certificate issued (5 years).

The contract will be tacitly renewed for the next 5 (five) years, unless one of the parties sends the other a withdrawal notice by registered letter with return receipt or by certified email, 6 (six) months prior to its expiry date.

Conversely, the contract for the verification service for CFP of a single product and/or for the verification service for the certification of the CFP Systematic Approach will expire after 1 (one) year from its completion, if for reasons of force majeure not dependent on ICMQ the Declaration, or the TOOL Qualification Certificate or CFP-SA certificate cannot be issued to the Organization within this period, unless otherwise agreed in writing between the parties to regulate any extension of the contract. In this case, the Organization cannot claim a reimbursement for the sums paid, and shall pay ICMQ all the fees due for the services, if any, during the validity of the contract itself, in accordance with the Rates Table in effect at the time of the service, except as otherwise agreed in writing by the parties.

6. Parties involved

The Organization draws up the CFP Study Report of a single product or the documents that define the CFP-SA, referring to the documents contained in Art. 3 of these Regulations.

If the CFP is developed using a TOOL, this can be done directly by the Organization or by an external provider (developer), or by a developer (software house) who then sells or licenses it to the Organization.

The Organization is responsible solely for:

- the information contained in the CFP Study Reports;
- the collection of data and the calculation of environmental impact indicators as indicated in the reference Standards (Regulations, PCR) of the Programme Operator to which reference is made;
- all claims, including those relating to product liability, that may arise in connection with the use of the CFP, the manufacture and sale of products that refer to or use the CFP, and the use of the Programme Operator's trademarks to which reference is made, if any.

The parties concerned (producer associations, industrial districts, environmental associations, consumer associations, large distribution chains) take part in the CFP-PCR development and approval process and can promote and coordinate initiatives aimed at developing CFP-PCRs for the product groups they are interested in.

ICMQ is the independent third party that, at the end of its audits, which are the subject of the service, provides its own guarantee regarding only the aspects covered by the service indicated in the previous paragraph. 2.1.

The Accreditation Body carries out the investigation, verification and surveillance of the bodies operating in the application of the verification/validation schemes of CFP quantifications of individual products, and CFP-SA Certificate. The Accreditation Body takes care of all compliance issues with the requirements laid down in Standards, guidelines, regulations and any additional, applicable international and national requirements.

The Programme Operator:

- defines and approves the CFP-PCR;
- disseminates information relating to the CFP programme;
- records and publishes the CFPs verified by ICMQ.

7. ICMQ's obligations

The evaluation for the verification/validation of the CFP quantification in relation to the product/service for which the Organization requires it, or the Certification of the CFP-SA or the qualification of the CFP-TOOL will be carried out by ICMQ, with the diligence of a reasonably prudent person. The assessment will be carried out with the utmost independence and impartiality. ICMQ's obligation, in relation to its verification work, is to provide a service and not to achieve an objective. Consequently, ICMQ will be able to issue the Verification /Validation Statement or the CFP-TOOL Qualification Certificate or the CFP-SA- certification only in the event that the documentation prepared by the Organization complies with the Standard and if objective supporting evidence is available.

ICMQ is in no way responsible or liable for any failure to recognize the evaluation by third parties, nor is it liable for any claims for damages/compensation or compensation claims for failure to recognize expectations with respect to the Verification/Validation Statement or TOOL Qualification Certificate or CFP-SA Certificate.

.

7.1. Method for assessing the conformity of a CFP

The following instances may arise:

1) A CFP is generated without the use of a TOOL (standard mode);

2) CFP generated through the use of a qualified TOOL: the CFP

is generated through the use of an algorithm (CFP-TOOL);

(3) A CFP is generated by CFP-SA;

It should be noted that the evaluation methods above refer to ICMQ's activities for the "verification of CFPs" only.

7.1.1. CFP generated without the use of a TOOL (standard mode)

The CFP Study Report must meet the following requirements:

- compliance with ISO 14067 Standard;
- compliance with the PCR that may be used;
- compliance with ISO 14040 Standards;
- that data assessment includes coverage, accuracy, completeness, representativeness, consistency, reproducibility, sources and uncertainty;
- plausibility, quality and accuracy of data based on the LCA;

7.1.2. CFP generated through the use of a qualified TOOL (CFP-TOOL)

In the event that an Organization uses the same calculation modelling (algorithm/TOOL) to develop different CFPs for similar products, updating only the input data, it is possible to optimize the verification of these CFPs through a process of verification and qualification of the algorithm used and the subsequent verification of its correct use for a specific CFP.

By verifying the correctness and effectiveness of the calculation algorithm to operate in its defined field of application, the verification of the CFPs relating to the various products that fall within the scope of the TOOL is simplified, as it is not necessary to verify the soundness of the previously validated LCA model every time.

If ICMQ verifies the qualification of the TOOL, the CFPs generated with the use of the TOOL must also be verified by ICMQ.

The requirements subject to verification are:

a) Use of a qualified TOOL;

b) Correct application of the Organization's processes for the use of the TOOL;

c) CFP-specific requirements.

7.1.2.1. Use of a qualified TOOL

If the TOOL used by the Organization has been previously qualified by ICMQ, the verification will be limited to:

- identifying whether the product belongs to the scope of the qualified TOOL;
- checking if the version of the TOOL used indicated in the CFP Study Report corresponds to the one indicated in its current qualification certificate;

If the TOOL used by the Organization is not previously qualified by ICMQ, it must first undergo a verification process for its qualification, as indicated in section 7.1.2.4.

7.1.2.2. Correct application of the Organization's processes for the use of the TOOL

The Organization must define and document the tasks and responsibilities of the various parties involved in all significant phases of the business process of creating a CFP. For the operational management of these processes it will appoint a TOOL Manager, who has the task of interfacing with ICMQ.

Specifically, the following needs to be established:

- the abilities and skills of the staff involved in the use of the TOOL, through documented training on its use;
- the business process of creating a CFP by the Organization: identification and collection of primary data, implementation of data in the TOOL, insertion of the output data of the TOOL in the CFP Study Report and sending of the same for verification by ICMQ;
- the correct management, maintenance and use of the TOOL: managing access to use the TOOL, managing updates, using the TOOL in different fields of application;
- the use of a "Risk-Based Thinking" approach to TOOL management, highlighting any issues and any related solutions adopted. In particular, the methodology adopted must identify the risks, assess their impact and define the actions necessary to minimise or eliminate such risks or to make them compatible with the CFP owner's activities. The process is proactive and aimed at preventing undesirable situations from arising. The ultimate aim of a risk assessment is to prioritise the actions to be taken. Downstream of the risk determination, the Organization must adopt specific risk minimization actions to bring the impact of the risk to an acceptable level (tolerable or negligible). If the result gives rise to an intolerable or undesirable risk, the event could highlight a residual risk that will have to be dealt with by means of appropriate actions

ICMQ's verification of these requirements occurs at the first CFP generated by the Organization with the use of the LCA-TOOL, and typically at the place of use of the TOOL itself.

For each CFP subsequent to the first generated by the TOOL, the Organization that uses the TOOL must send ICMQ a communication regarding the absence of any change in the requirements for the correct application of the processes for the use of the TOOL.
If, on the other hand, there are variations, ICMQ will carry out these checks again, so that the CFPs produced by the Organization can be verifiable.
If the checks carried out on these features are negative, it will not be possible to proceed with the verification of the CFPs generated by the TOOL.

7.1.2.3. CFP-specific requirements

Since the LCA model has been verified with the previous qualification of the TOOL, the CFPs can be verified with an optimized procedure, without additional checks inherent in the LCA model implemented in the TOOL.

Verification of the CFP is therefore related to:

- drafting of the CFP Study Report in accordance with ISO 14067;
- consistency between the content of the CFP Report and the output of the TOOL results;
- Plausibility check: consistency of the input/output data of the TOOL in terms of mass balance and by comparison with the I/O data of similar products of the same Organization;

Following the Plausibility check, in the presence of anomalous data, the Audit Team may deepen the documentary verification by requesting further data or clarifications from the Organization, In the most relevant cases, if necessary, the Audit Team may also request the carrying out of supplementary checks on-site.

Plausibility checks can be carried out by the Audit Team on the basis of a document prepared by the Organization and/or with a sample data check on the basis of the input/output data of the TOOL provided by the Organization.

For each CFP (with the exception of the first one generated by the TOOL), the Legal Representative of the Organization must declare:

- that the CFP has been calculated by means of a calculation algorithm, which must be appropriately identified by ICMQ;
- that the selection of inventory data is limited and specified in the TOOL Output Report;
- that the process of correct use of the TOOL has not changed and that defined procedures have been adopted so that the operator cannot modify the calculation algorithm and/or the LCA calculation model implemented in the TOOL;
- that the data used is the actual data.

For each CFP, the Organization must also make available to ICMQ:

- the input/output data of the TOOL, possibly in the form of a report generated by the TOOL (if available);
- the mass and energy balance, where it is possible to extrapolate it from the TOOL;

- the plausibility check (if provided) and/or significant data requested by the verifier;

At the end of the CFP verification activities, ICMQ issues a Verification Statement.

7.1.2.4. TOOL Qualification methods

The activities to qualify a TOOL are done in two consecutive stages:

- Pre-qualification activities for the TOOL;
- Final qualification activities for the TOOL;

If, in the course of the activity for the qualification of the TOOL, the ICMQ Audit Team ascertains that all the requirements of the TOOL are not fully complied with, ICMQ will notify the Organization (manufacturer/Software House) that it should eliminate all the deficiencies found and the causes that generated them. ICMQ reserves the right to perform additional verifications.

7.1.2.4.1. TOOL pre-qualification

ICMQ's verifications are related to the requirements of the TOOL indicated in section 7.1.3.4.3.

The Organization (manufacturer/software house) must identify the TOOL for which qualification has been requested, by at least the following elements:

- the name of the developer;
- the name of the TOOL;
- the version of the TOOL that implements the LCA study.

The Organization (manufacturer/software house) must prepare a manual describing the detailed operation of the TOOL. Specifically, the following must be properly identified:

- the TOOL's field of application: Applied PCR, product type, number of production units, life cycle modules considered in the LCA study. The presence of any limitations on the use of the TOOL relating to the machining processes, technologies used, etc., must also be clearly indicated;
- The production process implemented in the TOOL with any technological or production limitations to its use must be clearly highlighted;
- A description of the LCA study model implemented in the TOOL with the I/O flows identified (including indications regarding cut-offs and allocations, power mixes, RSL, end-of-life scenarios, etc.) must be provided.
- If the TOOL also implements the creation of the CFP Study Report, it must indicate the types that can be developed.

On the basis of this information, ICMQ carries out a verification for the pre-qualification of the TOOL, of which it returns the results to the Organization.

