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ANNEXURE - INSPECTION AGREEMENT

Below are the terms and condition clauses which constitutes the legally enforceable agreement between VERGER and the applicant in line with the requirements of ISO/IEC 17020.

CONFIDENTIALITY POLICY: Both VERGER and the applicant shall take the responsibility through mutually agreed means, for the management of all the information obtained or created during the performance of inspection activities under this agreement. All information received under this agreement is considered proprietary information and regarded as confidential except that information which are publicly available, or when agreed between VERGER and the Applicant.

Any information about the client obtained from sources other than the client shall be treated confidential.

When either party is required to release confidential information as required by law or authorized by contractual arrangements, the other party shall be notified of the information provided, unless prohibited by law.

LANGUAGE POLICY: All documentation must be provided in English. Other than English, it is subject to the acceptance by VERGER in case-by-case basis.

APPLICATION VALIDITY: The application is valid for a period of 3 months from the date application is received, all fees are non-refundable as applicable. An accepted application may lapse in case of no follow-up or communication by the applicant for a period of 1 month.

COMMITMENT FOR INSPECTION: The applicant shall always fulfil the inspection requirements, including-

- completing the inspection application.
- implementing appropriate changes when they are communicated by VERGER.
- providing information about changes to the inspected item.

DOCUMENTS COMMITMENT: The applicant shall provide VERGER with all required documents for Inspection for the scope for which Inspection is sought (new applicant) or granted (already certified) and to commit to provide evidence of fulfilment, these requirements for Inspection includes the compliance with Inspection requirements. This also includes the agreement to adapt to changes in the requirements for Inspection when they are communicated by VERGER.

PRODUCT REPRESENTATIVENESS: The application must affirm that the product given for inspection is the applicant's responsibility regarding any loss or damage. The applicant shall ensure that item to be inspected is not counterfeit, and do not infringe any legal requirement.

INFORM CHANGES: The applicant shall bring into kind notice of VERGER to any changes/modification which may directly or indirectly affect the provided Inspection decision. The applicant shall inform VERGER within one week in writing of those changes or pending changes taken place related to issued Inspection.

INSPECTION LOCATION ACCESS: The applicant shall arrange for the inspection activities when applicable and as requested by VERGER. In case inspection is required as part of Inspection process, the access to facility is provided by applicant. In case if the applicant doesn't wish to provide some documents, VERGER will then accordingly determine whether the information provided is sufficient for the inspection or not. If not, the Inspection application will be declined. The applicant also commits to-

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- makes all necessary arrangements for the conduct of Inspection, including provision for examining documentation and records, and access to the relevant location(s), area(s).
- investigation of complaints
- the participation of observers, if applicable.

FEES: The applicant shall pay all necessary fees at the time of application and/or during the duration of Inspection services, being invoiced by VERGER. All the fees applicable are to be paid upfront in advance before execution of the services unless special approval is given by VERGER financial department, regardless of the results of application. VERGER has the rights to cancel the inspection without prior notice in condition that VERGER invoice is not paid even after the Inspection process is completed.

COMPLAINTS/APEALS: In case of any complaint/appeal, the applicant shall follow below process-

- The incident/appeal may be reported by the applicant by any means – verbal or written. Email be sent to v-operation@verger-group.com with complete information along with supporting documents/proofs, if any.
- VERGER shall acknowledge the receipt of complaint/appeal within 48 working hours.
- VERGER concerned person shall investigate the matter and communicate to the complainant/appealer at the end of the process detailing the findings and to formally close the complaint/appeal within relevant timeframe.
- Vice-versa, ensure to assist and make all necessary arrangement in the investigation and resolution of any inspection related complaints against the applicant referred to it by the VERGER.
- Once the complaint/appeal is resolved, VERGER will take feedback from the complainant/appealer and close the case.
- For more information, please visit our website www.verger-group.com

The applicant shall keep a record of all complaints made known to it relating to compliance with Inspection requirements and makes these records available to VERGER when requested and takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for Inspection and document the actions taken.

CONFLICT OF INTEREST: The applicant is not in a position that would represent a conflict of interest of VERGER or any of its staff and commit to disclose any information immediately in his/her best knowledge that could represent a conflict of interest to VERGER. In case of any VERGER personnel demands any kind of bribe, in any form, the applicant is committed to inform VERGER in written about the incident and bring in notice of VERGER management representatives. Also, the applicant shall not offer any kind of bribery to VERGER personnel for any reasons which directly or indirectly shall affect the Inspection decision. The applicant shall maintain impartiality and integrity of the Inspection business.

To apply, the applicant must agree to the above terms and must attest that all statements made on the application are correct to the best of his/her knowledge and belief. An applicant represents the item in all matters related to maintaining VERGER Inspection(s). This applicant is VERGER's primary point of contact and shall be complies with the VERGER criteria. Furthermore, this representative is responsible for ensuring that all the relevant conditions for Inspection are maintained.

At any point in the application or inspection process, if there is evidence of fraudulent behaviour, if the

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applicant intentionally provides false information or if the applicant conceals any information for Inspection, VERGER shall reject the application or terminate the inspection process and VERGER also reserves the right to take any legal action.

DECLARATION

As applicant, I agree to the above conditions and obligations for Inspection. I attest that all statements made on this application are correct to the best of my knowledge and belief. I assume responsibility for any damage caused by misinterpretation or incorrect data.

CLIENT NAME: -

SIGNATURE: -

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Please return the duly filled application form to your VERGER contact person or otherwise at:
v-operation@verger-group.com