



Ref. No. MUM/IMS/23-24/0100/0

Date 09/01/2024

Proposal
For
Certification
According to FAMI QS V6
According to ISO 9001:2015

Client
Shreyas Enterprise

123
Pin Code: 700008

TUV INDIA PRIVATE LIMITED

801, Raheja Plaza I, L.B.S.Marg,
Ghatkopar (West)
Mumbai - 400086
Tel: 66477000
Email: mumbai@tuv-nord.com

H.O. & Regd. Office
TUV INDIA PRIVATE LIMITED

801, Raheja Plaza –1 , L.B.S Marg,
Ghatkopar (West), Mumbai - 400 086
Tel : 022-6647 7000 Fax: 022-6647 7009
e-mail : mumbai@tuv-nord.com



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1. **Client Information**

1.1 Audit Location/s 123
PinCode: 700008

1.2 Proposed Scope of Certification Manufacturing of Drink

1.3 Accreditation NABCB TUV India

1.4 EAC Code/Food Chain Technology

2. TUV India Scope of Work

2.1 Stage I Audit

- Audit of Management System documentation.
- Evaluation of the location and the location-specific conditions.
- Review Client's status and understanding of the standard, particularly with regard to identification of key performance objectives and operation of the management system;
- To collect necessary information with regard to the scope of the management system, processes and location(s) of the client, and related statutory and regulatory aspects and compliance (e.g. quality, environmental and legal aspects of the client's activities, associated risks etc.),
- Evaluation of internal audits and management reviews and the level of implementation of the management system
- To provide a focus on planning stage II audit.

2.2 Stage II Audit

- To evaluate the implementation, including the effectiveness, of the client's management system.
- Assess Information and evidence about conformity to all requirements of the applicable management system standard or other normative document.
- Assess Performance monitoring, measuring, reporting and reviewing against key performance objectives and targets.
- Assessment of the client's management system and performance as regards to legal compliance
- Assess Operational control of the client's processes;
- Assess Internal Auditing and Management review.
- Assess Management responsibility for the client's policies.

2.3 Surveillance Audit

- The certificate is valid for 3 years. During the period of validity of the Certificate, on-site surveillance audits are carried out to assess the certified client's management system's fulfillment of specified requirements with respect to the standard to which the certification is granted.
- Surveillance Audits shall be conducted at least once a year. The dates of the first/second Surveillance audit shall not be more than 12 /24 Months from the last day of the day of the Stage II Audit.

2.4 Follow-up Audit

- In the event of the company not fulfilling the requirements during the Stage II audit/ Surveillance audits a follow-up audit will be carried out. Charges for the same will be extra based on number of days required for follow-up audit depending on the non-conformances found.

2.5 Re-Certification Audit

- After the 3 years period, the company has to go in for fresh certification within 36 months from the last day of the Stage II audit, for which company will enter into new contract.
- Re-Certification Audit shall be conducted to evaluate the continued fulfillment of all the requirements of the relevant management system standards or other normative document. The purpose of the re-certification audit is to conform the continued conformity and effectiveness of the management system as a whole, and its continued relevance and applicability for the scope of Certification.

2.6 Special Audit

a. Extension / Reduction to Scope, Change in Name/Address

Special audit shall be conducted for extension/reduction to the scope of the certification already granted. This may be conducted in conjunction with a Surveillance audit.

Special audit may be conducted in case of change in name and or/change in address of the certified organization.

b. Short - Notice Audit

Special Audit may be conducted at short notice / without notice, to investigate complaints, or in response to changes or as follow up on suspended certificate.

2.7 UNANNOUNCED AUDITS

Unannounced audits are audits occurring without prior notice. These audits are in addition to scheduled surveillance audits and is applicable as per scheme specific requirements for FAMI-QS, FSSC

FSSC

At least one unannounced surveillance audit shall be undertaken after the initial certification audit and within each three-year period thereafter. The client can voluntary chose to replace surveillance audits and/or re-certification audits by unannounced annual surveillance audits.

The initial certification audit (stage 1 and stage 2) shall be performed announced.

The site will not be informed in advance about the date of the unannounced audit. It takes place during normal operational working hours including night shifts when required.

Blackout dates may be agreed.

If the client refuses to participate in the unannounced audit, the certificate shall be suspended immediately. The certificate will be withdrawn if the unannounced audit is not conducted within a six-month timeframe from the date of refusal.



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BRCGS

Certification of BRCGS Food Safety, BRCGS Packaging Materials and BRCGS Storage & Distribution one unannounced audit every 3 years is mandatory. TÜV NORD CERT will inform the client at least 3 month of the last audit date if the next audit will be unannounced.

FAMI-QS

The unannounced audits are applicable to both producers and traders. Participation in the unannounced audit program is mandatory.

Frequency: once per certification cycle over and above the annual surveillance / recertification audits.

Notification to the FAMI-QS Certified Customer:

No notice in advance. Customers shall inform the Certification Body regarding any scheduled maintenance closure of the company



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3. Audit Fees for Certification

3.1 Stage I Audit : INR 30000

Stage II Audit : INR 15000

3.2.a Fee for Registration & Issue of Accredited Certificate : INR 50000

3.2.b Fee for Registration and issue of ammended Accredited Certificate : INR

3.3. Fee for Surveillance audit (Annual) No of SA : 2 INR 5500

Fee for Unannounced INR 5000

3.4 Fee for Special INR

3.5 Scheme Owner Fees (EN 9100, BRCGS, FAMI-QS, FSSC 22000)
(To be charged Every Year) INR

3.6 Total Certification Charges for 3 year period : INR 105500

4. Optional :

4.1 Fee for Pre-Audit (Optional) INR

4.2 Fee for additional accredited certificate INR



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5. Commercial Terms & Conditions :

5.1 Advance payment of INR **50000** + Goods & Service Tax (GST) at the rate to be paid to TUV India Pvt. Ltd, by Cheque/DD along with order confirmation.