This activity is carried out through a documentary and on-site verification (also remotely), interacting with the Organization and with the developer of the TOOL.

7.1.2.4.2. Final qualification of the TOOL

For the qualification of the TOOL it is necessary for ICMQ to verify complete compliance with the requirements of the TOOL indicated in section 7.1.2.4.3.

To this end, in order to verify the effectiveness of the TOOL to operate in the identified field of application, it is also necessary for ICMQ to perform the verification activity of one or more pilot CFPs generated by the TOOL.

The number of pilot CFPs is established at the pre-assignment stage so that the entire scope of the TOOL can be verified.

The qualification of the TOOL issued by ICMQ will refer only to the elements of the field of application of the TOOL for which the verification of a relative pilot CFP could be carried out.

The Pilot CFP can also refer to a non-real product.

Where the pilot CFP refers to a real product of the Organization, following the positive verifications ICMQ will also issue the relevant CFP Verification Statement.

The verification of the pilot CFP will be carried out as indicated in section 7.1.1.

Upon successful conclusion of the verification activities for the qualification of the TOOL, ICMQ will issue a certificate of qualification.

7.1.2.4.3. Requirements for qualifying a TOOL

To qualify a TOOL, the simultaneous presence of the following characteristics must be verified:

a. completeness;
b. correctness;
c. appropriateness;
d. security;
e. integrity.

Whenever there is a change in the elements which define the TOOL's field of application, or in the processes that could significantly alter the LCA study, the TOOL must be re-qualified by ICMQ.

The verification activity to qualify the TOOL is done by ICMQ at the manufacturer's/software house's location and aims to verify that the TOOL meets all the requirements listed above.

7.1.2.4.3.1. Completeness requirement

During the visit the Auditor will check the availability in the TOOL of the following information:

- The purpose of the study;
- The functional/declared unit;
- Product description
- The system boundaries
- The power mix
- The cut-off rules and input data
- The product level scenarios
- Modelling of the process and I/O streams
- The environmental indicators used
- RSL

The TOOL is complete if it contains information on all the features listed, if applicable.
In the absence of one or more, a major NC will be issued.

7.1.2.4.3.2. Correctness requirement

During the inspection, the inspector will verify the correctness of the TOOL by:

- the LCA model's compliance with the reference PCR;
- the LCA's compliance with the ISO 14040/ISO 14067 series of Standards;

The requirement is met if the activities given above are successfully completed. Otherwise a major NC will be issued.

7.1.2.4.3.3. Appropriateness requirement

By means of a test LCA or EPD (for each field of application for the TOOL's use), it must be clearly shown:

- that the CFP is generated by the validated calculation model;
- that the CFP is compliant with ISO 14020 and the relevant requirements of ISO 14067;
- that the CFP of the elements required by the reference PCR is present.

If test LCA or CFP refers to a real product (in the case of TOOL), the following also occurs:

- the assessment of the data includes coverage, accuracy, completeness, representativeness, consistency, reproducibility, sources and uncertainty;
- the plausibility, quality and accuracy of the LCA-based data;
- the quality and accuracy of the supporting information.
- the appropriateness of the CFP (only if the TOOL also implements the creation of the CFP document)

Qualification of the TOOL must be carried out on all the elements that define its field of application (type of product, life cycle modules, etc.).

The requirement is met if the activities given above are successfully completed. Otherwise a major NC will be issued.

GENERAL NOTE: In the case of LCA tool checks, the consistency check on the input data is carried out by the Auditor not only on periodic updates, but also on similar products on which the tool is applied.

7.1.2.4.3.4. Security requirement

During the visit, the Auditor will verify the security of the TOOL by:

- verifying that the LCA model cannot be altered in terms of the type of inventory data that can be considered;
- verifying that the LCA model of the impact indicators and additional environmental aspects cannot be changed;
- verifying the possibility of entering only primary data;
- verifying the presence of a system that can detect errors in the inputs (WARNING).

The requirement is met if the activities given above are successfully completed. Otherwise a major NC will be issued.

7.1.2.4.3.5. Integrity requirement

During the visit, the Auditor will verify the integrity of the TOOL by:

- the presence of a system that prevents unauthorised access in compliance with the Organization's procedures regarding the use of the TOOL.
- Back-up systems

The requirement is met if the activities given above are successfully completed. Otherwise a major NC will be issued.

7.1.2.5. Re-qualifying the tool

The activities envisaged when proceeding with the process to re-qualify a tool are:

- Sending, by the TOOL Organization, to ICMQ of the document (manual/report of the tool) indicating the changes made to the new version of the TOOL compared to the previous one. To facilitate verification, these changes need to be highlighted in the text of the document;
- Verification by ICMQ of the changes made to the TOOL, through analysis of the document sent and audits (also in remote mode) relating to the operation of the TOOL itself;
- The Auditor sends the result of the verification to ICMQ. This is then brought to the attention of the Certification Committee that decides on whether to re-qualify the TOOL;

The modified TOOL will show an identifier ("name Tool_version model" of the version that is different from the previous one already qualified,

Any further information about the version of the Database used can be inserted at the discretion of the owner in the TOOL identifier to keep track of this information, respecting the following procedure: "name Tool_version model [e.g. the version of the GABI or SIMA PRO Database] [Service Pack version].

There is no need to re-check the tool when changing characterization factors or fuel mixes, as they do not affect or modify the structure and model of the environmental impact calculation algorithm.

As the PCR varies, it is necessary to requalify the TOOL accordingly.

A change in the LCA relating to the following activities will require the TOOL to be re-qualified:

Definition of the objective and field of application

- Choice of functional unit;

Inventory

- System boundaries;
- Production flow chart;
- Impact allocation;
- Data processing;

Data assessment

- Classification of impacts according to the reference PCR;
- Characterisation, i.e. the quantification of the classification stage. Its purpose is to quantify the environmental impacts by means of a weight factor classification established by an Authority (e.g. CO is equivalent to 2 kg of CO2). These elements are variables and do NOT affect the model, but only the output data.

In relation to the LCA phases, a modification of the following activities does not result in a re-qualification of the TOOL:

- Collecting data (referring to materials, transport and energy, products and gases released into the air, water or soil). Data can be primary (from direct surveys) or generic/secondary (from literature/databases/EPDs) or unselected generic (from estimates and average values);
- Normalization. The normalization factors are established by CML or TRACI and, as regards EN 15804, are established by ANNEX C. A change in the CML or TRACI factors does not require the tool to be re-qualified.

7.1.3. CFP Systematic Approach (CFP-SA)

Verification of the conformity of the Organization's CFP-SA is carried out by ICMQ with reference to the requirements indicated in Annex C of ISO 14067 Standard.

Verification of compliance also includes verification of a sample of CFPs of individual products generated by the Organization's Systematic Approach (Pilot Case).

Verification is intended as an activity aimed at certifying the CFP-SA of an Organization and the continuation of its compliance over a specific three-year time frame. For this reason, the certification of the CFP-SA provides for periodic surveillance.

The checks are carried out on the basis of:

- the documentation relating to the CFP-SA made available by the Organization (Procedures, Regulations, Instructions, etc.);
- the sample of CFP Study Reports of a single product generated by the Organization's CFP-SA (Pilot Case);
- objective evidence made available by the Organization to confirm the CFP values.

The CFP-SA verification process includes an initial documentary examination, followed by an on-site verification and a final documentary verification.

An integral part of the CFP-SA verifications is that of the Pilot Case generated by the CFP-SA of the Organization. These checks are carried out on the basis of the CFP Study Report, prepared by the Organisation, and the objective evidence made available by the same Organisation to confirm the quantification carried out. The verification process includes an initial documentary review and a subsequent risk analysis by ICMQ, which may be followed by an on-site audit and/or a final documentary review. The on-site verification can be done either at the place where the production process is located or where the collection and management of data and information useful to the CFP is done. The decision by ICMQ to carry out an on-site verification in relation to the Pilot Case will be made on the basis of the outcome of the documentary verification and the subsequent risk analysis (see section xxxxx). Specifically, the on-site verification will be done if at least one of the following conditions is met:

- the outcome from the risk analysis shows a higher level of risk than that defined by ICMQ;

- inaccuracies are found during the initial documentary verification of such a type or magnitude as to require an on-site activity (critical impediments).

Specifically, the on-site verification will, in any case, be carried out where gaps or inconsistencies are found with regard to the following aspects:

- the physical consistency between the production site and that

described in the CFP study;

- the correct collection, tracking and possible processing of primary data;
- the reliability of the model developed in the CFP study.

On the basis of a significant sampling and within the time frame provided for by the Standard, ICMQ will verify that the Organization not only knows and is able to manage all aspects of CFP quantification, but that the values contained therein are supported by objective evidence such as to guarantee their reliability.

The issuance and maintenance of the CFP-SA Certificate does not constitute a guarantee by ICMQ of compliance with legal obligations by the Organization. The Client is exclusively responsible, both towards itself and third parties, for the due performance of its activities and for the compliance thereof and of its products/services with the applicable regulations and with its client's expectations and those of any third party in general, excluding any liability towards, or guarantee by, ICMQ.

Therefore, the lack of non-conformities does not rule out the presence of non-conformities in the Organization's activities and/or its products.

7.2. ICMQ Auditor

ICMQ undertakes to appoint only Auditors who have been previously qualified and chosen on the basis of their experience in the field of verification and their technical knowledge in relation to the activities for which the Organization requires the verification/certification/attestation of the CFP, as well as on the basis of the requirements established by ICMQ.

Audit Teams may consist of "single Auditors" or "several Auditors". The Audit Team member who is appointed to coordinate and direct audits is the "Coordinating Auditor" and liaises with the Client who will receive the audit results.

For the assessment, ICMQ may use both its own employees and external collaborators who act in the name and on behalf of ICMQ and who are suitably qualified to perform the assessment. Auditors may occasionally be accompanied by observer-Auditors, appointed by ICMQ or by an Accreditation and/or Qualification Body, who must be allowed to take part in the audit without interfering with it.

ICMQ informs the Organization of the names of the Auditors in charge of the verification.

Within 5 calendar days, the Organization may reject one or more Auditors proposed by ICMQ. The reason for that rejection must be provided in writing. If the reasons are valid, ICMQ will propose new Auditors.

In the event of an on-site audit, the Auditors will contact the Organization to agree on the date of the audit and to establish any logistical organization.

Should an Auditor, for serious reasons (e.g. sickness, injury, etc.), be prevented from carrying out the audit or should the Auditor have no choice but to interrupt it, ICMQ may appoint a substitute in agreement with the Organization.

The aforementioned Auditors are contractually required to fulfil all ICMQ's duties and obligations, including complying with those regulating independence, conflicts of interest and processing personal data.

