Certification programme PPE of the Product Certification Body

pursuant to
EN ISO/IEC 17065
EN ISO/IEC 17067 Type 5
PPE Regulation (EU) No 2016/425 Module B, Module C2, Module D

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Data Processing Register 24163, **VAT ID** ATU 16211702

Foreword

The "**PPE Regulation (EU) No 2016/425"** represents the basis for the bringing onto the market of personal protective equipment by creating common principles and standardised regulations throughout the whole EU area.
The current certification programme defines the process for assessing conformity in accordance with **Module B**, **Module C2** and **Module D** according to EU Regulation 2016/425.
The overriding objective of the certification is to impart assurance to all involved that a product fulfils the requirements defined in law and the relevant harmonised technical specification.
The programme owner of this certification programme is the safety testing centre's certification body.
The certification programme is made available on the home page.

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1. Basis for certification

Taking this certification programme as a basis, the STP Product Certification Body offers services for the following products:

- Head protection Cat. II
- Gloves Cat. II
- Foot and leg protection Cat. II
- Cuts by hand-held chainsaws Cat. III
- Harmful noise Cat. III
- Falls from a height Cat. III

The essential health and safety requirements according to the PPE-Regulation have to be fulfilled.

2. Test and certification procedure for PPE Category II and III

Details relating to the certification and assessment procedure in accordance with this certification programme in the context of initial certification of personal protection equipment products can be found in the PPE Regulation (EU) No 2016/425, in RFU's (recommendation for use sheets) and in corresponding QM documents.
Proof of conformity of the products with the relevant standards and the requirements described therein is carried out by type examination of the products.

Certification options

To obtain and maintain a EU-type examination certificate, the following options are available, depending on the category of PPE:

Category II products:

- Issuing of a EU-type examination certificate on the basis of product checks by the STP Testing Centre - Module B
- Issuing of a EU-type examination certificate on the basis of product checks by an external accredited testing centre - Module B

Category III products:

- Issuing of a EU-type examination certificate on the basis of product checks by the STP Testing Centre (Module B) with associated surveillance Module C2 or Module D*
- Issuing of a EU-type examination certificate on the basis of product checks by an external accredited testing centre with associated surveillance Module C2 or Module D*
- Only surveillance by the STP Product Certification Body - Module C2 or Module D (Module B was carried out by an external notified testing centre)

*By the STP Product Certification Body or an external notified certification body

3. EU type-examination (module B) (Category II and Category III)

3.1. Application lodged by manufacturer or authorised representative

The Certification Body makes the necessary documents (application form and 'Technical Documentation' checklist) available to the applicant, after an oral or written request.
The manufacturer sends the required documents to the Certification Body. If a Category III product is involved, and the manufacturer wishes surveillance pursuant to Annex VII or VIII (Module C2 or D) to be carried out by another notified body, the manufacturer must also send a copy of the corresponding surveillance Agreement. If there is no response within a period of 4 weeks, the application will be cancelled by the Product Certification Body.

3.2. Assessment of application by the Product Certification Body

As part of the application assessment, the documents submitted and the information in the application form shall be checked for completeness and plausibility by the Certification Body. If the documents do not satisfy the requirements, the applicant shall be notified to this effect and missing or inadequate documents will be requested again. If the applicant does not meet this requirement within 4 weeks, the application will be cancelled by the Product Certification Body.
It will also be checked whether the certification applied for can be carried out by the STP Certification Body (technical equipment, competencies, capacities).

3.3. Offer and commissioning

If the application assessment described in point 3.2 has a positive result, the STP shall issue a formal offer. This is sent together with the terms and conditions, a corresponding Surveillance Agreement (only for PPE Category III) and the certification agreement to the applicant by email.
By signing the certification agreement and the offer on behalf of the company, the customer acknowledges the terms and conditions of the STP and commissions it to conduct the certification procedure at the price stated. If within 4 weeks, including with a reminder after 2 weeks, no signed offer has been received, the application is cancelled and the costs already incurred are invoiced.

3.4. Evaluation/testing

The certification is based on product assessment and checks on the basis of the PPE regulation and the associated harmonised standards. For testing of the product, the Product Certification Body uses the accredited STP Testing Centre or, where necessary, another accredited testing centre.

3.4.1. Sampling

The samples for the type examination are sent by the manufacturer to the Product Certification Body. In every case, a reference sample (specimen copy) must be saved by the Certification Body to ensure conformity with the test specimen each time, including in the future.
The testing shall only begin once the samples, the labelling and the technical documentation fulfil the requirements of the PPE regulation or the concerning standards.
The manufacturer/dealer shall bear the costs for sampling and sending.