- Advance payment is non refundable.
- Payment for each activity (Stage1/Stage 2/ Surveillance Audit/ Follow-up/ Extension/ Re-Certification) to be done within **7 days** from the date of invoice issued on completion of each activity via cheque/DD/NEFT.
- In case of any revision in invoice which may lead to change in amount, the same may be through credit note / supplementary invoice.
- The quoted Price is exclusive of all present and future applicable taxes. The present Goods and Service Tax (GST) rate which is applicable on our service is 18% which will be charged extra.

5.2 This offer is based on the information provided by you in our questionnaire sent to you and is subject to change if the deviations are found at the times of audit or any other time.

5.3 The company has to provide at no cost to TUVI full boarding and lodging, wherever applicable. Decent self contained Hotel / Guest House accommodation shall be provided by you on single occupancy basic, per Auditor.

5.4 Other conveyance and incidental expenses, like local conveyance, toll etc if any, shall be charged in our invoice.

5.5 In the event the company wishes a personal handing over the Certificate, the mandays spent in the travel and handing over will be charged for at prevailing manday rates. Travel, boarding and lodging for handing over the certificate will have to be arranged by the company, free of costs to TUV India.

5.6 Audits will be performed by Indian Auditors. Auditors would be nominated from any of our office in India & would depend on the business of the client for which the certification is sought. Traveling by air/Rail / (available convenient for auditors) to & fro shall be arranged by the client at their cost. Every effort shall be made to depute the auditors from branches nearer to the client.

5.7 No deduction will be made for travel, stand by or any delays which are not caused by TUV India.

5.8 The company has to provide free, safe and unrestricted access for TUV India auditors to work at all times during the course of audit.

5.9 This offer is valid upto **09 Mar 2024**.

5.10 Contracts are only valid if the client has legally confirmed the "Declaration for CAB TÜV NORD CERT GmbH (DAkKS) / QF 20 NABCB Contract (NABCB)"

5.11 If translations are prepared for the client for convenience reasons, it must be clarified in the proposal, that the original TÜV NORD CERT document is legally binding. In case of doubts or deviations the English version shall be binding.

5.12 Attachments (Kindly strike off whichever is not applicable)

- i. General Terms and Conditions of TÜV India Private Limited
- ii. General Conditions for Certification of Food and Feed Systems
- iii. General Conditions for the Certification of Management Systems
- iv. QF 20 NABCB Contract
- v. CERT-020-VA04-MU01 Declaration to the CAB-TÜV NORD CERT GmbH
- vi. ISO 9001 14001 29001 37001 37301 45001 50001 55001 SCC SCP 13485 Service Description
- vii. FSSC 22000 Version 5.1 Service Description
- viii. ISO 22000 DIN 15593 Service Description
- ix. BRC Service Description
- x. AQMS Service Description A19F300
- xi. MS - ISO 27001, MS - 22301, MS - 20000-1 Service Description
- xii. BSCI Service Description
- xiii. IRIS Service Description
- xiv. SA8000_2014 Service Description
- xv. FAMI-QS_version 6 Service description
- xvi. SMETA Service Description



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6. ACCEPTANCE OF QUOTATION

I/We confirm acceptance of TUV India's proposal alongwith the above attached applicable documents as referred in **clause 5.12**

Client Signature Company's Seal _____ Date _____

Name / Designation: _____

Payment Details

I/We enclose herewith a D.D/ cheque of Rs...../- Vide No..... Dated.....favouring TUV India Pvt. Ltd as an advance.



Annexure to MUM/IMS/23-24/0100

Sr.No.	SiteName	Address
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Contract

For certification of the management system according to :

ISO 9001:2015

Under

TUV INDIA ACCREDITATION

Between

**TUV INDIA PVT. LTD.
801, Raheja Plaza 1,
L.B.S. Marg,
Ghatkopar (West),
Mumbai : 400 086**

Shreyas Enterprise

**123
Pin Code: 700008**

hereinafter called Client



Contract

The contract for the certification of Management Systems applies along with the offer MUM/IMS/23-24/0100/0 for certification, which defines the scope of the certification. The contract covers the tasks to be performed by TUV India Pvt. Ltd and by the company to be certified (hereinafter called Client) as well as the conditions for the use of the TUV logo.

This contract shall be governed by laws of India and subject to exclusive jurisdiction of courts of Mumbai. Each Party shall be entitled to seek such injunctive relief as may be deemed proper by a court of competent jurisdiction in addition to other remedies available to it.