7.3. Trade Secrets and Confidentiality

All data and information concerning the Organization, of which ICMQ becomes aware in carrying out the activities subject to these General Terms and Conditions, are confidential. Access thereto is regulated by a specific ICMQ procedure that imposes a confidentiality obligation on Auditors and on the ICMQ personnel engaged in the validation process.

The personnel of the Accreditation Body who, during the granting and/or maintenance of ICMQ accreditation, become aware of information relating to the certifying or certified Organization, either at ICMQ or directly at the headquarters of the Organization, are also bound to professional secrecy.

ICMQ will disclose to all parties concerned any information held thereby within the limits and in the cases laid down by any provision of law.

7.4. Issue and maintenance of the certificate

7.4.1. CFP Verification Statement requirements

The CFP verification certificate relating to a CFP quantification for a single product certifies that the CFP Study Report has been carried out in accordance with the requirements of the Standard of reference, and that there is sufficient objective and verified evidence to ensure the credibility and reliability of the quantification in accordance with the defined level of assurance.

The Verification Statement is issued for each CFP and will include:

- the identification references of the CFP Study Report (version and date of issue);
- the references of the Organization that issued the CFP Study Report (company name and registered office address);
- the products to which the CFP relates and the quantification of the total CFP and for each life cycle stage;
- the references of the operational unit to which the CFP pertains (address);
- the Standards in relation to which the conformity verification was carried out;
- the CFP-PCR Programme Operator (if any);
- information from the CFP Study Report: functional/declared unit, life cycle, type of data (historical), data reference period;
- information on the verification activity: opinion, assurance level, materiality threshold, limitations and reservations;

With regard to the opinion, this will be expressed as "positive", "positive with comment" or "negative".

A "positive opinion with comment" will be expressed if, during the evaluation process, the Audit Team has detected a "critical" NC or possibly a "major NC" of a technical or general nature considered particularly relevant by the Audit Team.

The Verification Statement of a CFP developed through the use of a TOOL will also include the references to the version of the TOOL previously qualified or to the one for which the verifications referred to in the previous section are also successfully completed. 7.1.2.4

7.4.2. Requirements for CFP Systematic Approach certification

ICMQ will be able to issue the CFP-SA Certificate only in the event that the procedures defined by the Organization comply with the requirements of ISO 14067 Annex C and the CFP quantifications produced by the Organization's CFP-SA (Pilot Case) and verified by ICMQ, comply with the ISO 14067 Standard, any CFP-PCR and/or PCR (if any) and if the objective evidence made available by the Organization confirms the values contained in the CFP quantification itself.

Maintenance of the Certificate during its period of validity is subject to the positive outcome of the periodic surveillance checks conducted by ICMQ as indicated in section 9.10.

7.4.3. Requirements for TOOL Certificate of Qualification

ICMQ will be able to issue the Certificate of Qualification of a CFP-TOOL when the verifications referred to in section 7.1.2.4 and the TOOL is suitable to generate product/service CFPs in its defined field of application.

Whenever there is a change in the raw materials, recipes, equipment or processes that could significantly alter the LCA study, the TOOL must be re-verified.

The TOOL qualification activity is carried out by ICMQ interfacing with the Organization that developed the TOOL (e.g. manufacturer or software house) and aims to ensure that the TOOL is suitable for generating CFPs.

The certificate of qualification of the Tool is in the name of the Organization that develops the TOOL (Client or software-house).

7.5. Limits to Liability

ICMQ is expressly exempted from liability:

a) For its own assessment for the verification of the CFP quantification of a single product and/or for the verification for

the CFP-SA Certificate prepared by the Client or for the qualification of the CFP-TOOL, in the event that the Organization does not provide certain information (including documents) and/or provides it incomplete and/or in the event that the information provided does not correspond to the real situation;

b) For defects in products/services provided by the Organization to third parties, including cases covered by liability for damage from defective products/services.

c) For the Organization's correct performance of the activity and its compliance as well as that of its products/services with the applicable environmental and non-environmental regulations and the expectations of clients and third parties in general;

d) For the request and publication on the website of the CFP Programme Operator subject to the evaluation.

e) Relating to the acceptance or non-acceptance of the CFP document by a contracting authority or any other entity, in order to establish the suitability of the product covered by the CFP for its requirements.

The issuance of the CFP Verification Statement does not constitute a guarantee by ICMQ of compliance with legal obligations by the Organization.

The Organization is exclusively responsible, both towards itself and third parties, for the due performance of its activities and for the compliance thereof and the compliance of its products/services with the non-applicable environmental regulations and with its clients' expectations and those of any third party in general, excluding any liability towards, or guarantee by, ICMQ.

Therefore, the absence of NCs detected in ICMQ's assessment does not mean that there may not be any other anomalies relating to the product, site or Organization subject to the EPD assessed by ICMQ.

8. Obligations of the Organisation

8.1. Delivery of contractual documents

The Organization is obliged to submit to ICMQ all the documents required under the contract and/or by the Application for Verification/Validation of the CFP Assessment. Failure or partial receipt of such documentation will mean that ICMQ cannot start or complete the evaluation process.

8.2. Obligation of collaboration and workplace safety during audits

The Organization undertakes to provide maximum collaboration to ICMQ for the conduct of any on-site audits, and in particular shall:

a) ensure the Auditors have access to the premises where the work related to verifying the CFP is to be done and notifying the same, before such access, of any specific risks pertinent to the environment in which the ICMQ Auditors are to operate and the prevention and emergency measures adopted in relation to the activities, in addition to providing the ICMQ Auditors with all the necessary Personal Protective Equipment in compliance with applicable laws regarding workplace health and safety;

b) ensure access to any information (including documents) required by ICMQ for the assessment, ensuring its completeness and accuracy;

c) during the verification, the ICMQ Audit Team must be able to view the LCA model developed within any software (e.g. Simapro or Gabi) used for the calculation of the EPD, in order to be able to assess the correctness of the choices made for the calculation of the EPD. It is not possible to conclude an EPD verification successfully without having been able to verify, including under the guidance of the staff responsible for the project, what has been achieved within the software;

d) guarantee the presence of necessary staff;

e) if the Organization wishes its own external consultant to participate in the audits, it will ask ICMQ for authorization. Any such consultant may assist in the audits only as an observer and cannot interfere, unless consulted directly by ICMQ's Coordinating Auditor.

The obligations cited above also apply vis-à-vis:

- any Auditors of the Accreditation and/or Qualification Bodies, who operate for the needs of maintaining the accreditation and/or qualification of ICMQ and the Organization obliged to accept when requested.
- any observers of the audits, sent by ICMQ to monitor its Auditors or to train the observers themselves, and who the Organization is required to accommodate whenever required.

8.3. Obligation to maintain compliance.

The Organization undertakes to comply with, and to remain compliant with, all the mandatory international, domestic and local requirements (laws, regulations, etc.), which apply to its products and services relative to the verification of the CFP quantification for a single product, to the sites where they are produced or which are applicable to the Organization subject to CFP Systematic Approach certification.

Once the CFP has been assessed by ICMQ, the Organization is required to keep its CFP compliant with the requirements of the Standard.

The Organization must inform ICMQ of any fact that may change the validity of the opinion expressed in the Verification Statement issued.

The Organization undertakes to keep its certified CFP-SA compliant with the requirements of the Standard throughout the period of validity of the Certificate. The certified Organization shall promptly identify the Corrective Actions necessary to remedy any infringement of the Standard.

The Organization undertakes to keep its qualified TOOL compliant with the requirements of the Standard throughout the period of validity of the Certificate. The Organization shall promptly identify the Corrective Actions necessary to remedy any infraction of the Standard.

8.4. Changes to the products, services, processes under evaluation. Organisation-related changes. Prejudicial events

A) Changes to products, services, standard processes and impact indicator values

The Organization whose CFP has obtained a Verification Statement is obliged to communicate to ICMQ:
a) substantial alterations to the product (materials, dimensions, etc.) with potential changes in impacts;
b) substantial changes in the process (internal to the Organization or to a supplier) with potential changes in impacts;
c) any changes in the TOOL/calculation model of the environmental impacts (when used);
d) any other change (including in the input data) that produces a change in the CFP;

If the Organization intends to make changes to the CFP Study Report already subject to a Verification Statement, it must request it in writing from ICMQ.
For graphic and/or editorial changes, ICMQ may agree without the need to initiate a new CFP verification process.
On the other hand, for changes inherent in, or with repercussions on, the environmental impact value of an indicator, regardless of whether it is worse or better than the previous one, ICMQ will initiate a new process for the verification of the updated CFP.
At any rate, the Organization may not modify the verified CFP without notifying ICMQ.

An Organization whose CFP has obtained CFP-SA Certificate is obliged to communicate to ICMQ:

- changes in the scope of the certified CFP-SA (product/service types, production units, reference CFP-PCR) for the development of the CFP;
- substantial changes to the certified CFP-SA, such as databases or allocation procedures for the development of CFP Communications;
- changes in the CFP calculation TOOL/model.

The Client must accept ICMQ's decision, whether ICMQ deems a new (documentary and/or on-site) verification sufficient or whether it requires a new certification request instead.

Documentation regarding the changes must be submitted to ICMQ which will carry out all the verifications in order to decide whether a documentary or even an on-site verification is necessary.

B) Organisation-related changes. In the event that changes occur (or are about to occur) with respect to the Organisation, they will be classified into:

a) Relevant changes: purely by way of example and not limited to: business interruption, suspension of activity for a period of more than three months, transfer of one or more production units, transfer of all the activity to another legal entity, transfer or lease of the business unit covered by the certification, participation in a merger and/or incorporation, change in Tax Code/Company Register number, significant change in the number of employees, significant change in the organisational structure and management team (change of managers with key roles, personnel with decision-making powers or technical personnel). In all these cases, ICMQ will have the right to request a new documentary examination and/or a new audit and/or a new Application for Verification, at the expense of the Organization, which undertakes to accept this decision;

b) Non-Significant Changes: by way of example but not limited to: change of name or company name, change of legal nature (e.g. from general partnership to limited liability company), change of the address of the registered office, change of VAT number, etc. In all these cases, ICMQ will issue a new Verification Statement containing the required changes, with costs to be borne by the Organization.

C) Prejudicial events. If a deed of protest has been issued against the Organisation or if the Organization is placed under liquidation or is subject to executive and/or insolvency procedures, the Organization shall notify ICMQ within 15 (fifteen) days of the event, by registered letter with return receipt or certified email.

8.5. Obligation to pay compensation

The Organisation undertakes to pay the remuneration (fees, dues and any other expenses) for the activity carried out by ICMQ also in the event of failure to issue the Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate due to the verified and objectively documented absence of conformity requirements. In fact, ICMQ carries out its entire service both in the case of issuing the Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate and in the opposite case, and therefore cannot make the payment of amounts due to it depend on a fact beyond its will.