Overview of the harmonized requirement standards:

Head protection

ÖNORM EN 397:2013
ÖNORM EN 812:2012
ÖNORM EN 12492:2012
ÖNORM EN 1077:2008
ÖNORM EN 1078:2014
ÖNORM EN 1080:2013
ÖNORM EN 966:2013
ÖNORM EN 13484:2012
ÖNORM EN 1385:2012

Gloves

EN 388:2016
EN ISO 21420:2020

Falls from a height:

EN 15151-1:2012
EN 15151-2:2012
EN 354: 2010
EN 358:2018
EN 569:2007
EN 959:2007
EN ISO 567:2013
OENORM EN 12275:2013
OENORM EN 12277:2019
OENORM EN 12278:2007
OENORM EN 12841:2006
OENORM EN 1496:2017
OENORM EN 1498:2007
OENORM EN 1891:1998
OENORM EN 353-1:2018
OENORM EN 353-2:2002
OENORM EN 355:2002
OENORM EN 360:2002
OENORM EN 361:2002
OENORM EN 362:2009
OENORM EN 564:2015
OENORM EN 565:2017
OENORM EN 566:2017
OENORM EN 795:2012
OENORM EN 813:2008
OENORM EN 892:2016
OENORM EN 958:2017

Foot and leg protection

ÖNORM EN ISO 20345:2012
ÖNORM EN ISO 20346:2014
ÖNORM EN ISO 20347:2012
ÖNORM EN ISO 20349-1:2018
ÖNORM EN 15090:2012
ÖNORM EN ISO 17249:2014

Cuts by hand-held chainsaws

OENORM EN 11393-2: 2018
OENORM EN 11393-3: 2018
OENORM EN 11393-4: 2020
OENORM EN 11393-5: 2019
OENORM EN 11393-6: 2019

Harmful noise

EN 352-1: 2003
EN 352-2: 2003
EN 352-3: 2003
EN 352-4: 2006
EN 352-5: 2006
EN 352-6: 2003
EN 352-7: 2003
EN 352-8: 2008

3.4.2. Testing

3.4.2.1. Testing by STP Testing Centre

After the corresponding commissioning by the product certification body, the test is carried out by the STP test centre accredited according to EN ISO 17025 in accordance with the PPE regulation and applicable standards.

3.4.2.2. Testing by external testing centre

If the customer makes test reports available, these are only accepted if the examination fulfils the current standards and if the testing centre is accredited in accordance with ISO 17025. The accreditation certificate from the testing institute must be enclosed and not older than three years. The customer must send a specimen of the tested PPE.

3.4.3. Test report

The STP testing centre issues a test report in each case (positive or negative test result). This is send to the Product Certification Body.

3.5. Evaluation

An evaluator from the product certification body of the STP carries out the evaluation of the test report and all submitted technical documents and evidence with the present test object. The STP evaluator fills out an evaluation form about the activities carried out and the results obtained.

3.6. Assessment

After completion of the evaluation, the assessment of the documents is carried out (evaluation form, test report and technical documents). The assessor must not have been involved in the testing or evaluation process. The assessment must be done in writing.

3.7. Certification decision

An EU type-examination certificate is only then issued if the scope of validity of the EU type-examination certificate is clearly defined (owner, ID-Nr., correct standard,…), and the evaluation and assessment have been successfully carried out. In the event of a negative decision, the customer is informed in writing. The certifier must not have been involved in the testing or evaluation process. The certification decision is documented in writing.

3.8. EU type-examination certificate

The customer is awarded the EU type-examination certificate by the Product Certification Body. The EU type-examination certificate remains the property of the Product Certification Body.

The EU type-examination certificate is valid for a maximum of 5 years. The period of validity shall be stated on the EU type-examination certificate.
If the customer forwards the certification documents to third parties, the documents must be reproduced in their entirety.

3.9. Own brand certificates

An own brand certificate is a chance for a manufacturer to bring a previously certified product onto the market under their own name or their own brand, that is to say not under the name of the original manufacturer. Every person / company / organization that brings a product onto the market in their own name is the manufacturer of this product within the terms of the PPE regulation. It is common practice for original equipment manufacturers to offer their product to one or more companies who want to sell the product as their own. There is no recognizable link back to the original manufacturer on the market. The product offered for sale by the own brand manufacturer must be identical to the original product, with the exception of the labelling. All other elements of the technical documentation must be applied to the private label product. Before placing a CE-marked product on the market, the private label manufacturer must issue and sign a declaration of conformity. This must contain a declaration about modules C2 or D for PPE of category III. The own brand certificate is only valid as long as the original EU type-examination certificate is valid. An own brand manufacturer applies for another EU type-examination certificate in their own name, and thus assumes the same liability as the manufacturer of the products falling under the own brand

certificate. The original manufacturer and the own brand manufacturer must enter into an agreement to issue an own brand certificate pursuant to the Recommendation for Use (RfU) PPE-R/00.047, which requires the following:

1. It must be confirmed that the PPE that is the subject of the current application is physically identical to the product that is covered by the corresponding EU type-examination certificate.
2. Every difference between the original submission and this application must be documented.
3. The original manufacturer shall confirm that only products which correspond fully to the respective EU type-examination certificate are supplied to the own brand manufacturer.
4. The original manufacturer must confirm that the own brand manufacturer has been informed of all changes which affect the validity of the EU type-examination certificate or for Category III PPE, the surveillance under Module C2 or Module D.
5. The original manufacturer must report all planned changes to the product, before these are implemented, to the notified body and to the own brand manufacturer.
6. It is confirmed that all technical documentation in support of the application for certification and, for Category III PPE, the surveillance under Module C2 or Module D, shall be made available by the original manufacturer to the own brand manufacturer's notified body.
7. It is confirmed that the original manufacturer and the own brand manufacturer shall mutually inform one another about all incidents involving the products falling under this agreement.

3.10. Publication

The certification body provides the following information on the homepage:

- Terms of Service
- The certification program and thus all regulation pertaining to the certification process
- Information on handling complaints and appeals
- Certification conditions

The certification body provides the following information on request:

- Any costs and fees

The products certified by the STP Product Certification Body are published on the AUVA/STP homepage. The following information is published:

- Country
- EU type-examination certificate holder's address
- Product
- Appropriate standards
- Number of EU type-examination certificate
- Valid until

Without prejudice to its obligations to the notifying authority, the STP Product Certification Body shall publish the contents of the test and certification documents or parts thereof only with the agreement of the manufacturer.

3.11. Extension, expansion or restriction, suspension and withdrawal of certification

The certifier makes the decision regarding any changes and the measures resulting therefrom which affect the EU type-examination certificate, and the customer is notified of these. Any objections and complaints are discussed under Point 5.10.

The EU type-examination certificate is the property of the Certification Body. The EU type-examination certificate is valid for five years.
In the case of expiry, expansion, restriction, suspension or withdrawal of the certification, the customer shall discontinue use of all advertising materials that contain any reference to the certification.
Invalid and withdrawn EU type-examination certificates should no longer be used and must be returned to the Product Certification Body.

3.11.1. Extension

An extension to a further 5 years is possible if the client sends the product, the technical documentation and the written confirmation of identical construction no earlier than 12 months and no later than 6 months before the EU type-examination certificate expires. Any changes to the product are reassessed. The product certification body decides which further measures can be derived from this.
If the product and the technical documents are not sent on time or not at all, the EU type-examination certificate will expire. When the EU type-examination certificate expires, the manufacturer can apply for a new certification. The manufacturer must return the expired EU type-examination certificate to the product certification body.

3.11.2. Expansion/restriction

Upon application from the customer, the scope of application of the EU type-examination certificate can be expanded or restricted. The following documents must be made available:
- Description of the change
- Sample of the product
- Technical documentation

The product certification body of the STP decides on any expansion / restriction.

3.11.3. Suspension

Upon request from the customer (production shut down), the existing EU type-examination certificate can be temporarily suspended.
The duration of validity of the EU type-examination certificate remains unchanged. A suspension is possible for a maximum of 18 months.
The customer must immediately inform the Product Certification Body when production restarts.
Suspended EU type-examination certificates are identified in colour (red) in the list “Type-examination certificate”.

3.11.4. Withdrawal

Reasons for the withdrawal of the EU type-examination certificate are:
- a permanent or serious lack of effectiveness of the product
- if, for PPE in Category III, the necessary surveillance pursuant to Annex VII or VIII of the PPE Regulation (EU) 2016/425 (Module C2 or D) is refused within the one-year period
- Violations of the terms and conditions by the customer
- failure to pay the certification costs

In this case, the EU type-examination certificate is no longer valid and the manufacturer is not allowed to continue to sell the PPE concerned and must remove all products from the market.
In the case of withdrawal, the customer's EU type-examination certificate shall be deleted from the directory of certified products.

3.11.5. Reporting obligations of the notified body

As regards the legal obligations (PPE Regulation), the Product Certification Body complies with the reporting obligation to external bodies. Further information can be provided about this upon request.

3.12. Measures that affect certification and the obligation to report these

The manufacturer is obligated to inform the Product Certification Body of any amendments to the product immediately. The Product Certification Body decides which measures are to be taken.