1. Tasks of TUV India Pvt. Ltd. and the Client

1.1 Tasks of TUV India Pvt. Ltd.

- a) TUV India Pvt. Ltd. undertakes to treat as confidential all information made available to it concerning the Client's company and only to use it for the agreed purpose. Documents to which it is granted access shall not be passed on to third parties. This shall not include any detailed report to an arbitration body in the case of a dispute. The Client may release TUV India Pvt. Ltd. from the secrecy obligation for certain reasons. Information about a particular client or individual shall not be discussed / disclosed to a third party – except to Accreditation Body - without the written consent of the client or individual concerned. Where the law requires the client confidential information to be disclosed to a third party; the client or individual concerned shall, unless regulated by law, be informed in advance of the information provided by TUV.
- b) TUV India Pvt. Ltd. shall conduct the certification and surveillance in accordance with the TUV India Pvt. Ltd. regulations. The basis for the certification is provided by the requirements laid down in the standard mentioned in the offer. The certificate shall only be issued if the requirements of the standard have been met.
- c) TUV India Pvt. Ltd. shall notify the holder of the certificate of any changes in the certification procedure which have any direct consequences for him.
- d) TUV India Pvt. Ltd. shall maintain a list of the companies certified indicating the scope of the certification in each case shall provide upon request.
- e) The client can appeal to the Head certification in case the client is not satisfied with the decision taken by audit team, the certification decision by TUV India Pvt. Ltd. or any specific aspect. Head Certification shall ensure independent review and shall revert to client
- f) TUV India Pvt. Ltd. shall record in writing any complaints made by the Client concerning the certification procedure and, in the case of complaints about specialist matters it shall inform the Technical Advisory committee. If no agreement can be reached between the Client and the Certification Body, the Technical Advisory committee shall decide whether to engage the arbitration body. The Client shall be entitled to approach the Accreditation Body in the case of complaints about the Certification Body.
- g) The validity of the certificate shall commence from the date the certification decision is taken and shall be for three years. This assumes that, on the basis of the last date of initial audit, semi-annual or annual surveillance audits are performed at the certified locations, and the result is positive. In special, justified cases it may be necessary to conduct a special audit at a shorter interval. The need for this shall be at the discretion of the Certification Body.



Contract

1. Tasks of the Client.

- i) The Client shall make available (hand over or make facilities for examination) to TUV India Pvt. Ltd. at least 4 weeks before the audit (pre-audit, certification audit, surveillance audit) all valid documents relating to the Management System (manual, possibly procedures) and on request records of, for example, internal audits performed (in the case of group certification ISO 9000).
- ii) By the time of the certification audit, Client shall conduct minimum one complete internal audit (all elements of the Management System must have been audited) and an evaluation of the Management System.
- iii) The Client shall provide the team of auditors during the audit facilities to examine the records covered by the scope of the certification and shall grant them access to the cliental units concerned.
- iv) Client shall name a contact person in the management responsible for handling the audit. This person shall normally be the representative appointed for the respective Management System.
- v) Once the certificate has been issued, Client shall be obliged to notify TUV India Pvt. Ltd. of any major changes to its
- vi) Client shall be obliged to record all complaints and their settlement with respect to the Management System and to document them for the auditor in the audit. The client shall provide access to all information and records of all complaints to during the validity of the certificate.
- vii) Client shall notify of any consultancy services used in the domain of the Management System.
- viii) In context of maintaining the accreditation Client shall hereby declare its willingness to allow a possible witness audit/ validation audit/ unannounced audit arising out of complaint or any violation of this contract (i.e. The client shall allow auditor/ observer/ technical expert from TUV India Pvt. Ltd. and/ or from the accreditation body to participate in such audit when required by the certification/ accreditation body.) to be performed in its company.
- ix) It is the responsibility of client to ensure that any non-conformities identified during the audits are addressed and closed within the defined timelines.
- x) The client allows TUV India to share information relating to the certification and auditing process with the Foundation, Scheme requirements, GFSI and governmental authorities when required;
- xi) Once the client is certified relevant credentials of the same would be uploaded by TUV India on the website portal managed by Scheme Owner.
- xii) It is a mandatory obligation of the certified client to communicate to TUV India any changes that may impact the certified status within 3 working days. These changes may be related to the following:
 - a) Any significant changes that affect the compliance with the Scheme requirements and obtain advice of TUV India in cases where there is doubt over the significance of a change;
 - b) Serious events that impact the FSMS or FSQMS, legality and/or the integrity of the certification which include legal proceedings, prosecutions, situations which pose major threats to food safety, quality or certification integrity as a result of natural or man-made disasters (e.g. war, strike, terrorism, crime, flood, earthquake, malicious computer hacking, etc.);
 - c) Public food safety events (such as e.g. public recalls, calamities, food safety outbreaks, etc.);
 - d) Changes to client name, contact address and site details;



Contract

e) Changes to client (e.g. legal, commercial, cliental status or ownership) and management (e.g. key managerial, decision-making or technical staff);

f) Changes to the management system, scope of operations and product categories covered by the certified management system;

g) Any other change that renders the information on the certificate inaccurate.

xiii) Unannounced audits are mandatory as per the scheme rules at a minimum of 1 unannounced audit during the 3 year cycle. If the client refuses to participate in the unannounced audit, the certificate shall be suspended immediately, and TUV India shall withdraw the certificate if the unannounced audit is not conducted within a six -month timeframe from the date of refusal.

1.2 a Tasks of the Client.

- a) Client shall be obliged to fulfill all the conditions for a group certification if the Group Certification procedure for management systems is/are being applied and notify TUV India Pvt. Ltd. without delay of failure to fulfill them.
- b) The stipulation, creation and maintenance of a management system to apply uniformly for all branches/production shops. This also relates to the major Management System procedures.
- c) The manufacturing / providing of similar nature of products/services in the production shops/branches.
- d) The monitoring of the whole management system under centralized direction by the management representative. The later shall be empowered to issue instructions to all branches/production sites.
- e) Certain areas shall work centrally for all areas, e.g. product development, process development, purchasing, human resources etc.
- f) The internal audits have been performed prior to the certification audit in all production shops/branches.