The Organization must comply with the payment methods and the rates in force at the time the activities are carried out, which are indicated in the Rates Table in force. Annual changes in rates are announced by publishing the Rates Table in the reserved area of the ICMQ website.

The Organization is obliged to pay annually the maintenance fee of the CFP-SA certificate and the TOOL Qualification Certificate, no later than January 31 of each year.

In the case of a late payment, the Organization will pay ICMQ default interest, in compliance with Italian Legislative Decree 231/2002, and any legal fees related to debt collection.

The Organization undertakes to pay ICMQ the fees for the Examination/Acceptance of the Application for Verification/Validation, and for the Issuance and Maintenance (if applicable) of the Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate as indicated in the Rates Table and according to the payment methods specified therein, unless otherwise agreed in writing between the parties.

The above fees include ICMQ's costs for the management of the assessment practice, while the fees (and reimbursement of out-of-pocket expenses) corresponding to audits are not included. These which will be charged according to the estimate accepted by the Organization and, in the case of items not provided for in the estimate, according to the Rates Table in force at the time of the audit.

For the fees of any additional inspection and for the fee for the reissue of the Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate, as well as for the tariff of any other service provided by ICMQ, reference will be made to the Rates Table in force at the time of the request.

8.6. Interruption of the verification

If an audit that has already been scheduled cannot be started or has to be interrupted for reasons attributable to the Organization (such as the unavailability of objective evidence to support the contents of the CFP analysis, unavailability of the corporate functions involved in the audit, etc.), the latter is in any case obliged to pay ICMQ the amount equal to the total cost of the assessor's engagement, including expenses.

8.7. Obligation to manage complaints

The Organization shall:

a) keep a record of all complaints of which it has become aware relating to the CFP, CFP-TOOL and CFP-SA that are being assessed by ICMQ;

b) take appropriate action in response to such complaints or any deficiencies detected in the products or services falling within the scope of the ICMQ assessment referred to in the previous point;

c) document and record the actions taken;

d) make available both the complaint records and the documentation relating to the actions taken and the results obtained, to ICMQ Auditors;

e) accept, following a complaint, any unannounced audit that may be deemed necessary by ICMQ and/or the ICMQ accreditation body. In this case, unlike in the previous paragraph. Auditors cannot be recused.

9. Verification process of a CFP/ TOOL qualification / CFP-SA Certificate

Organizations wishing to apply for the verification service of a CFP/TOOL qualification/CFP-SA certification can contact ICMQ, and in particular its commercial area, through the various channels made available (telephone, email, website).

All organizations that operate with the supply, of goods and services can request the different types of verification from ICMQ.

The required verification process is at all times managed and implemented by ICMQ in order to:

- return only the "reasonable" level of guarantee;
- adopt a quantitative level of materiality on-site verification, with a "materiality threshold" of 0%

These elements are clearly indicated to the Organization in the offer and Application for CFP Verification and are in no way modifiable by the Organization.

The process for the verification of a CFP/qualification of a TOOL/CFP-SA includes the following phases:

a) Pre-engagement

b) Engagement

c) Planning

d) Implementation of the verification

e) Review

f) Decision and issuance of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate;

g) Facts discovered after the issuance of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate;

h) Handling of appeals and grievances

i) Recordings

j) Management of the maintenance of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate;

k) Management of the renewal of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate;

l) Management of additional and/or extraordinary audits for modification of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate

9.1. Pre-engagement

Following the expression of interest by the Organization, ICMQ requests some information on the subject matter of the requested assessment activity, including the date on which the necessary documents will be available for the Audit Team to start the verifications.

The Organization is required to provide ICMQ with this information in a correct, complete and timely manner, by filling in the appropriate forms provided by ICMQ (Form 115).

- On the basis of this information, ICMQ formulates a commercial offer according to predefined criteria. It identifies the technical verification activities and the operating methods and the relative durations for their execution. The offer is sent to the Organization together with the Application for CFP Verification form.

It should be noted that this offer does not in itself constitute the assignment (contract) between ICMQ and the Organization, as this is finalized only following the Acceptance of the Application for CFP Verification.

The Organization signs the offer and sends it to ICMQ, together with the completed form for Application for CFP Verification.

ICMQ's Planning Manager carries out the Review of the Application for EPD Verification, verifying:

- the operational feasibility of carrying out the activity on the basis of the date of receipt of the necessary documents indicated by the Organization.
- consistency between the offer and the information provided by the Organization;

Based on the outcome of the Review:

a) in the presence of operational feasibility and complete coherence: accepts the Organization's Application for EPD Verification, confirming the commercial offer already signed;

b) in the presence of operational feasibility, but of partial consistency: investigates and acquires from the Organization any new or different information with respect to that initially provided, and on the basis of these reviews the offer to request a new signature from the Organization, which is a condition preventing the acceptance of the Application for EPD Verification submitted;

c) in the absence of operational or technical feasibility to carry out the requested service due to the new or different information acquired compared to that initially provided referred to in point b) above or if there are other reasons to justify the decision: rejects the Organization's Application for EPD Verification. The following are also preconditions preventing the Acceptance of the Application for CFP Verification:

- the failure of the Organization to submit the Application for CFP Verification;
- failure to pay the contractually agreed charges;

9.2. Engagement

The assignment between ICMQ and the Organization is completed with the sending of ICMQ to the Organization of the letter of Acceptance of the Application for CFP Verification, by the ICMQ Planning Manager, who reports the reference to the offer signed by the Organization, following the outcome of the second phase of the Review in the Pre-Assignment phase.

The Acceptance will also indicate:

- the name and contact details of the ICMQ Project Manager in charge of the certification process and contact person for the Organization;
- the name and references and roles of the Auditors constituting the Audit Group appointed by ICMQ to carry out the check following verification of the necessary competence and independence requirements. The Organization may formulate to ICMQ, within the time and in the manner indicated in the same letter of Acceptance, a reasoned objection regarding the presence of one or more members of the identified Audit Team. ICMQ will manage the Organization's request by providing feedback and, if it deems it necessary, will identify different persons for the Audit Team;

Only after the Acceptance of the Application for CFP Verification can the planning and execution of the verification activities by ICMQ's Audit Team begin.

9.3. Planning the verification

Following the Acceptance of the Application for CFP Verification, the Head of the Audit Team or Lead Auditor

prepares and sends to the Organization the Verification Plan (Programme), on the basis of the information received from the Organization (through Form 115) and the contractually defined durations for the execution of the activity.

The Verification Plan indicates the different phases of ICMQ's assessment activity, provides a description and information relating to its execution, indicates the contractual durations provided for and identifies the timing of its execution, in relation to the date of receipt of the documentation necessary to start the audits.

For the verification of a CFP generated without the use of a Tool (standard verification) or for the verification of a first CFP generated with the use of a Tool (CFP-TOOL) or for the certification of the CFP-SA, the Verification Programme consists of the following steps:

a) Initial Documentary Verification: starts following the acceptance of the Application for Verification;

b) On-site verification: planned by the Lead Auditor with the Organization at the end of the previous initial documentary verification phase, corresponding to the delivery to the Organization of the outcome of the initial documentary verification, except in the case in which critical non-conformities (NCs) have emerged in this phase. In this case, this verification is planned following the submission of evidence to the Lead Auditor for the management of critical NCs and only if these are considered by the Audit Team to be all positively resolved. Planning of the verification is confirmed by the Lead Auditor sending the Organization the Outline Plan of the on-site verification

c) Final documentary verification: carried out following the submission by the Organization to the Lead Auditor of the management and supporting evidence to demonstrate the resolution of all the findings that emerged in the verification process. The outcome of this phase and of the opinion of the Lead Auditor on the outcome of the verification carried out is transmitted by the Lead Auditor only to the ICMQ Project Manager

The verification of a CFP generated with the use of a Tool (CFP-TOOL) subsequent to the first one is carried out according to a Verification Programme consisting of the following phases:

a) Initial Documentary Verification: starts following the acceptance of the Application for Verification;

b) Final documentary verification: carried out following the submission by the Organization to the Lead Auditor of the management and supporting evidence to demonstrate the resolution of all the findings that emerged in the previous phase of the verification process. The outcome of this phase and of the opinion of the Lead Auditor on the outcome of the verification carried out is transmitted by the Lead Auditor only to the ICMQ Project Manager.

Following receipt of the documents sent by the Organization necessary for the execution of the verification, the Lead Auditor of ICMQ prepares a strategic analysis and risk assessment of the CFP verification activity. This analysis takes into account various factors, which may lead to inaccuracies in the CFP verification activity (complexity of the system examined, methods of acquisition and control of primary data by the Organization, verification experience, etc.).

On the basis of the outcome of this analysis, the Lead Auditor identifies the most relevant phases and processes, drawing up an Evidence Collection Plan (Sampling Plan) relating to these processes, for the verification of the quality of the primary and/or secondary data used, which will have to be taken into account in the future planned field verification activity. In addition, the outcome of the risk analysis constitutes an element in establishing the possibility of carrying out on-site audits in fully remote mode or even in presence, in accordance with the criteria defined by the specific ICMQ procedures.

If, at this stage or at any time during the assessment process, the

analysis of the documents provided reveals new or different elements from those initially provided by the Organization, such as to have repercussions on the planning of the activities, on the expected durations or on the risk analysis carried out, ICMQ may request that the Organization carry out verification activities in addition to those already contracted to carry out the activity, the acceptance of which is necessary for the continuation of the activity. Following such acceptance, ICMQ's Lead Auditor will update the Verification Plan and send it to the Organization and ICMQ.

9.4. Implementation of the verification

CFP verification activities are conducted by the Audit Team according to the phases set out in the Verification Plan.

Verification is carried out by the Audit Team both by documentary means in the back office, and on-site, in person or remotely, depending on compliance with the criteria set out in the specific ICMQ procedures

The activities carried out by the Audit Team shall at least allow sufficient data and information to be obtained to assess compliance with the requirements set out in section 7.1 and related sub-sections, depending on the type of activity required.

The elements for verification are collected and reported by the Audit Team through special Verification Reports, Checklists, and specific forms distinguished according to the type of activity required.

Where the verification activity includes on-site verification, the Audit Report and the form for recording evidence of the on-site verification are also used.

In the case of CFP verifications relating to more than one production site, ICMQ defines a sampling of the verified UPs that takes into account:

- the number of sites covered by the CFP Verification Request;
- the complexity of the production processes covered by the CFP Verification Request;
- the additional environmental aspects related to the production processes covered by the CFP Verification Request;
- the presence of ISO 14001 certification;
- the level of homogeneity between production sites (for example as regards raw materials, type of facility, etc.).

9.4.1. Verification of a CFP generated without the use of a TOOL (standard verification)

Consists of assessing the compliance of the CFP Study Report with the requirements indicated in section 7.1.1.

