

CRESTE QUALITY & STANDARDIZATION CERTIFICATE ISSUING SERVICES L.L.C

Licence No : 1097802
VAT TRN No. : 104048453500003



Partnering Your Journey Towards Success

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Certification Agreement

1 GENERAL

This "Certification Agreement" (CA) is a contractual document between the certifier and the certified organization. The contract covers bilateral obligations and duties of Creste Quality & Standardization Certificate Issuing services LLC ("We") and of the company to be certified ("You").

This agreement applies to the certification of your management system to the requirements of the management system standard(s).

2 THE CERTIFICATION BODY

2.1 Confidentiality and Impartiality

CCS will maintain complete confidentiality regarding all information with which it becomes acquainted as a result of contact with the company. CCS recognizes the importance of impartiality in certification decisions and will take all necessary steps to ensure this is maintained throughout the certification process.

2.2 Certification and Surveillance

2.2.1 Certification Audits

The audit of the applicant's Certification System is normally carried out in two stages; depending on which system is being applied.

The first stage (Initial Stage 1) includes a review of the organization's controlled documents to ensure compliance with the selected standard and confirms the competencies required for the stage 2 audit team. It also ensures adequate processes are in place and that the company is ready for the stage 2 audit. At least part of the Stage 1 audit will be carried out at client's premises.

The Stage 2 audit is carried out at the applicant's premises, evaluating the implementation, including effectiveness, of the client's management system and confirms whether the organization adheres to its own policies and procedures, and that the system meets the requirements of the standard.

The audit is intended to highlight to management and staff, opportunities to improve efficiency and eliminate waste. Improving efficiency and eliminating waste is at the heart of any management system.

The audit team compares 'what you say you do' ie your documented system, against 'what you actually do'.



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The auditor will be looking for objective evidence (records, documents, etc) to verify that the activities of the organization are in accordance with the documentation and the requirements of the relevant standard.

All records resulting from the implementation and operation of the Management System must be made available to the audit team for evaluation.

2.2.2 Surveillance Audits

Periodic on-site surveillance audits will be carried out to ensure that the system is not only being maintained, but is being reviewed and developed further to improve the efficiency of the business. These audits, generally at six or twelve monthly intervals and will always cover certain key elements crucial to the success of your business. These would include for example, examination of the changes to your activities, hazards and risks, objectives and targets, internal audits and corrective action. Your customer or Consumer Complaints Register will also be examined to see how quickly and effectively you handle customer complaints.

Other aspects of the Management System will be covered, selectively, over the period of certification, dependent on their importance in terms of your business needs and at the discretion of the nominated Auditor. The intention is to provide you with feedback on how your system is performing.

CCS shall be granted the right of access for surveillance purposes whenever deemed necessary and shall reserve the right to make unannounced audits as required.

A professionally prepared report will provide you with feedback regarding the results of the audit.

2.3 Re-certification Audit

Every three years, after certification of your organization (depending on the certification program or its certified system) you will be given another comprehensive on-site audit similar to that of the Initial Audit. The same effort will be applied to ensure the entire system is cohesive and continues to effectively comply with your selected certification standard.

2.4 Changes of Address/Extension of Registration

In order to extend the scope of your registration to cover additional products, processes or services, a new questionnaire will be required to be completed. The application procedure previously outlined will be followed and an audit (or additional product test – for product certification) will be carried out as necessary or on those areas not previously covered. The cost of extending the scope of registration will be based on the nature and program of work. Following a



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successful audit/testing, an amended Registration Schedule will be issued covering those aspects.

The original Certificate of Registration will be maintained for the remainder of the certification period (typically three years). In some instances it may be necessary to issue a new Certificate which will then be valid for a full three year period. Your certificate is issued to cover the place(s) where the audit was conducted and NOT for the place you are moving to. If you intend to change your address and wish to remain registered you must inform CCS in time so that we can determine what actions are necessary for you to maintain your registration.

2.5 Publicity by Certificate Holder

A Certificate Holder has the right to publish that the product, process or service has been successfully audited and registered. The relevant 'Certification Mark' may be applied to most stationery and promotional material relating to the scope of registration, as detailed in the Capability Schedule relating to the Certificate of Registration. CCS may provide additional specific guidelines as required on the use of Certification Logos current at the time of issuing a Certificate.