Contract

2 Conditions for use of the TUV logo and the TUV India Pvt. Ltd. certificate

2.1 Scope of the right of use

- 2.1.1) TUV India Pvt. Ltd. is the holder of the trade logo "TUV" (hereinafter called "TUV logo") registered with the Registrar of Trade Logos, Mumbai under application 10039752 dated 8.4.2001. On issue of the certificate TUV India Pvt. Ltd. shall grant the Client, the permission in writing to use the TUV logo.
- 2.1.2) Permission to use the TUV logo shall apply exclusively for the certified facility of the Client's company. Use of the logo for any other facility of the Client is not allowed.
- 2.1.3) The TUV logo may only be used as per the instructions and sample issued along with the certificate. The logo must be clearly legible and visible. Client shall not be entitled to make any changes to the certificate. The certificate may not be used in a misleading way in advertising.
- 2.1.4) The TUV logo may only be used by Client and in direct conjunction with the Client's company's name or company logo. It may not be affixed to client's products or used in relation to Client's products and/or processes. Use of the logo/certificate shall be restricted to the Client and shall not be transferred to third parties or successors by the Client without the express permission of the Certification Body. If such transfer is desired a corresponding application shall be submitted. Where relevant a fresh audit shall be conducted.
- 2.1.5) Should action be taken against according to the principles of product liability because of contractually wrongful use of the TUV logo/ TUV India Pvt. Ltd. certificate by the Client, the Client shall be obliged to indemnify TUV India Pvt. Ltd. for any claims by third parties. The same shall apply in cases where action is taken against TUV India Pvt. Ltd. by third parties on account of advertising claims by the Client.
- 2.1.6) Client shall ensure that the TUV logo/ TUV India Pvt. Ltd. certificate is only used in competition in such a way that any claim made for the Client's facility is in accordance with the certification. Client shall also ensure that in a competitive context the impression is not given that the certification by TUV India Pvt. Ltd. represents an official inspection.
- 2.1.7) The Client acquires the non-transferable and non-exclusive right to use the TUV logo in accordance with the conditions laid down above.
- 2.1.8) The TUV logo shall not be used on the reports for laboratory test, calibration or inspection, any certificates (test/ exam results) as well as the visiting cards. The TUV logo shall also not to be used in product Warranty, Guarantee documents. The accreditation body logo shall not be displayed on vehicles, buildings and flags.
- 2.1.9) The client shall stop the usage of TUV Logo and TUV India Pvt. Ltd. certificate, in any form including display of certificate & discontinue use of TUV certification logo in case of withdrawal/ expiry of the certificate. Usage of All advertising material than contains reference to its certification in any way shall also be discontinued.



Contract

3.1 Termination of the right of use of the certificate, Suspension/ Withdrawal of the certificate

3.1.1 Client's entitlement to use the TUV logo and the certificate shall end with immediate effect without the need for notice of termination if,

- a) Surveillance audit not taken by the client or cannot be conducted for the reason caused by the client.
- b) Recertification audit not taken by the client before expiry of certificate validity
- c) client misuses logo and/ or the certificate provided by the certification body, violates the contractual requirements, uses Accreditation body logo or any logo other than provided by the certification body.
- d) client does not inform immediately to the certification body, the changes to the certified organisation, location, scope etc. as mentioned in clause 1.2
- e) major complaint/s from the customer/s of the certified organization.
- f) major and repetitive non compliances observed during the surveillance audits, creating doubt about the effectiveness of the management system certified.
- g) Non-payment of dues of certification body by the client.
- h) bankruptcy proceedings are instituted against the Client's assets or an application of bankruptcy proceedings against it is rejected owing to lack of assets,
- i) the certification or maintenance of the certificate is prohibited under administrative law or by court order.
- j) not meeting the time deadline for submission of corrective actions against the findings of the audit.
- k) client found involved in any act which may damage the image of certification body.

3.1.2 TUV India Pvt. Ltd. shall,

- a) Have the ownership and control of the certificate during the validity period and after the validity of the certificate. The issue, suspension, withdrawal shall be controlled as per the applicable rules by TUV India Pvt. Ltd
- b) If reasons itemized under 3.1.1 arise, suspend the certificate and declare it invalid.
In such case client is informed in advance about the violation and probable suspension of the certificate and appropriate action is requested in the defined time frame. Further the certificate is suspended, if the necessary response is not given/ action is not taken by the client
- c) withdraw the certificate if necessary action is not taken by the client in defined time frame for any of the reasons as mentioned above under 3.1.1.
- d) withdraw the certificate without any notice, if evaluates the impact of the violations as mentioned under 3.1.1, as very serious.
- e) take all permissible measures within the framework of accreditation rules to perform its obligation in accordance with the agreed terms and conditions



Contract

4. Duration of contract

This agreement shall come into force when signed by both parties and shall run for a period of at least three years. It shall be extended in each case for a further period of three years on the client placing an appropriate order. In the event that the client request for cancellation of the certificate or the certificate of the client expires, validity of the contract shall end accordingly. The contract can be terminated by either parties giving a minimum of one-month advance notice.

Place, Date

(Company stamp with legally binding signature)

Rahul Nayak
Senior General Manager
Certification, Training & Sustainability

Manish Bhuptani
Managing Director

TUV INDIA PVT. LTD.
Registered Office:
801, Raheja Plaza 1, L.B.S. Marg,
Ghatkopar (West), Mumbai – 400 086,
India



Contract

Address of Locations Audited : (Other than Main Site)

GENERAL TERMS AND CONDITIONS OF TUV INDIA PRIVATE LIMITED

I. Definitions

The following terms used in these General Terms and Conditions have the following meaning:

"TUVI" is the company of the TÜV NORD GROUP, in which name this Agreement is being signed.