Initial documentary verification

This is performed in the back-office by ICMQ's Audit Team.

This assessment shall take into account at least the following from the CFP Study Report:

- the adequacy of the functional unit and/or the declared unit considered and the related reference flows;
- the GHG emissions related to the main phases of the product life cycle and their effective distribution (e.g. fossil, biogenic, etc.);
- the physical, temporal and geographic system boundaries;
- the cut-off criteria and their correct application;
- the approach and the methods for allocation;
- the relative weight of the individual phases of the life cycle and the adequacy of the level of detail of the study adopted for the most relevant phases;
- the data quality assessments (by, among other things, checking that the LCA study gives the criterion by which the data was characterised as “specific” or “generic”);
- the results of the CFP study’s sensitivity and uncertainty analyses;
- the assumptions adopted for the use and end-of-life phases, where applicable.

At the end of this activity, the Lead Auditor draws up the Verification Report which reports on the outcome of the documentary checks and any NCs that have emerged (also indicating whether they are of a general, technical or editorial nature), and highlighting which ones are classified as critical and must be resolved as a preventive measure to any other further verification activity in the field, and which ones can be resolved later, but still before the verification process is completed.

It may also contain recommendations, in relation to which the Organization may, at its own discretion, choose whether or not to implement them, and consequently propose Corrective Actions.
The Verification Report is sent by the Lead Auditor to the Organization, which must manage the identified NCs, indicating the Corrective Actions taken, their timing, and providing adequate documentary evidence to allow the Audit Team to assess whether they can be considered decisive for the NC identified.

This verification phase is carried out on all CFP documents subject to verification, without any sampling of the documents submitted

On-site verification

The on-site verification phase is carried out both at the data collection centre and with an inspection at the operational unit.

It aims to:

- verify on a sample basis the quality requirements of the primary and secondary data used in the CFP Study Report;
- the correct use of the characterization factors and methods for calculating the environmental impact indicators used in the CFP Study Report;
- that the calculation model implemented for the CFP study is actually representative of the processes that take place in reality in the operating unit.

If the subject of the CFP is a service, the on-site verification activity will, in any case, be planned, including a visit to the site where the service is currently carried out by the Organization.
The implementation of this verification activity on-site (inspection) will be made explicit in the service offer sent to the Client.

On-site checks are agreed by the Lead Auditor with the Organization and confirmed by sending the Outline Plan to the Organization at least 5 days before the scheduled date of the verification. ICMQ reserves the right to submit to the Organization the costs of the on-site verification if the Organization refuses, without valid reasons, to allow the Audit Team to carry out the planned verification.

In the Outline Plan, the Lead Auditor indicates the need to interact with the developer of the CFP Study Report, or to consult particular types of documentary evidence.

For the on-site verification to be carried out, the Organization must ensure that:

- the Audit Team is guaranteed safe access to all areas of the site;
- all relevant documents and records are made available to the Audit Team for verification;
- the Audit Team is assisted during the verification, including with any logistical supports.

The operational phase of the on-site verification is:

- preceded by an initial meeting in which the Lead Auditor presents the Audit Team, explains the audit method and provides any explanations and clarifications;
- followed by a closing meeting in which the Lead Auditor illustrates the results of the audit, which are reported in an Audit Report. All observations recorded by the Audit Team, in the form of a recommendation or NC, are submitted to the Organization, which countersigns the Audit Report for information. The Organization has the possibility to express any reservations on the findings indicated or on the verification activity carried out by the Audit Team.

Both meetings must be attended by the contact person of the Organization that deals with the development of the CFP, or persons delegated by him or her.

At the end of this activity, the Lead Auditor draws up the Audit Report which reports on the outcome of the on-site checks and

any NCs that have emerged (also indicating whether they are of a general, technical or editorial nature).

It may also contain recommendations, in relation to which the Organization may, at its own discretion, choose whether or not to implement them, and consequently propose Corrective Actions.
The Verification Report is sent by the Lead Auditor to the Organization, which must manage the identified NCs, indicating the Corrective Actions taken, their timing, and providing adequate documentary evidence to allow the Audit Team to assess whether they can be considered decisive for the NC identified.

Final documentary verification

This activity consists of the back-office verification by the Audit Team of the documents (EPDs, LCA Study Reports and any other supplementary documents identified by the Audit Team) reviewed and transmitted by the Organization in order to overcome all the NCs that emerged in the verification activity previously conducted (initial and/or field documents) and not yet resolved.
The CFP Verification Statement cannot be issued until all the NCs that have emerged have been properly managed by the Organization and have been overcome.
At the end of this activity, the Lead Auditor draws up the Verification Report on the outcome of the management of the NCs and Recommendations by the Organization and indicates the final opinion by the Audit Team regarding the outcome of the verification activity conducted.

The Verification Report is sent by the Lead Auditor to ICMQ, together with other specific documents reporting the audit carried out by the Audit Team, in order to be submitted for review by ICMQ and only subsequently transmitted to the Organization as the final outcome of the verification activity conducted by the Audit Team.

9.4.2. Verification of a CFP generated with the use of a qualified TOOL

Consists in the assessment of the compliance with the requirements set out in section 7.1.2.

The process consists of the following phases:

Initial documentary verification

It is carried out in the back-office by ICMQ's Audit Team.

At the end of this activity, the Lead Auditor draws up the Verification Report which reports on the outcome of the documentary checks and any NCs that have emerged (also indicating whether they are of a general, technical or editorial nature), and highlighting which ones are classified as critical and must be resolved as a preventive measure to any other further verification activity in the field, and which ones can be resolved later, but still before the verification process is completed.

It may also contain recommendations, in relation to which the Organization may, at its own discretion, choose whether or not to implement them, and consequently propose Corrective Actions.
The Verification Report is sent by the Lead Auditor to the Organization, which must manage the NCs identified, indicating the Corrective Actions taken, their timing, and providing adequate documentary evidence to allow the Audit Team to assess whether they can be considered decisive for the NC identified

Final documentary verification

It is carried out in the back-office by ICMQ's Audit Team.

It consists of the verification by the Audit Team of the documents (CFP Study Report and any other supplementary documents identified by the Audit Team) reviewed and transmitted by the Organization in order to overcome all the NCs that emerged in the initial documentary verification activity previously conducted (initial documents).

The CFP Verification Statement cannot be issued until all the NCs that have emerged have been properly managed by the Organization and have been overcome.
At the end of this activity, the Lead Auditor draws up the Verification Report on the outcome of the management of the NCs and Recommendations by the Organization and indicates the final opinion by the Audit Team regarding the outcome of the verification activity conducted.

The Verification Report is sent by the Lead Auditor to ICMQ, together with other specific documents reporting the audit carried out by the Audit Team, in order to be submitted for review by ICMQ and only subsequently transmitted to the Organization as the final outcome of the verification activity conducted by the Audit Team.

The Product CFP Verification Statement relating to the CFP generated by the TOOL, subsequent to the first one, cannot be issued until all the NCs that have emerged relating to this CFP have not been correctly managed by the Organization and the NCs have been overcome.

In the event that the TOOL used has not already been previously qualified, it is necessary for the Audit Team to conduct the checks for the qualification of the TOOL, by means of a specific procedure, which provides for the simultaneous verification of the first CFP generated by the TOOL (pilot CFP) conducted according to the process indicated in section 9.4.1.
The process for the qualification of the TOOL involves the following two phases:

Verification for pre-qualification of the TOOL
This is carried out by the Audit Team through document verification activities on the TOOL Manual and on-site verification activities conducted remotely at the TOOL developer's website.

It consists in assessing the compliance of the TOOL with the requirements indicated in section 7.1.2.4.1 for Pre-Qualification.

This activity is carried out at the same time as the initial documentary verification activities of the pilot CFP.

At the end of these checks, the Lead Auditor draws up the Verification Report for the qualification of the TOOL, which reports any NCs for the Pre-Qualification of the TOOL (also indicating whether they are of a higher or lower level).

Checks for final qualification of the TOOL

This consists in assessing the compliance of the TOOL with the requirements indicated in section 7.1.2.4.2 for Pre-Qualification.

It is carried out by the Audit Team through documentary verification activities following the outcome of the on-site verification of the pilot CFP and the verification of the requirements for the correct application of the processes for the use of the TOOL by the Organization indicated in section 7.1.2.2.
At the end of these checks, the Lead Auditor draws up the Verification Report for the qualification of the TOOL, which reports any NCs for the Pre-Qualification of the TOOL (also indicating whether they are of a higher or lower level).

The Organization must manage the identified NCs, indicating the Corrective Actions taken, their timing, and providing adequate documentary evidence to allow the Audit Team to assess whether they can be considered decisive for all the NCs encountered.

The Verification Report for the qualification of the TOOL is sent by the Lead Auditor to ICMQ, together with other specific documents that report on the verification carried out by the Audit Team, in order to be submitted for review by ICMQ and only subsequently transmitted to the Organization as the final outcome of the verification activity conducted by the Audit Team.

Together with this report for the qualification of the TOOL, the Lead Auditor will also issue the Verification Report of the pilot CFP.

The Product CFP Verification Statement relating to the pilot CFP generated by the TOOL cannot be issued until all the NCs that have emerged relating to these pilot CFPs have been correctly managed by the Organization and have been overcome. A precondition for the issuance of the CFP Verification Statement is the positive outcome of the checks for the qualification of the TOOL.

The TOOL Qualification Certificate cannot be issued until all the NCs related to the checks for the qualification of the TOOL have been correctly managed by the Organization and have been overcome. A precondition for the qualification of the TOOL is the positive outcome of the pilot CFP checks

9.4.3. Verification for Certification of the CFP Systematic Approach (CFP-SA)

This consists in the verification of the requirements indicated in

the previous section 7.1.3.

The process consists of the following phases:

Initial documentary verification

It is carried out in the back-office by ICMQ's Audit Team.

The Verification Report reports any NCs (also indicating whether they are of a higher or lower level) that emerged in the evaluation of the documentation that defines the CFP-SA of the Organization and the NCs (identifying them as of a general, technical or editorial nature) that emerged from the evaluation of the CFP Study Report of each Pilot CFP, conducted in accordance with the provisions of section 7.1.1, highlighting which ones are classified as critical and must be resolved as a preventive measure to any other further verification activities on-site, and which ones can be resolved later, but in any case before the completion of the verification process

It may also contain recommendations, that the Organization may, at its own discretion, choose whether or not to implement, and consequently propose Corrective Actions.
The Verification Report is sent by the Lead Auditor to the Organization, which must manage the identified NCs, indicating the Corrective Actions taken, their timing, and providing adequate documentary evidence to allow the Audit Team to assess whether they can be considered decisive for the NC identified.

On-site verification

The on-site verification phase is carried out both at the data collection centre and with an inspection at the operational unit.