In every case, the registrant must ensure that in its publications and advertising, no misleading information or confusion arises between registered and non-registered products, processes and/or services.

The certified organization shall not make any claim that could mislead purchasers to believe that a product, process or service is covered by registration when, in fact, it is not.

2.6 Changes by CCS

CCS shall give its certified clients due notice of any changes to its requirements for certification.

CCS shall verify that each certified clients complies with the new requirements. These changes can be and not limited to in terms of management, reporting, contact personnel, procedural ,structural, commercial, management system requirements and changes or transitions.

2.7 Complaints

CCS is grateful to anyone (including clients) who takes the time and trouble to express a complaint about any aspect of CCS activities. In so doing so you provide us with the opportunity to make an improvement. In the event of a complaint, it should be made in writing and addressed to the CFO of CCS.

The Director will, unless directly involved, try to resolve the complaint in a fair and just manner. All complaints shall be held in confidence. The complainant will receive



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"a written statement of the complaint findings including the reasons for the decisions reached.

In the interests of continuing improvement and to comply with any changes in International Accreditation requirements, CCS reserves the right to add to, delete from, or change this code of practice without prior notification.

If a complainant is dissatisfied with the outcome of the CCS complaints handling process, the complainant may refer the complaint to the accreditation body as well.

All information is treated in a confidential manner. CCS will determine, together with the client and complainant, decide to what extent, the subject of the complaint and its resolution shall be made available to the public.

2.8 Appeals

A CCS Applicant or Registrant may appeal against any CCS audit or certification decision.

Notification of intent to appeal must be made in writing and received by the Director CCS within seven days of receipt of ;

- a) Notification of Certificate suspension or withdrawal.
- b) Receipt of audit report with adverse findings and/or recommendations.

An Appeals Form will be sent to the company for completion and must be returned to the Director, CCS within 14 days of receipt, supported by relevant facts and data for consideration during the Appeals Procedure.

The Director will, unless involved directly, try to resolve the appeal in a fair and just manner.

Unresolved appeals shall be put before the Appeals Panel, which is a sub-committee of the CCS Advisory Council.

All appeals shall be held in private.

The Director, CCS shall be required to submit evidence to support the decision to suspend or withdraw the certificate.

The decision of the sub-committee shall be final and binding on both the company and CCS providing such decision does not conflict with current Accreditation requirements/regulations.

The appellant will receive a written statement of the appeal findings including the reasons for the decision(s) reached.



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In instances where the appeal has been successful and the Certificate reinstated, no claim can be made against CCS for reimbursement of costs or any losses incurred as a result of the initial withdrawal notification.

In the event that the appeal was unsuccessful a further appeal path is available through the accreditation body involved in the certificate concerned.

3 THE CLIENT

3.1 General

You undertake to comply with all relevant provisions or requirements of the management system certification agreement.

3.2 General Conditions for Registration

3.2.1 Responsibility of applicant to make information available

The applicant shall make available to the audit team all information (manual, procedures etc) required to establish the status of the management system. This includes but is not limited to all records of communication made with external interested parties such as government, customers, subcontractors etc. Complaints, claim and action taken by the organization whatsoever shall be made accessible to the audit team for review.

3.2.2 Actions in the event of observed deficiencies

If CCS is not satisfied that all the requirements for registration are in compliance, CCS shall inform the applicant of the observed deficiencies to enable corrective action(s) to take place.

When the applicant can show that effective corrective action has been implemented within a specified time limit, CCS will re-audit only those relevant part(s) of the management certification system under question to verify compliance. The re-audit will be at extra cost to the applicant.

Where the applicant cannot show that effective corrective action has occurred within the specified time limit it may be necessary for CCS to conduct a further full audit of the system. The re-audit will be at extra cost to the applicant.

3.2.3 Responsibilities in regard to certificate and capability schedule

Where the CCS audit has verified compliance of the management system or certification program at specific locations, a certificate and capability schedule will be issued by CCS defining the activities and locations so certified. The applicant shall not claim or otherwise imply that the certification applies to other locations



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or activities (or product in case of product certification) not covered by the issued certification.