"Customer" is the Company, Sole Proprietary firm, Entrepreneur or any other entity who is issuing the order on TUVI.

II. Validity of these Conditions

1. Except as provided otherwise in individual cases, Agreements with the TUVI are concluded exclusively pursuant to the following provisions. The TUVI does not accept any of the Customers conflicting regulations or conditions to the contrary unless it expressly consented to such in writing. The TUVI's following conditions apply even if the TUVI provides its service without reservations while knowing of the customer's contradicting or conflicting conditions.

2. These General Terms and Conditions apply to all of the TUVI's services (to include but not limited to Certification, inspection and testing services) and all responsibilities resulting from the contractual obligation with the customer's. These conditions also apply to all future business relations vis-a-vis companies and corporate bodies governed by public law.

3. In the event of any conflict between these terms and conditions and any document purporting to impose different terms, these terms and conditions will prevail.

III. Conclusion of the Contract

1. An Agreement is deemed to be concluded with the TUVI only after the Customer accepts an offer by the TUVI without reservations or if the Customer receives a written order confirmation from the TUVI or if the TUVI commences the provision of the service. If the TUVI issues a written order confirmation, such order confirmation is decisive in terms of content and scope of the Agreement unless expressly negotiated otherwise.

2. Any and all arrangements between the Customer and TUVI regarding the performance of the Agreement are fully set forth in writing in this Agreement including these General Terms and Conditions. There are no verbal supplements

3. Amendments, collateral agreements and additional provisions as well as any respective warranty of quality shall require our written confirmation in order to become effective.

4. All statements and communications which form part of the contractual and business relationship shall be declared in writing, by email or in any electronic or physical form, unless otherwise expressly defined under these terms and conditions.

IV. Performance of the Agreement and Customer's Obligation to Participate

1. If objects of the Customer must be accessed for the contractual performance of the service owed by the TUVI, the TUVI shall not be liable for compensation for damage to or destruction of these objects resulting from the contractual performance.

2. If the TUVI's own equipment is damaged, destroyed, or lost as a consequence or at the occasion of proper performance of the TUVI's service and through no fault of the TUVI, the TUVI is authorized to request replacement from the Customer.

3. Transportation and possible return of the Customer's objects is at its own cost and risk; however, return is performed only upon the Customer's express request. During storage, the TUVI's liability is limited to the same due diligence as for its own affairs.

4. The Customer is obligated to fully disclose all information relevant for the TUVI's proper performance of its service. The TUVI, is however not obligated to review the accuracy and completeness of data, information, or other services provided by the Customer, in so far as there is no cause for this in consideration of the respective circumstances of each individual case, unless expressly stated within the order. The TUVI does not accept any warranties for the accuracy of safety rules, information and programs upon which its inspections and expert opinions are based, unless such regulations, instructions, or programs originate with him or are the object of the inspection order. If the TUVI is commissioned with inspecting the technical safety of an object, it does not accept any warranties for the object's freedom from other faults, unless this is expressly listed in the order.

5. In so far as the Customer's participation is required for the TUVI's performance of services, the Customer must provide such in a timely manner and at its own costs; expenses will be reimbursed only if this has been negotiated expressly in text form. To the extent that the Customer does not fulfill its obligations to participate, does not do so properly or in a timely manner, and if acceptance is therefore delayed, the TUVI is authorized to charge any additional expenses thus incurred. The TUVI's further legal claims are expressly not affected.

6. The TUVI is authorized to have the services owed under this Agreement performed by a carefully selected and suitable subcontractor.

7. If the TUVI is active outside of its premises, the Customer shall be responsible for any measures required in order to fulfill duties of care to safeguard public, unless such is not required based on the nature of the activity or based on an agreement with the Customer. The TUVI is authorized to refuse performance of the service for as long as required measures are not taken. The Customer will inform the TUVI in writing, in a timely manner, of all safety and accident prevention regulations applicable at the location.

8. If the Agreement includes services pertaining to the Customer's Information Security system, the Customer is obligated to back up data and programs at regular intervals that are adequate for the application, at least once a day, in machine-readable form, to ensure that these can be recovered with reasonable effort. The TUVI is not responsible for loss of any data during the performance of services

9. In addition to above, the Customer shall ensure that all the necessary assistance on his part or on the part of persons he engages to help in performance of the contract shall be provided in good time and at no expense to TUVI. Such assistance shall include, but not be limited to, access to documented inspection history, safe site access, timely availability of key interface, preparation of items for inspection in good time, permission to carry out necessary audit, inspection or testing on TUVI as part of accreditation and approval process by regulatory, certification & accreditation bodies if & when required. Such assistance must be in accordance with relevant applicable standards, safety provisions and accident prevention regulations. The Customer or the persons/parties he/she engages shall ensure restriction of access to the inspected items and the equipment/facilities used for inspection by unauthorized persons. In case of doubt TUVI shall have the right to confirm the continuing suitability for the intended purpose of the inspected items and the equipment/ facilities used for inspection by means of visual inspection, functional checks, additional tests if required, verification of records and/or recalibration of the equipment/facility.

GENERAL TERMS AND CONDITIONS OF TUV INDIA PRIVATE LIMITED

The Customer shall be liable for the extra expense entailed by late or improper assistance on his part. TUVI shall be entitled to charge for this extra expense in addition even if a fixed or maximum price has been agreed. In the same way, the Customer shall bear any expenses incurred owing to the fact that work has to be repeated or is delayed because of his late, incorrect or incomplete information or if the inspection cannot be accomplished due to adverse weather conditions or vendor related factors. The Customer or the persons/parties he/she engages shall take responsibility to provide a safe place of work for TUVI's employees. If the employees are exposed to unsafe work conditions, the deliverable activity shall not be conducted till the conditions are rectified & considered to be safe.