Every assessment on how on-site audits are carried out (where to carry them out, including in the case of multiple production sites) will be taken by ICMQ in consideration of the three previous points.

Specifically, the on-site verification will be carried out where:

- the risk analysis shows that a certain level of risk defined by ICMQ has been exceeded;
- inaccuracies are found during the initial documentary verification of such a type or magnitude as to require an on-site activity (critical impediments);
- there have been significant changes in the CFP compared to previous verifications, apparently not justifiable;
- there have been significant changes in how data is managed at a specific site;
- the system boundaries have changed.

The purpose of the verification is to:

- control the primary data collection process, tracing them from their raw source, through any subsequent processing;
- verify, on a sample basis, the quality requirements of the primary and secondary data used in the CFP Study Report of each Pilot Case;
- ensure the correct use of the characterization factors and methods for calculating the environmental impact indicators used in the CFP Study Report of the Pilot Case;
- ensure that the calculation model implemented for the CFP study of the Pilot Case is effectively representative of the processes that take place in reality in the operating unit.
- check the effective application of the procedures and modalities defined for the CFP-SA by the Organization.

If the subject of the CFP is a service, the on-site verification activity will, in any case, be planned, including a visit to the site where the service is currently carried out by the Organization.
The implementation of this verification activity on-site (inspection) will be made explicit in the service offer sent to the Client.

On-site checks are agreed by the Lead Auditor with the Organization and confirmed by sending the Outline Plan to the Organization at least 5 days before the scheduled date of the verification. ICMQ reserves the right to submit to the Organization the costs of the on-site verification if the Organization refuses, without valid reasons, to allow the Audit Team to carry out the planned verification.

In the Outline Plan, the Lead Auditor indicates the need to interact with the developer of the CFP Study Report, or to consult particular types of documentary evidence.

For the on-site verification to be carried out, the Organization must ensure that:

- the Audit Team is guaranteed safe access to all areas of the site;
- all relevant documents and records are made available to the Audit Team for verification;
- the Audit Team is assisted during the verification, including with any logistical supports.

The operational phase of the on-site verification is:

- preceded by an initial meeting in which the Lead Auditor presents the Audit Team, explains the audit method and provides any explanations and clarifications;
- followed by a closing meeting in which the Lead Auditor illustrates the results of the audit, which are provided in an Audit Report. All observations recorded by the Audit Team, in the form of a recommendation or NC, are submitted to the Organization, which countersigns the Audit Report for information. The Organization has the possibility to express any reservations on the findings indicated or on the verification activity carried out by the Audit Team.

Both meetings must be attended by the contact person of the Organization that deals with the development of the CFP, or persons delegated by him or her.

The outcome of the verification may contain higher or lower levels of NCs. It may also contain recommendations, in relation to which the Organization may, at its own discretion, choose whether or not to implement them, and consequently propose Corrective Actions.
Within 10 days of the conclusion of the audit, the Organization must submit to ICMQ the proposals for correction to the NCs highlighted, regardless of their level, and present within 1 month of the on-site audit (unless otherwise agreed with ICMQ) the relevant evidence (CFP Study Report, CFP-SA Documentation and/or further required documentation) to assess their successful outcome.

Final documentary verification

This activity consists of the back-office verification by the Audit Team of the documents (CFPs, LCA Study Reports and any other supplementary documents identified by the Audit Team) reviewed and transmitted by the Organization in order to overcome all the NCs that emerged in the verification activity previously conducted (initial and/or field documents) and not yet resolved.
The certification of the CFP-SA cannot be issued until all the NCs that have emerged have been correctly managed by the Organization and have been overcome.
At the end of this activity, the Lead Auditor draws up the Verification Report on the outcome of the management of the NCs and Recommendations by the Organization and indicates the final opinion by the Audit Team regarding the outcome of the verification activity conducted.

The Verification Report is sent by the Lead Auditor to ICMQ, together with other specific documents reporting the audit carried out by the Audit Team, in order to be submitted for review by ICMQ and only subsequently transmitted to the Organization as the final outcome of the verification activity conducted by the Audit Team.

.

9.5. Review

Audit At the end of the Audit Team's verification provided for in the Verification Plan, the Lead Auditor sends the outcome of the audits conducted to ICMQ. ICMQ carries out a review of the Verification Report sent through the Project Manager as an independent party who did not participate in the assignment and verification of the Audit Team,, in order to confirm:

- that all verification activities have been completed by the Audit Team in accordance with the verification plan;
- that the evidence of the verifications carried out by the Audit Team is sufficient and appropriate to allow the decision by the Certification Committee;

- that the NCs that emerged during the verification process were all managed and considered to have been positively resolved by the Audit Team.

In the event that it is necessary, ICMQ requests clarification from the Audit Team regarding the activity carried out. If it is necessary to go deeper into some aspects of the verification, ICMQ may decide for an additional investigation, consisting of a documentary verification or an additional on-site visit, before submitting the file to the Certification Committee.

The application cannot be submitted to the ICMQ Certification Committee for the granting of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate, until there is evidence, at a documentary level or through an additional audit, of the effectiveness of the corrections and Corrective Actions for each NC (for CFP verifications) or for those classified as major NCs (for CFP-SA or TOOL Qualification Certificate verifications).

9.6. Decision and issuance of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate

The Certification Committee examines the request for the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate and expresses its decision on whether or not to grant it.

A supplementary investigation may be requested by the Certification Committee. Where deemed useful, the Certification Committee may contact the Organization before giving its final opinion.

The decision of the Certification Committee is communicated to the Organization and:

a) if positive, the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate relating to the object of the verification is issued. Subsequently, ICMQ registers the Organization in the appropriate Register. This Register will be published and/or publicised according to the forms and methods established by ICMQ. In addition, the information relating to the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate can be transmitted, when requested, to the parties entitled thereto.

b) if negative, the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate will not be issued and the Organization will be notified of the method for the continuation of the verification process (e.g. an additional visit).

The Organization may appeal against the decision of ICMQ and the Certification Committee in the manner provided for in these General Terms and Conditions.

9.7. Facts discovered after the issuance of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate;

If facts are made known to ICMQ that could affect the validity of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate issued, then following analysis of what has been learned, and if it deems it necessary, ICMQ will communicate the matter to the Organization and the Programme Operator of the CFP in question. It will also initiate a process in order to identify the appropriate actions to be taken, including discussing the case with the Organization and with the Auditor of the Audit Team that previously conducted the audit. As a result of the identification of the reasons, ICMQ will request the Organization to revise the CFP/TOOL/CFP-SA in order to submit it to verification by ICMQ, so as to reissue the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate or possibly to suspend or revoke it, as indicated in these General Terms and Conditions.

9.8. Handling of appeals and grievances

The Organization may appeal against the decisions and resolutions taken by ICMQ in accordance with the procedures set forth in these General Terms and Conditions.

9.9. Recordings

ICMQ undertakes to maintain and manage the records relating to all the activities of the verification process described in section 10 and its sub-sections, for all services regulated in this document.

Recordings are managed and stored by ICMQ in a secure and confidential manner, including their transport, transmission or transfer.

9.10. Management of the maintenance of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate

The Verification Statement of a CFP has no expiration date and its duration is unlimited. It is not, therefore, subject to any periodic verification for its maintenance.

The CFP-SA Certificate is valid for three years.

The CFP-SA certificate retains its validity on condition that the periodic annual checks by ICMQ on the control system of the Organization's data collection and CFP definition process confirm the continuation of the requirements that determined the initial certification (see section 7.1.3).

ICMQ's activities will be carried out with the same verification methods as for the issuance of a CFP-SA Certificate, with the only difference that the verifications of the Pilot Cases produced by the CFP-SA are replaced by CFP verifications, chosen on a sample basis by ICMQ, among those carried out within the CFP-SA during the period elapsed since the previous surveillance/verification.
At the end of the Certificate's period of validity, the Organization's system is subject to a renewal verification by ICMQ in accordance with the procedures defined in section 9.11.

The qualification of the LCA-TOOL, without any changes to the elements that define the TOOL's field of application, will have a duration of 5 years, at the end of which it will have to be re-verified in accordance with the provisions of section7.1.2.5.

If the Organization holding the TOOL Qualification Certificate makes changes to one or more of the elements that define the TOOL's field of application, it must immediately notify ICMQ and request an offer to qualify the new version of the TOOL. ICMQ will prepare a specific offer to carry out the checks for the new qualification as provided for in section7.1.2.4.

9.11. Management of the renewal of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate

The Verification Statement of a CFP has no expiration date and its duration is unlimited. It is not, therefore, subject to any verification for its renewal.

At the end of the period of validity of the CFP-SA Certificate/TOOL Qualification Certificate, ICMQ will carry out a renewal verification, using the same verification methods provided, in the various cases, for the issuance of a new CFP_SA Certificate/TOOL Qualification Certificate, with the only difference that the verifications of the Pilot Cases produced by the CFP-SA are replaced by CFP checks, chosen on a sample basis by ICMQ, from among those carried out within the CFP-SA during the period elapsing since the previous audit.

9.12. Management of additional and/or extraordinary audits for modification of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate

The Verification Statement of a CFP may not be subject to change of any kind.

When the CFP Study Report referred to in the Verification Statement is subject to changes of any kind (e.g., to update the GHG values, to adapt its contents to changes in technology, to changes in the product, to the production process or to any significant element, which may result in a change in the LCA model and its impacts, adaptation to new versions of PCR, etc.), this must be subject to a new verification process in order to obtain a new Verification Statement.

In any case, whenever the Organization intends to modify a CFP Study Report that was previously subject to a Verification Statement, the Organization shall submit the amended CFP Study Report to a new verification process in order to obtain a

new Verification Statement.

In the event that the Organization intends to adapt or extend the scope of application of the Certificate of Qualification of one of its TOOLS or the CFP-SA Certificate, it must submit a specific request for quotation to ICMQ, whose verification activity will be defined in relation to the type of modification made or extension requested.

Until the required adjustment or extension is obtained, the Organization may not use the ICMQ logo.

9.12.1. Supplementary and/or extraordinary verifications

Additional audits, or with less than annual periodicity, may be requested by ICMQ if, as a result of the verification activity of the Audit Team and the Review, there are still significant NCs that have not been resolved by the Organization. These checks will be charged to the Organization according to the Rates Table in force on the date on which the checks are carried out.
In addition, if ICMQ receives complaints or reports that cast doubt on the continuation of the conditions for which the CFP Verification Statement/the TOOL Qualification Certificate/CFP-SA Certificate was initially issued by ICMQ, ICMQ will have the right to carry out an extraordinary inspection in order to verify the continued compliance with the reference Standard. These reports can also be made by Accreditation and/or Qualification Bodies and, in this case, the staff from these Bodies may accompany ICMQ Auditors.
Extraordinary visits may take place without prior notice. In the event of the Organization's refusal to allow ICMQ to carry out these activities, the validity of the CFP Verification Statement/TOOL Qualification Certificate/CFP-SA Certificate may be immediately suspended.
The costs of the visits are at all times borne by the Organization, except in the case of extraordinary audits in which no NCs emerge.