3.3 Requirement to Inform CCS of Changes in Activities / Processes / Services

3.3.1 Responsibility for certificate holder to notify CCS of changes to management system

The Certificate Holder shall inform CCS without delay, of matters that may affect the capability of the management system to continue to fulfil the requirements of the standard used for certification. This includes but is not limited to

- a) Any intended modification to its activities, products, services, process, aspect-impact, hazards and risks, issue of improvement notices, prohibition notices or prosecutions.
- b) The legal, commercial, organizational status.
- c) Changes in ownership
- d) Organization and management (eg. Key managerial, decision-making or technical staff)
- e) Scope of operations under the certified management system

CCS will then determine whether the notified changes require additional auditing.

Failure to notify CCS may result in suspension of the Certificate

3.3.2 Responsibility for certificate holder to notify CCS of significant OHS events

See Annexure E - Special conditions for OHS certification.

3.4 Changes to the Scope of Certification

You may request changes to the scope of your certification. This may include a change of address and/or extension of registration. The request is evaluated by us and, if deemed necessary, verified as appropriate in an audit.

A revised certificate will be issued, with a re-established three-year period of validity if the requirements for a re-certification audit are met, or maintaining the original period of validity for all other cases.

You shall return all superseded certificates.

3.5 Witness Audits



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In context of maintaining our accreditation you hereby also declare your willingness to allow a possible witness audit (i.e. participation of an accreditation body in a certification or surveillance audit) to be performed at your company.

3.6 Multisite Certification

You are obliged to fulfil all conditions for multisite certification if the multisite certification procedure is applied, and to notify us without delay of any changes to them.

Specifically, such conditions are:

- a) Where the CCS audit has verified compliance of the selected management system at specific locations, a certificate and capability schedule will be issued by CCS defining the activities and locations so certified. The applicant shall not claim or otherwise imply that the certification applies to other locations or activities not covered by the issued certification.
- b) The products/services provided by the sites are substantially of the same kind and are produced fundamentally according to the same methods and procedures;
- c) The central office has established a management system in accordance with the standard and the whole organization meets the requirements of the standard, including consideration of relevant regulations.
- d) All sites are subject to the same management system, which is administered under a centrally controlled plan and subject to central management review. All relevant sites (including the central function) are subject to your internal audit program and were audited in accordance with that program prior to the certification audit.
- e) The above list is not exhaustive and we will inform you of particular details and requirements to be observed in order to maintain multisite status.

4. CONDITIONS FOR USE OF CERTIFICATION MARK, SYMBOLS AND THE CERTIFICATE

4.1 The Licence

On completion of the Certification process and the issue of certificate, Creste (CCS) will grant to the Licensee a non-transferable License to use the Certification Mark in relation to the conduct of activities described in the Scope of Certification Schedule, for which certification has been granted. In addition, a Certificate will be issued, which must be used under the following terms and conditions.

4.2 Licensee Obligations for use of Marks, Symbols and the Certificate.



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The Licensee -

- (a) must ensure that the activities for which certification has been granted, comply with the requirements and rules of the CCS certification program defined within this agreement, including but not restricted to -
- the standard on which the certification is based, and
 - the License fee, Surveillance Audit fees and any other fees or charges which may be agreed to from time to time between the Licensee and CCS;

Note: Any intended changes to the quality system or other changes, which may adversely affect product or system conformity, must be notified to CCS. Factors considered important include change of ownership, changes in personnel or equipment.

- (b) must inform us if you change your address. Your certificate is issued to cover the place(s) where the audit was conducted. If you intend to change your address and wish to remain registered you must inform CCS so that we can determine what actions are necessary for you to maintain your registration.
- (c) must ensure that all reasonable requests and/or directions made by CCS in relation to the conduct of activities for which certification has been granted, including the manner and use of this Certification Mark/s (see Section 3) are complied with;
- (d) must not make any direct or implied claim that the Certification cover an activity, or activities, which are outside the scope of the certification schedule for which certification has been granted;
- (e) must not assign or otherwise transfer all or any part of the rights granted under this Agreement to any third party;
- (f) must acknowledge that the Certification Mark is the intellectual property of Creste (CCS) or its successors or assigns.
- (g) must ensure that where multiple sites, and/ or differing certification scopes are held, procedures will be established and maintained for notifying purchasers of any goods and services produced or provided outside of the certification scope registered with CCS.
- (h) make it clear in all contacts with your clients that the certification issued by CCS in no way implies that the product or service certified is