V. Deadlines and Schedules

1. If a binding deadline for the provision of services is not agreed, the TUVI defaults only if the Customer has first given an adequate deadline in text form to provide the service owed and such deadline has expired unsuccessfully. Deadlines commence only as of the complete provision of any and all obligations to participate owed by the Customer, and, in so far as a payment has been negotiated, as of the receipt of such. Deadlines are extended accordingly due to the Customer's retroactive change requests or delayed participation.
2. If the service owed by the TUVI is delayed due to unforeseeable circumstances and through circumstances, for which the TUVI is not at fault (e.g. strike, legitimate lockout, disruption of operation, transportation disruption, shortage of resources, official measures – also at the TUVI's supplier), the TUVI is authorized to defer the service for the duration of the delay. In the event that the delay lasts more than six weeks or maximum limit defined under accreditation, the TUVI is authorized to withdraw from the Agreement. The TUVI will immediately inform the Customer of the non-availability of the service or partial service, and in the event of a withdrawal from the Agreement will immediately reimburse any services in return already provided for such. Claims for damages are excluded. Also refer Section XI Force Majeure.
3. If the Customer defaults on acceptance or if it violates other obligations to participate, the TUVI is authorized to request reimbursement of any additional expenses possibly incurred due to such default or violation. This does not affect any further legal claims for damages.

VI. Acceptance

1. The Customer is obligated to accept the TUVI's services. Insignificant defects do not entitle the Customer to refuse acceptance. In case of separable partial services, the TUVI is also authorized to request partial acceptance unless specific provision of accreditation is applicable
2. The Customer is obligated to accept the TUVI's services within 14 days after completion and TUVI's request for acceptance, unless the Customer refuses acceptance within the fixed grace period by specification of at least one defect. If the Customer does not accept the services within the fixed grace period even though it is obligated to do so, the service is deemed to be accepted. If the Customer is a Consumer, the TUVI along with its request for acceptance is obliged to expressly inform the Customer of the consequences of not declaring the acceptance or refusing acceptance without specification of defects.

3. If the Customer claims a retention right due to defects in service delivery, the TUVI shall review its service. If the Customer's retention is proven to be unjustified, the Customer shall bear all incurred additional costs unless it has acted merely with slight negligence or is not at fault.
4. Intellectual performances shall be deemed as accepted, unless the Customer expresses reservations in writing within 14 days after significance of his behaviour when the period of notice begins. In this case we will check our performance. Should our performance prove to be without fault the Customer shall bear the additional cost, unless he has only committed an act of minor negligence.

VII. Prices and Payments

1. The price listed by the TUVI or otherwise the price commonly charged by the TUVI for the respective service is decisive, plus statutory taxes in so far as such is applicable. Any bank charges or financial institutional charges for remitting the payment due to TUVI will be responsibility of Customer and TUVI will not accept any such charges deducted from the remittance.
2. If, within the scope of contracts for the performance of a continuing obligation and long-term contracts, the TUVI's prime costs increase and such increase is not within the TUVI's own scope of responsibility, the TUVI is authorized to an appropriate price increase commensurate with the increase of its prime costs; if the Customer does not consent to such price increase it is authorized to terminate the Agreement within four weeks after receipt of such notification of a price increase; otherwise, the increase is deemed to be mutually agreed upon. A right to a price increase pursuant to this provision does not exist if the Customer is a Consumer.
3. The Customer shall pay the remuneration owed without any discounts, free of charge to the TUVI, and within seven days after receipt of the invoice, to the bank account stated by the TUVI. Credit entry at the TUVI's account is decisive for the timeliness of the payment. The TUVI reserves the right to request appropriate advance payments.
4. If the Agreement is based on a cost estimate, and if it turns out that the costs will be significantly higher than the amount estimated vis-a-vis the Customer, then the TUVI will inform the Customer of such in text form. In this case the Customer is authorized to terminate the Agreement in writing, within two weeks after receipt of such notification. In the event of a termination, the TUVI is authorized to request partial remuneration commensurate with the services already provided. Furthermore, the TUVI is authorized to request compensation for any expenses not included in the remuneration but incurred due to the provision of services.
5. If the Customer owes interest and expenses in addition to a possibly existing Customer claim, any payment by the Customer that does not fully redeem the total sum will first be credited against expenses, secondly against interest, and lastly against the Customer claim.
6. The Customer is entitled to offset and retention rights only if its counterclaims are legally ascertained, undisputed, or acknowledged in writing by the TUVI. This limitation does not apply to the Customer's claims for defects arising from the same contractual relation as the TUVI's payment claim. If the contract partner is a Consumer, then in contrast to clause 1, such contract partner is on Customer entitled to unlimited retention rights for claims arising from the same contractual relation.
7. If, after conclusion of the Agreement, it becomes clear that the TUVI's claims vis-a-vis the Customer are at risk due to the Customer's lack of ability to perform, the TUVI is authorized to perform outstanding services only against advance payment or provision of a security as well as settlement of possibly still outstanding receivables for partial services already provided and arising from the Agreement, and after unsuccessful expiration of a grace period is authorized to withdraw from the Agreement;
8. In case of payment default, the Customer owes default interest in the amount of 24 percentages. The TUVI is entitled to assert further claims if it can prove higher damage to the Customer.