9.13. Definition of Audit Time

The Auditor engagement days, expressed in person days, are defined according to:

- subject to verification (CFP of individual product, CFP-SA);
- the type of verification (assessment, monitoring, renewal);
- the company size and type of processes/products/services subject to verification.
- Sample of the CFPs of a single product ~~produced~~ by the CFP-SA

The above-mentioned visit days for the issue or maintenance of the CFP-SA will in any case be reviewed annually on the basis of the information requested by ICMQ and provided by the Organization.

Planning verifications and the commitment in person days for each company/client can be consulted in the reserved area of the website www.icmq.org.

10. Validity of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate

Without prejudice to section 9.10, the validity of the CFP-SA Certificate or the TOOL Certificate of Qualification is subject to the successful completion of the periodic surveillance checks.

Conversely, the validity of the Verification Statement of a CFP is not subject to periodic surveillance checks.

The validity also ceases when ICMQ assesses the lack of conformity verified during the certification granting phase.

In such cases, ICMQ may give rise to a suspension or revocation of the CFP Verification Statement/CFP-SA Certificate or the TOOL Certificate of Qualification.

11. Use of the CFP Verification Certificate /CFP-SA Certificate Validation/ TOOL Certificate of Qualification and ICMQ Marks

The Organization is granted a license to use the ICMQ trademark in technical and advertising documentation, but within the limits of the provisions of the specific Regulations for the use of the DOC 05 trademark.

In the event of improper use of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate and the above-mentioned trademark, ICMQ requests the Organization to cease this practice immediately, with the right to adopt a measure of suspension or revocation of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate based on the severity of the behaviour.

The Organization in possession of the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification must immediately cease the use of the same and the above-mentioned trademark in the event of suspension, revocation and renunciation, as well as in the event of termination of the contract.

In the event that the Organization does not correctly use the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate and/or the above-mentioned mark, it will be obliged to pay a penalty in favour of ICMQ quantified in Euro 500.00 (five hundred euro) for each individual violation and Euro 100.00 (one hundred euro) for each day of delay in complying with these obligations, without prejudice to the right to claim for any further damages. ICMQ reserves the right to take any legal action, to publicise such action in magazines or newspapers, and to communicate it to the Competent Authorities.

12. Public Disclosure of the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification

The Organization authorizes ICMQ to keep updated, publish and/or advertise (also on the website www.icmq.orgwebsite) the List of client companies, their CFP Verification Statements/CFP-SA Certificate/TOOL Qualification Certificate, also in digital format, so that their existence and state of validity can be verified. ICMQ will also communicate this information to the Accreditation Body (Accredia) and to any other authorized party that makes an appropriate request and, where necessary, on the ICMQ Newsletter and website.

13. Suspension of the CFP Verification Certificate/CFP-SA Certificate/ TOOL Qualification Certificate

ICMQ shall have the right to suspend the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate in all cases in which there is a situation of serious non-compliance with the requirements of the reference Standard.

For the CFP-SA Certificate, this can also be found following the checks required for the surveillance of the certificate.

More generally, ICMQ may suspend, for a certain period of time, the validity of the CFP verification certificate/CFP-SA certificate/ ICMQ TOOL Qualification Certificate in the following cases:

a) suspension of the Organization's production activities by order of the Judicial Authority;
b) failure by the Organization, within the established timeframe, to take Corrective Actions aimed at eliminating the NCs detected, including during verification audits;
c) ineffectiveness of the Corrective Actions implemented by the Organisation as they do not guarantee the correct management of the NCs detected in the verification activities;
d) failure of the Organization to adapt the CFP-SA Certificate within the established time frame as a result of the amendments to the Standard;
e) if the Organization makes alterations to the product and/or the CFP-SA and/or the TOOL and/or the CFP quantification without reporting such changes to ICMQ;
f) non-acceptance by the Organization of the audits established under these General Terms and Conditions and indicated as necessary by ICMQ;
g) refusal of the Organization without valid reasons to accept the Auditors appointed by ICMQ, the evaluators of the Accreditation and/or Qualification Bodies and the Observers;
h) irregularities on the part of the Organization regarding the use of the CFP Verification Certificate/CFP-SA Certificate/TOOL Qualification Certificate and/or the trademarks owned by ICMQ and the accreditation bodies;
i) breach by the Organization of an obligation envisaged by these General Terms and Conditions, including non-payment of an invoice within the fixed terms.
j) if the Organization receives protests or is placed into liquidation or subjected to enforcement and/or insolvency

procedures.

ICMQ will notify the Organization of the suspension of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate by registered letter with acknowledgement of receipt or certified e-mail, indicating the duration of such suspension, as well as the conditions under which the suspension may be revoked. During the period of suspension, the Organization will not be able to use the CFP verification certificate/CFP-SA certificate/Certificate of qualification of the suspended TOOL. In the event of a breach of this obligation, the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification will be revoked. In particular, the Organization shall inform its Clients (potential and current) and its suppliers in the event that the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate is decisive in order to acquire or maintain a contract/supply.

The Organization may request the suspension of the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification in the event that it intends to suspend the production of its products/services falling within the scope of the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification for any reason, and for a significant period of time (more than three months), or relocate the production unit(s). In this case, ICMQ has the right to grant the suspension of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate for the period of time agreed with the Organization, which, however, cannot exceed 1 (one) year.

ICMQ shall have the right to publish the suspension of the CFP Verification Statement/CFP-SA Certificate/ICMQ TOOL Qualification Certificate by any means.

When the reasons for suspension of the CFP Verification Statement/CFP-SA certificate/TOOL Qualification Certificate have ceased to exist, ICMQ will inform the Organization of its reactivation.

The duration of the suspension of the CFP Verification Statement/CFP-SA certificate/TOOL Qualification Certificate will commence from the day on which the Organization receives the notice of suspension. During the suspension period, the Organization is still required to pay the annual Maintenance fee set out in the Rates Table.

At the end of the suspension period, ICMQ has the right to carry out an additional inspection, at the expense of the Organization, to ensure that the conditions for the reactivation of the CFP Verification Statement/CFP-SA Certificate/ TOOL Qualification Certificate have been met. If the outcome of this verification is positive, the CFP Verification Statement/CFP-SA Certificate/ TOOL Qualification Certificate is reactivated. Otherwise, ICMQ may order its revocation. In both cases, ICMQ notifies the Organization in writing of the outcome of the verification.

14. Revocation and Withdrawal of the CFP Verification Certificate/CFP-SA Certificate/TOOL Qualification Certificate

14.1. Revocation

ICMQ will revoke the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate in the most serious cases of violation of these General Terms and Conditions and/or the reference Standard. In particular, ICMQ will revoke the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate in the following exemplary cases:

a) serious NCs detected in the course of monitoring/renewal audits, confirmed by a formal opinion from the Certification Committee;

b) the continuation of the reasons that led to the suspension of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate without the Organization having implemented the Corrective Actions within the pre-established period;

c) repeated non-compliance with the obligations assumed toward ICMQ to remedy any detected and reported failures;

d) voluntary suspension of the activity subject to the ICMQ audit for a period of time exceeding 6 months or transfer of a production unit to which the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate refers, without having promptly informed ICMQ;

e) permanent interruption or transfer of the activities related to the products listed in the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate;

f) if the Organization receives protests or is placed into liquidation or subjected to enforcement procedures;

g) should the Organization be subjected to any insolvency proceedings and the receiver (or commissioner) does not declare, in time to keep the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate valid, to take over in place of the insolvent party;

h) final sentence against the Client (*res judicata*) in judicial proceedings (including arbitration proceedings) for facts concerning non-compliance with the conditions set out in the Standard;

i) serious irregularities regarding the use of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate and/or the trademarks owned by ICMQ.

j) the Organization fails to fulfil the economic conditions (article 8.5 of these General Contract Terms and Conditions) for more than 30 (thirty) days, running from the formal notice to comply sent by ICMQ to the Organization itself.

ICMQ will notify the Client of the revocation of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate by registered letter with acknowledgement of receipt or certified e-mail.

After receiving the revocation notice, the Organization is required:

a) to return to ICMQ the original of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate within 7 (seven) days of receipt of such communication, by means of a registered letter in which it is declared that it has fulfilled the obligations specified in letters b), c) and d) below;

b) to refrain immediately from using copies and/or reproductions of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate;

c) immediately delete any reference to the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate revoked from the letterhead (letters, faxes and emails), business cards, technical and advertising documentation (including the company internet domain and any internet domains of associations to which it belongs);

d) to communicate this news immediately to its clients and suppliers in the same manner as the issue of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate.

The Organization has the burden of demonstrating that it has fulfilled the aforesaid obligations in writing. Witness evidence is therefore not admitted.

In the event that the Organization fails to fulfil the specific obligations referred to above, it will pay a penalty in favour of ICMQ of Euro 500.00 (five hundred euro) for each breach and Euro 100.00 (one hundred euro) for each day of delay in complying with these obligations.

Following that revocation, ICMQ will:

a) cancel the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate;

b) delete the Organization from the "Register of Certified Companies" in possession of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate and publish such revocation by any means;

c) refuse the instruction of a new request for single product CFP/CFP-SA Certificate/TOOL Certificate of Qualification of the Organization's before the Organization has effectively removed the causes that led to such revocation.

ICMQ shall have the right to publish the revocation of the CFP Verification Certificate/CFP-SA Certificate/ICMQ TOOL Qualification Certificate by any means.

The revocation of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate will not entitle the Organization to any refund of the fees and/or fees paid for any reason whatsoever, which will be withheld as a penalty and/or to eliminate the obligation to pay those accrued in the meantime.

In any case, the Organization is required to pay the maintenance

fees for the entire current calendar year at the time of revocation of the CFP Verification Statement/CFP-SA Certificate/ TOOL Qualification Certificate.

14.2. Renunciation of the CFP Verification Certificate/CFP-SA Certificate/ TOOL Qualification Certificate

The Organization may waive the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate with effect prior to the natural expiry of the same, by sending a registered letter with acknowledgement of receipt or certified email, in the following cases:

a) when it no longer intends to maintain the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate, giving formal notice to ICMQ with at least six months' notice;

b) in the event of cessation of the activity relating to the products or production unit for which the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate had been obtained;

c) if changes are made to the Standard and the Organization cannot or does not intend to adjust to the new specifications;

d) where the Organization does not plan on accepting a change to the rates established by ICMQ for its services and such a change is 10% (ten percent) higher than that established in these General Terms and Conditions;

e) if major corporate changes and/or changes to the Organization's legal status have been made.