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approved by the Accreditation Body Governing Board or appropriate U.A.E governing body;

- (i) allow the Accreditation Body to witness any of our audits. The rules require that the Accreditation Body may select any of our audits for witness. This witness audit by the Accreditation Body is to ensure that both auditors and CCS are operating in a professional manner and in line with all requirements. We will inform you of such a selection prior to the audit.
- (j) Accreditation body may visit any of our clients randomly to see the effectiveness of the system and it is mandatory to accept it as accredited management system certified client and allow them to verify the requirements. Any unwillingness caused for more than two times will affect the continuation of certification.

4.3 Use Of The CCS Certification Mark(s)

4.3.1 The CCS Certification Mark/s

- (a) may only be used whilst the management system is maintained and the registration remains valid;
- (b) may be used only in conjunction with your organization's name and/or Logo on stationery, literature and publicity material;
- (c) shall not be used on a product or affixed in any way that may be interpreted as denoting product certification or conformity.

Note: For certified companies/laboratories whose activities include provision of a test and calibration service, the "product" is interpreted as including test and calibration reports.

- (d) may not be used until permission has been granted by CCS. The applicant agrees that the Certification mark will not be used, nor any representations be made about certification until permission has been granted by CCS and that, if certification is granted, the Mark will be used according to the Certification Agreement.

4.3.2.3 CCS has the rules governing the use of any statement on product packaging or in accompanying information that the certified client has a certified management system; not the product is certified.

- Product packaging considered as that which can be removed without the product disintegrating or being damaged.



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- Accompanying information is considered as separately available or easily detachable.
- Type labels or identification plates are considered as part of the product.
- The statement shall in no way imply that the product, process or service is certified by this means.
- The statement shall include reference to:
 1. identification (e.g. brand or name) of the certified client;
 2. the type of management system (e.g. quality, environment) and the applicable standard.
 3. the name of CCS.
- a) Statement of certificate cannot be made on product
- b) Statement of certificate can be in packaging provided packaging is not integrated to the product.
- c) Statement of certificate can be only to the packaging which is detachable or an accompanying information, but the statement shall contain, name of the client, standard, name of CB
- d) Statement of certification can't be made on the label or on the identification plate which is attached to the product to its life.

4.3.2.4 CCS legally enforceable arrangements require that the certified client

- a) conforms to the requirements of the certification body when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents;
- b) does not make or permit any misleading statement regarding its certification;
- c) does not use or permit the use of a certification document or any part thereof in a misleading manner;
- d) upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by the certification body (see 9.6.5);
- e) amends all advertising matter when the scope of certification has been reduced;
- f) does not allow reference to its management system certification to be used in such a way as to imply that the certification body certifies a product (including service) or process;
- g) does not imply that the certification applies to activities and sites that are outside the scope of certification;
- h) does not use its certification in such a manner that would bring the certification body and/or certification system into disrepute and lose public trust.

4.4 Suspension and Termination of this Agreement

4.4.1 Notice for termination of the agreement

The Licensee may terminate this Agreement at any time by giving written notice to CCS at least 2 months prior to due audit date as per audit schedule. Failure to meet this requirement may result in a fee.



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4.4.2 Results of breaches in the agreement

Breaches of any of the obligations referred to in section 2 of this Agreement and failure to remedy the breach in accordance with any CCS written directive may result in immediate suspension of this License and/or termination of this Agreement.

4.4.3 Action to be taken on suspension of the license

Upon suspension of this License, the Licensee must immediately stop using the Certification Mark/s, until such time as its continued use is authorized in writing by CCS.

4.4.4 Return of certification mark artwork

Should this Agreement be terminated either by the Licensee or CCS, the Licensee must immediately stop using the Certification Mark/s and return to CCS any Certification Mark/s bromides or other Certification Mark/s art-work previously supplied by CCS.

4.4.5 Legal Enforcement

This is to determine that the agreement signed is a legally enforced under the local jurisdiction of CCS HO.