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VIII. Claims for Defects

1. In the event of defective service by the TUVI, the Customer shall grant the TUVI opportunity to supplementary performance, at least twice, within appropriate grace periods, unless this is unreasonable having received such performance in writing and with a concrete description of individual faults, expresses reservations in writing, whereby we will inform the customer again of the foreseen in each individual case or unless special circumstances justify the Customer's immediate withdrawal in consideration of mutual interests. The TUVI may rectify the defect at its own choice or provide the service once more without defect. If supplementary performance is unsuccessful, the Customer is authorized to reduce remuneration agreed to TUVI or to withdraw from the Agreement. TUVI is nowhere responsible for any consequential damages.

2. The Customer shall inform the TUVI immediately - no later than two weeks after acceptance - in text form of any obvious defects. The Customer shall inform the TUVI of any hidden defects in writing no later than within two weeks after discovery. Once this grace period is over, the customer's rights regarding defects in the services rendered become invalid if there are no contrary legal provisions.

3. The realization of estimates or prognosis's shall only be warranted if this is expressly agreed upon.

4. If we are assigned with carrying out tests, any information and statements made by us always and exclusively refer to the test object which has been put at our disposal. We take no responsibility with regards to the completeness and correctness of the documents provided with the test object. Also the granting of test certificate does not include any statement concerning the utility or quality of the tested object which goes beyond the direct technical scope of the test certificate. The same applies to certificates within the framework of certification of management system.

IX. Withdrawal

The Customers' right to withdraw is valid only if the TUVI is responsible for the violation of duties based upon which withdrawal is declared. The withdrawal must be declared in writing by registered letter. If the Customer is a Consumer, a declaration of withdrawal in text form suffices.

X. Liability

In providing Services, information, or advice, TUVI does not warrant the accuracy or genuineness of any information or advice supplied or report signed. Unless otherwise agreed upon specifically and confirmed by TUVI in writing neither TUVI nor its representatives are liable for any damage, loss or expense arising out of the services or advice provided by TUVI. Nevertheless, TUV India is liable in case of proven willful misconduct or gross negligence on its part or on the part of its engineers and representatives in the case of loss, damage or expenses incurred due to the advice or service provided by TUV India, its engineers or representatives. In no case the liability shall exceed the prorata fees paid / payable to TUVI for the services or advice provided for that particular equipment, component or part thereof which caused the damage, loss or expense. The aggregate liability of TUVI in respect of this contract, in tort or otherwise, shall not exceed 20% (twenty percent) of the contract price actually received.

TUVI and its representatives are not liable to any person or party with whom there is no direct contract for the particular service. The inspection by TUVI, issue of inspection report, review of Test Certificates / Reports and issue of Inspection Release Note / Certificate does not relieve the Customer/ End User/ Supplier / Manufacturer from their responsibility towards the Customer/ End User to supply / Use the genuine material / item(s) and document(s) in full compliance with applicable Order, Specification, Technical, Quality, Quantity, Warranty, Guarantee, statutory & regulatory requirements. Supplier / Manufacturer / stockist is wholly legally responsible for genuineness of the material / item (s) supplied and document(s) submitted. TUVI's responsibility is only limited to inspection, certification and testing within its agreed scope against written omission or failure to carry out or observe any stipulation, condition or obligation to be performed by TUVI under this Contract will give rise to any claim against TUVI or its employees / group companies / associates, or be deemed to be a breach of contract, if the failure or omission arises from causes beyond that entity's reasonable control. TUVI, its engineers and representatives are not liable in contract, tort, or otherwise for any indirect consequential Loss/damage or expense, including loss of use/ production/profits. TUVI is nowhere responsible for any consequential damages.

XI. FORCE MAJEURE

The term "Force Majeure", as used in this Proposal / Contract, shall mean: any condition which prevents TUVI from providing services such as : Riot, war, invasion, sabotage, strikes, civil disturbance, and hostilities, acts of terrorism, civil war, rebellion, revolution, epidemics /pandemics or spread of contagious diseases or; Ionizing radiations or contamination by radioactivity or Chemicals release to environment or; Earthquake, Flood, Hurricane, Cyclone, Volcano or any other natural disaster or; Fire or explosion or; acts and regulations of respective Government of the two parties and countries where the work is to be carried out, like Lock down, Curfew, travel restrictions or delay or denial of visa or Acts of God. TUVI shall be entitled to payment in respect of the period where the services could not be carried out as a result of Force Majeure. Time schedule for performance of the activities will be extended for such period as the force majeure lasts and for a reasonable period of re-mobilization, if necessary. Should any circumstance of Force Majeure continue for a period of 2 months or more or maximum limit defined under accreditation, then TUVI may terminate this Contract with immediate effect by notice in writing to the Customer, in which case the Customer shall pay to TUVI all sums properly due under the Contract in respect of the Services up to the date of termination and any demobilisation fees specified.

XII. Period of Limitations

1. All claims against TUVI shall expire after 1 months from the date of the service provided by TUVI

2. The above provisions do not apply to statutory periods of limitations for the following: (i) damages arising from death and injury to body and health; (ii) other damages based on an intentional or grossly negligent breach of duty of the TUVI, its legal representatives; (iii) claims due to fraudulent concealment of a defect; (iv) claims for defective workmanship on a structure or faulty planning and supervision services for a structure.

XIII. Utilization Rights and Indemnification

1. The TUVI's services provided during the fulfillment of the Agreement (e.g. inspection, testing and certification services) may be utilized only within the scope of the contractually negotiated purpose.

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Subject to deviating agreements in each individual case, the TUVI therefore grants to the Customer a simple, non-transferable utilization right that is limited in terms of duration and location, for its services that are subject to copyright protection. Other rights are expressly not granted; the Customer is in particular not authorized to process or modify the TUVI's services or to use excerpts of them.