In the cases indicated in letters c) and d), above, the Organization must send a written notice of its waiver to ICMQ within thirty days from receiving notice of such changes.

In any case, the renunciation will take effect:

- from the date of the Organization's request in the case of the CFP Verification Statement;
- the expiry of the contract of the CFP-SA Certificate/TOOL Certificate of Qualification if the next scheduled audit is for renewal;
- from the first day of the month following the month scheduled for the execution of the surveillance audit for the CFP-SA Certificate/TOOL Certificate of Qualification, if the next planned audit is a surveillance audit and the Organisation does not intend to take such an audit.

ICMQ will communicate to the Organization, by registered mail with acknowledgement of receipt or certified email, the date of forfeiture of the validity of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate.

ICMQ will notify the waiver of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate to the competent bodies (Accredia, etc.).

Starting from the date of forfeiture of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate, the Organization will have the obligation to:

a) return to ICMQ the original of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate within 7 (seven) days of receipt of such communication, by means of a registered letter in which it is declared that it has fulfilled the obligations specified in letters b), c) and d) below;
b) refrain from using copies and/or reproductions of the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification;
c) delete any reference to the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification renounced from letterheads (letters, faxes and emails), business cards, technical and advertising documentation (including company internet domain and any internet domains of associations to which it belongs);
d) communicate this news immediately to its clients and suppliers in the same manner as the issue of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate.

The Organization must prove that it has fulfilled the aforementioned obligations in writing and, therefore, witness evidence is not permitted.

In the event that the Organization fails to fulfil the specific obligations referred to above, it will pay a penalty in favour of ICMQ of Euro 500.00 (five hundred euro) for each breach and Euro 100.00 (one hundred euro) for each day of delay in complying with these obligations.

On the date of forfeiture of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate, ICMQ will:

- cancel the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate;
- delete the Organization from the "Register of Certified Companies" in possession of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate and publish such revocation by any means;

The revocation of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate will not entitle the Organization to any refund of the fees and/or fees paid for any reason whatsoever, which will be withheld as a penalty and/or to eliminate the obligation to pay those accrued in the meantime.

In any case, the Organization is required to pay the maintenance fees for the entire current calendar year at the time of revocation of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate.

In the event that the waiver of the CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification is communicated with less notice than the deadline provided for in letter a) and the Organization provides a CFP Verification Statement/CFP-SA Certificate/TOOL Certificate of Qualification with another certification body within 18 (eighteen) months of such waiver, it is also obliged to pay ICMQ a penalty equal to the fee due to the latter until the natural expiry of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate.

In the event that the Organization renounces the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate due to a change to the above Rates Table, the fees prior to the changes will be applied during the notice period.

15. Expiry of the CFP-SA Certificate/TOOL Qualification Certificate

The Organization may allow the CFP-SA Certificate/TOOL Qualification Certificate to expire without renewing it. In the event of non-renewal and consequent expiry of the same, ICMQ may, in general, notify the competent bodies.

ICMQ will notify the Organization, by registered mail with acknowledgement of receipt or certified email, of the date of forfeiture of the validity of the CFP-SA Certificate/TOOL Qualification Certificate.

Starting from the date of forfeiture of the CFP-SA Certificate/TOOL Qualification Certificate, the Organization will be obliged to:

a) return to ICMQ the original of the CFP-SA Certificate/TOOL Qualification Certificate within 7 (seven) days of receipt of such communication, by means of a registered letter in which it is declared that it has fulfilled the obligations specified in letters b), c) and d) below;
b) refrain from using copies and/or reproductions of the waived CFP-SA Certificate/TOOL Certificate of Qualification and the associated EPD;
c) delete any reference to the expired CFP-SA Certificate/TOOL Qualification Certificate from letterheads (letters, faxes and emails), business cards, technical and advertising documentation (including the company internet domain and any internet domains of associations to which it belongs);
d) communicate this news to its clients and suppliers in the same way as the issue of the CFP-SA Certificate/TOOL Qualification Certificate was communicated.

The Organization must prove that it has fulfilled the aforementioned obligations in writing and, therefore, witness evidence is not permitted.

In the event that the Organization fails to fulfil the specific obligations referred to above, it will pay a penalty in favour of ICMQ of Euro 500.00 (five hundred euro) for each breach and Euro 100.00 (one hundred euro) for each day of delay in complying with these obligations.

On the date of forfeiture of the CFP-SA Certificate/TOOL Qualification Certificate, ICMQ will:

- cancel the CFP-SA Certificate/TOOL Qualification Certificate;
- delete the Organization from the "Register of Certified Companies" in possession of the CFP-SA Certificate/TOOL Qualification Certificate and publish such revocation by any means.

The expiry of the CFP-SA Certificate/TOOL Qualification Certificate will not entitle the Organization to any refund of the fees and/or quotas paid for any reason, which will be withheld as a penalty and/or to eliminate the obligation to pay those accrued in the meantime.

In any case, the Organization is required to pay the maintenance fees for the entire current calendar year at the time of expiry of the CFP-SA Certificate/TOOL Qualification Certificate.

16. Terminating the contract

The contract is terminated *ipso iure* in the following cases:

a) revocation of the CFP Verification Statement/CFP-SA Certificate/ TOOL Qualification Certificate;

b) renunciation of the CFP Verification Statement/CFP-SA Certificate/ TOOL Qualification Certificate;

c) a serious breach of these General Terms and Conditions and of their Attachments, including failure to pay an invoice for more than 30 (thirty) days from receiving the formal letter requiring compliance sent by ICMQ;

17. Changes to the Standard and to these General Contract Terms and Conditions

Changes to assessment requirements may occur due to:

– changes to regulations and reference documents;

– changes to these General Contract Terms and Conditions.

In the first case, the information is provided by means of a communication from the regulatory and/or accreditation bodies and the ICMQ newsletter.

In the second, ICMQ will provide information by certified email to Certified Organizations and/or Organizations undergoing verification or validation, making information available in the reserved client area of the site www.icmq.org. ICMQ will also define the date from which the changes will come into effect, providing a reasonable period of time for Organizations to adapt to the new requirements.

Organizations that do not intend to adapt their CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate to changes in the reference regulations or in the conditions for issuing the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate may waive the validation provided that they notify ICMQ in the manner indicated in Art. 14.2 of this document.

In the event of changes to the reference Standards, ICMQ reserves the right to verify the compliance of the adequacy of the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate issued to the Organization with the new requirements of the regulations.

The costs for any audits are borne by the Organization to which the CFP Verification Statement/CFP-SA Certificate/TOOL Qualification Certificate has been issued.

18. Third party liability

ICMQ is only liable for damages caused by intentional acts or gross negligence and in any case within the limits set out below.

The Organization accepts that, in the event of a breach by ICMQ, it may be compensated for any damage up to the maximum sum of the total amount due to ICMQ for the entire term of the publication contract. Any failure to discharge a duty that is attributable to force majeure, unforeseeable circumstances or strikes, does not amount to a breach by ICMQ.

ICMQ is insured against damages to property and people and damages to assets, having taken adequate insurance with a leading insurance company.

19. Appeals

The Organization may appeal an ICMQ decision as referred to in Art. 9.6, giving reasons for the appeal sent by registered letter with return receipt or by certified email, within thirty days of such a decision being communicated, failing which this right will be lost.

Within three months of receiving an appeal, ICMQ will give its final decision.

If the appeal is rejected, any costs for appeal-related activities will be charged to the Organization.

20. Complaints and Grievances

Disputes and complaints concerning both the activities of ICMQ and that of the Organization may be addressed to ICMQ, as well as by the Organization itself, also by third parties who may refer to these General Terms and Conditions of Contract available on the website www.icmq.org. The description of the complaints and grievances process is given to those applying therefor.

21. Privacy

Pursuant to EU Regulation 2016/679 and domestic legislation on the matter, the Client hereby authorises ICMQ spa to process the personal data of the natural persons subject - directly or indirectly through third parties - to processing relating to the requirements connected to and/or related to, in any way, this Regulation. The Controller is ICMQ Spa. Comprehensive information is available on the home page of the website, www.icmq.it.

22. Copyright

ICMQ is the owner of the copyright on all documents (Application Guides and Checklists) provided to the Organization. The latter may therefore only use those documents as agreed with ICMQ. The Organization may not photocopy, reproduce or publish such documents, not even in part, without the prior written consent of ICMQ.

23. Disputes - Arbitration

23.1. Arbitration

The parties intend to derogate from ordinary Courts, so that any dispute that might arise between them in relation to the validity, interpretation and execution of these General Conditions will be settled by arbitration in accordance with the Regulations of the Arbitration Chamber of Milan and in accordance with the provisions of law on the merits of the dispute. The Arbitration Board will be made up of a sole arbitrator appointed in accordance with the said Regulations. The arbitration proceedings will take place in Milan.

In the event of a dispute, the plaintiff's lawyer shall file the request for arbitration including also the request to appoint the arbitrator by the Court of Arbitration, also submitting a copy of this request to the defendant by registered letter with return receipt or by certified email. The defendant's lawyer shall file a statement of defence within 45 (forty-five) days of receiving the request for arbitration from the General Secretariat, sending a copy of this statement to the plaintiff's lawyer by registered letter with return receipt or by certified email. For any other statements, the deadline for filing shall be no less than 45 (forty-five) days from the statement or from the previous hearing. The lawyers will be sent all communications relating to the proceedings, including the notification of the award.

The award will be issued within 180 days of the arbitrator's formal acceptance of his/her appointment, subject to any extensions granted in writing by both parties and subject to the arbitrator's right to extend the deadline automatically, for no more than 180 days, if this is required for investigation purposes. The holiday period for suspension of legal deadlines shall be applied under the terms of the arbitration procedure.

The award will be final, conclusive and binding on the parties, who expressly waive the right to challenge the award; therefore, the parties undertake to comply with its content and to abide thereby immediately and, in any case, within and no later than the essential deadline of 10 (ten) days from communication of the award. Otherwise, the defaulting party will pay to the other party a penalty of Euro 100.00 for each day of delay.

23.2. Judicial Authority

ICMQ expressly reserves the right to bring an action before the Judicial Authority of the Court in Milan as an alternative to the arbitration proceedings referred to above, both in the case of disputes relating to the payment of any amounts due under these

General Conditions and for precautionary procedures (and other procedures reserved to the Courts). The Client may not, in any case of opposition to the injunction order, make objections in order to avoid or delay the performance due, except solely those fees have already been paid. Any other objection (objection in the technical sense and counter-claim) must be raised in the arbitration proceedings mentioned above.