CCS confirms that all information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on behalf will be confidential.

4.5 Indemnity

The Licensee indemnifies CCS against any loss, damage or claims by third parties arising out of any breach by the Licensee of the conditions of this Agreement.

5. USE OF CERTIFICATION

Use of the certification is restricted to business purposes and only on documents intended for business correspondence and within the context of advertising.

Certification of your management system may be used in advertising and publicity only under the same restrictions applicable for the symbol, independent of whether the symbol itself is used displayed or not.

You are not entitled to make any changes to the certificates or incorrect references to registration. The certificates may not be used in a misleading way for advertising purposes.



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6. SUSPENSION AND WITHDRAWAL OF CERTIFICATION

6.1 Suspension

6.1.1 Reasons for suspension

A Certificate may be suspended for a limited period in cases such as the following;

- a) If improper use is made of the certification status, the Certificate of Registration, or the CCS Certification Mark and the improper use is not remedied to the Managing Director's satisfaction.
 - b) If the client's certified management system has persistently or seriously failed to meet certification requirements, including requirements for the effectiveness of the management system.
 - c) If surveillance audits or re-assessments indicate a non compliance with the specified requirements and immediate withdrawal of the Certificate of Registration is not considered necessary.
 - d) If Corrective Action Requests have not been closed out within the designated time limit;
 - e) If the certified client has voluntarily requested a suspension (this must be submitted in writing).
 - f) If there has been any other contravention of the Certification Agreement
 - g) If there has been any contravention of the conditions of the System Certification.
 - h) In the case of EMS and OHS certifications, if the organization is found to be currently under investigation for, or has been convicted of any offence under Health and Safety, Dangerous Goods, Public Safety or other related legislation in the relevant jurisdiction. The organization shall notify Creste (CCS) in writing within 28 days of such a conviction
- Note 1: As per international rule, CCS will suspend those clients that fail to undergo an audit within 12 months from their last audit. Following re-instatement of certification, CCS will review the circumstances and may increase the audit frequency and duration depending upon the number of surveillances missed and reschedule the audit durations.

Note 2: In most cases the suspension would not exceed 6 months. Failure to correct the cause of suspension will lead to cancellation of certification and the publication of cancellation.

6.1.2 Suspension process

The client shall not identify as registered any product, process or service that has been offered under a suspended Certificate.



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An official suspension of a Certificate will be confirmed in writing by CCS to the Registrant. The conditions under which the suspension will be removed will also be included.

At the end of the suspension period, an investigation will be carried out to determine whether the conditions for reinstating the Certificate have been fulfilled. On fulfillment of these conditions, the suspension shall be lifted and the company notified of the Certificate reinstatement. If the conditions are not fulfilled, the Certificate will be withdrawn.

All costs incurred by CCS in suspending and reinstating the certificate will be charged to the client.

6.2 Withdrawal

6.2.1 Conditions for withdrawal

The Director shall cancel certification, withdraw the certificate and cancel any agreement for use of the Certification Mark in the following cases:

- a) Failure to resolve the issues that have resulted in the suspension in a time frame established by CCS
- b) If the company fails to comply with the due settlement of its financial obligation.
- c) If surveillance audits indicate that nonconformance(s) to relevant requirements are of a serious nature.
- d) At the written request of the Registrant.
- e) If the organization or its relevant section is convicted of any offence under relevant legislation.
- f) If the Conditions of the System Certification are changed and the Registrant either will not or cannot ensure conformity with the new requirements.
- g) If the Registrant ceases to operate the certified system.
- h) If the Registrant fails to meet any financial obligations to CCS.
- i) On any other grounds specifically provided for in the General Conditions of Quality System Certification or as formally agreed to between CCS and the Registrant.

If any of the above apply, CCS has the right to withdraw the Certificate and will inform the company accordingly.

The company may give notice of appeal (refer section on Appeals).

No reimbursement of audit fees will be given. Withdrawal of a Certificate will be published by CCS.



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Note1: Upon suspension or cancellation of client's certification, the client must discontinue its use of all advertising matter that contains a reference to certification.

Note 2: CCS reserves the right to publish the cancelled certification.

Note 3: Upon request by any party, CCS shall correctly state the status of certification of a client's management system as being suspended, cancelled or reduced.