2. In so far as, pursuant to the Agreement, the TUVI grants a right to the utilization of quality marks and/or a certificate of the TUVI to the negotiated extend, such may be utilized only for the contractual, designated use or the certified area and only in the unmodified form or shape as provided by the TUVI.

3. Any utilization of the TUVI's brands and other identifying marks beyond the above, for example the word mark/design mark "TÜV NORD" requires the TUVI's express, prior written consent.

4. If the Customer violates the above provisions, the TUVI is at any time authorized to prohibit the continued utilization of the TUVI's services, quality marks, certificates, and/or identifying marks. The requirements and neither TUVI nor any of its group companies, associates or employees are in any way/ legally responsible for genuineness of the material / item(s) and document(s). No Customer is upon first request by the TUVI obligated to indemnify the TUVI from all third party claims, regardless of the legal grounds,

which claims are based on its utilization of the TUVI's services, quality marks, certificates, and/or identifying marks as well as all of its own, connected, required expenses.

XIV. Data Protection

1. The TUVI shall process and utilize personal data exclusively within the scope of the purpose of the Agreement and for advertising purposes, to the extent that such use is allowed in accordance with legal provisions even without Customer's consent. The customer at any time with effect of the future object to the use and disclosure of the data for advertising purposes. Upon complete execution of the Agreement, the Customer's personal data shall be blocked for further utilization and shall be deleted upon expiration of statutory retention periods, unless the Customer has provided separate consent for further utilization. For the rest and pursuant to the applicable data protection legislation, the Customer shall be entitled to information, reporting, blocking, and deletion of its data stored by the TUVI.

2. Attention is drawn to the fact that we can save and in connection with business activities, process data regarding persons with due consideration to the legal requirement.

3. The customer are obliged to treat any commercial and technical information which is not generally known of which they become aware through their business dealings as confidential business.

XV. Obligation to Confidentiality, Retention of Records and Copyrights, Covenant not to assign, setting off

1. The TUVI as well as the Customer are each obligated to maintain confidentiality regarding confidential information of the respective other contract partner. This obligation continues for a term of three years after termination of this Agreement.

From this obligation excluded is any information that

a) can be proven to have already been known to the recipient upon conclusion of the Agreement or that is disclosed by third parties after conclusion of the Agreement without such third parties violating a confidentiality agreement, statutory provisions, or official orders;

b) is public knowledge upon conclusion of the Agreement or becomes public knowledge after conclusion of the Agreement, unless such is based on a violation of this Agreement;

c) must be disclosed due to statutory obligation or orders of a court or an official authority. Insofar as permitted and possible, the recipient obligated to disclose such information shall inform the other contract partner of such in advance and will provide the respective other contract partner with an opportunity to take action against such disclosure.

d) the recipient developed itself or had developed independently from its knowledge of such confidential information.

2. The TUVI shall retain contractual documents in so far as a statutory or official obligation to retain records exists. The TUVI is furthermore obligated to retain records for the purpose of documentation; any of the Customer's possible statutory or contractual claims for return remain unaffected.

3. All copyright and joint copyright on experts' reports, inspection results, calculations, presentations etc. drawn up by TUVI shall remain in the hands of TUVI and should not be reproduced, except in full without the consent of TUVI

4. The assignment of claims arising from the business relation with us shall be excluded.

5. The customer only has right to set off if his counterclaims have been determined by legal force, are undisputed or have been acknowledged by us in writing.

XVI. Place of Fulfillment and Prohibition of Assignment

1. Place of fulfillment for all services is the TUVI's registered office.

2. Assignment or pledging of claims to which the Customer is entitled based on the business relation is excluded.

XVII. Jurisdiction and Applicable Law:

Every dispute or question which may arise between the parties hereto or any person claiming under them, touching or arising out of our services in respect of this contract or the subject matter thereof, shall be referred to the Arbitrator appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996, including any amendments thereto or any other statute as may be in force for the time being. Each party shall appoint one arbitrator, and the two appointed arbitrators shall appoint the third arbitrator who shall act as the presiding arbitrator. Such arbitration shall be in accordance with the provisions of the Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment for the time being in force. The decision of the arbitrator shall be final and binding on the parties to this contract. The Arbitration proceedings shall be in English language and seat/venue shall be at Mumbai. We shall also be entitled to bring an action against the customer at the place of his general jurisdiction.

XVIII. GROUP ENTITY

If the customer requires Services from a TUV Nord Group entity other than TUVI, the Customer hereby acknowledges and agrees that these Services will be performed by a subsidiary or affiliates of TUV Nord Group. The Customer accepts that, by entering this Agreement, the certificate or other deliverables produced to verify compliance with the requirements of national authorities will be issued on behalf of TUVI by the TUV NORD Group entity, in which the approval or accreditation is vested. In that case the Terms and Conditions of that entity shall also apply.

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XIX. NON SOLICITATION

As a Customer of TUVI, you cannot offer employment / assignment to any of TUVI's personnel during the term of our Contract and for a period of 2 years after completion of our assignments / Order received from you

XX. Final Provisions

If any provisions of these conditions should be invalid or turn out to be invalid, such invalidity shall not affect the validity of the remaining provisions. In lieu of the invalid conditions such provisions shall be applicable which correlate best with the economic object of the contract and with the appropriate safeguarding of mutual interest.

**For TUV INDIA PRIVATE
LIMITED**

FOR

Name/Signature/Date/Stamp

Name/ Signature/ Date/Stamp