6.2.2 Requirement for CCS to inform local authorities (some OHS and ISO 13485 programs programs only) if certificates have been withdrawn

See Annexures E and F for details. This annexure must be signed for this Certification Agreement to take effect.

6.2.3 Jurisdiction will be the location of CCS HO in case of any kind of dispute or legal action required.

6.3 Reduction of Scope

CCS shall reduce the client's scope of certification to exclude the parts not meeting the requirements, when the client has persistently or seriously failed to meet the certification requirements for those parts of the scope of certification. Any such reduction shall be in line with the requirements of the standard used for certification

7. FEES

Fees will be detailed in the quotation submitted to applicants. As costs are based on the charge rate applicable at the time of submitting a quotation CCS reserves the right to increase charges during the certification period.

Clients will be notified of any increase in fees.

Additional fees shall be charged for all additional work that is not included in the agreed quotation and for extra, unscheduled audits or activities required due to identification of non conforming product or non-compliances being identified in the Management System or Certification Program.

This will include, but is not restricted to, costs resulting from:

- a) Repeat of all or any part of the audit program or testing as the case maybe due to the initial registration requirements not being met;
- b) Additional work due to suspension, withdrawal and/or reinstatement of a Certificate;
- c) Re-audit due to any changes in the Management System or re-testing due to changes in the product quality plan as applicable.



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- d) Audit cancellation and related fees may apply as below:
Cancellation fees will apply if audit is cancelled/ postponed within:
- i) 4 weeks of audit date will result in 30% charge of audit fees
 - ii) 2 weeks of audit date will result in 50% charge of audit fees
 - iii) 1 week of audit date will result in 100% charge of audit fees
(some exemptions may apply)

Unless otherwise specified, the fees quoted exclude travel and related expenses, which will be charged extra

8. DURATION OF CONTRACT

This agreement shall come into force when signed by the applicant/client.

Relevant clauses regarding improper/unauthorized use of Certification Mark and/or misleading advertising or claims to certification shall remain in force in the event that certification ceases for any reason.

9. ATTESTATION FOR LEGAL ENFORCEMENT OF THE AGREEMENT

Signed for
Creste Quality & Standardization Certificate Issuing Services LLC

Signature		
Name of Signatory	Anjala John Mathew	Date : 12/May/2025

Signed for and on Behalf of Applicant/Client:

Client (Company) Name	Stealth Solutions Inc	
Signature	 <small>Rahul Sundrani (May 15, 2025 09:40 EDT)</small>	Date: 12/May/2025
Name and position of Authorized Signatory	Rahul Sundrani	
Please specify Certification Standard(s) e.g., ISO 9001	ISO 9001:2015 Quality Management System ISO/IEC 27001: 2022 Information Security Management System ISO/IEC 20000 -1: 2018 Service Management Systems	



+971 568318369 | +971 509483246
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CRESTE QUALITY & STANDARDIZATION CERTIFICATE ISSUING SERVICES L.L.C



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Please specify scope of operations to be certified	<p>QMS - Design, Development, Support of Application Software and providing custom solutions to customers on different domains.</p> <p>ISMS - All information security aspects owned and managed by the Stealth Solutions, Inc, including Security Engineering, Product Engineering, Finance, Sales and Marketing, HR, and Risk.</p> <p>IT SMS - Stealth US, an SBA-certified 8(a) minority business, is dedicated to helping organizations achieve their business ambitions. We believe in constant learning and growth, continuously evolving our solutions portfolio to better serve our clients.</p>
Please state site or sites to be certified	Stealth Solutions Inc, 46191 Westlake Drive, Sterling, Virginia 20165, United States



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+971 42213996



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Al Qusais 2 Dubai, UAE



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CCS Stealth Technical Agreement QMS ISMS ITSM Rev0.0 12.05

Final Audit Report

2025-05-15

Created:	2025-05-15
By:	Rahul Sundrani (Rahul@Stealth-us.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAPWA8Isia6H-Hi1Uf2jCIsprz2xoRJTDT

"CCS Stealth Technical Agreement QMS ISMS ITSM Rev0.0 12.05" History

-  Document created by Rahul Sundrani (Rahul@Stealth-us.com)
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