- Amendments/additions to the product
- Amendment to the test basis (standard)
- Handling of non-conformities
- Operational influences (e.g. change of ownership)
- Change of certification programme

4. Ongoing surveillance/evaluation of Category III PPE

The manufacturer has the option to choose between Module C2 and Module D. Moreover, the Product Certification Body may carry out unannounced inspections at the manufacturer's premises. During these inspections, the Body may carry out or have carried out tests on the PPE if necessary.

The Certification Body shall make a report available to the manufacturer. The manufacturer shall keep the report available to the national authorities for a period of 10 years from the introduction of the PPE onto the market.

4.1. Conformity to type based on internal production control plus supervised product checks at random intervals Module C2 pursuant to Annex VII to PPE Regulation (EU) 2016/425

(Other applicable RfU PPE-R 00.003, 00.004, 00.009, 00.011, 00.013)

Conformity of ongoing production to type based on internal production control and supervised product checks at random intervals shall be ensured. RfU PPE-R 00.003: The notified body or an independent representative of the notified body must visit at least one place agreed with the manufacturer (manufacturing company, importer, distributor, retailer) and select the samples at random from the available stock. RfU PPE-R 00.004: As long as the EU type-examination certificate remains valid, the C2 test should be carried out against the edition of the standard that has been proven as the basis for conformity with the regulation.
The surveillance/evaluation is listed under Point 4.1.2 and is specified by the Certification Body as around 6.75 hours.

The evaluator at the Certification Body is responsible for the conducting of the surveillance/evaluation on site.

Surveillance/evaluation takes place at least once per year at random intervals specified by the Product Certification Body.
The objective is to examine all requirements of the certified PPE over a surveillance period of 5 years.
The Certification Body makes available the corresponding Surveillance Agreement, which must be signed and returned.
If the STP is not the body that has carried out the EU type-examination, the Surveillance Agreement must also contain the following:

- the technical documents in accordance with Annex III to PPE Regulation (EU) 2016/425
- a copy of the EU type-examination certificate.

RfU PPE-R 00.013: the required application must also contain the production sites if they differ from the address of the manufacturer

4.1.1. Procedure in the event of deviations (non-conformity with certification requirements – termination, restriction, suspension or withdrawal of the certification)

If safety-related deviations are identified during surveillance, they should be indicated in the surveillance report and corresponding improvement measures should be stipulated:

• The manufacturer is asked to investigate the error (s) and to inform the notified body of the results.
• The manufacturer must inform the notified body whether he considers the product to be acceptable or whether the product needs to be modified.
• The notified body must determine which additional tests are required.
• Request for new, additional samples, which are re-examined by the notified body
• If these exams are passed, module C2 is deemed to have been completed.
• If the re-examination is negative, steps 1 to 4 are repeated.
• If the result is negative again, the C2 certification will be withdrawn / not renewed displayed.

Fundamental deviations

In the event of fundamental safety-related deviations, e.g. if the result during testing exceeds or falls short of the target value or range, a negative surveillance report indicating the deviations shall be issued; the responsible Federal Ministry shall also be notified, and, where necessary, the latter shall arrange product recall.
If corrective measures are possible, a deadline shall be given by the Certification Body for their implementation. After they have been carried out, the measures shall be checked and a new surveillance report shall be issued.
In the event of fundamental safety-related deviations that cannot be corrected, the stock must be disposed of by the applicant.

- Measures (termination, restriction, suspension or withdrawal of the certification)

Depending on the deviation identified, the following measures can be used:
a) Continuation of the certification with conditions stipulated by the Certification Body (e.g. increased surveillance);

b) Restriction of the area of application of the certification to remove non-conforming product variants;
c) Suspension of certification
d) Withdrawal of the certification (revocation of certification).
In each case, the customer shall be informed of the measures to be applied (e.g. the measures that are required to end the suspension and to reinstate certification for products conforming to the certification programme/all additional measures requested by the certification programme)
e) Certification can also be terminated at the (written) request of the customer

4.1.2. Checklist for surveillance of finished PPE in accordance with PPE Regulation 2016/425 – on site

a) Introduction
- Greeting
- Start of surveillance
- Explanation of the procedure

b) Recording of all valid test specimens and Surveillance Agreements with the applicant.

c) Checking of the validity of the EU type-examination certificates or underlying harmonised standards and guidelines.
(In the event of amendments to the requirements, as well as standards and guidelines, the customer will be made aware that the consequences of this for the applicant will be documented in the surveillance report.)

d) Recording of changes (such as a change of ownership, change in structure)

e) Assessment of the effectiveness of internal checks. It should be ensured that the manufacturer takes all necessary measures to ensure that the manufacturing procedure, including the internal final PPE controls, guarantees homogeneity of the production and conformity of the PPE with the specification/standard described in the EU type-examination certificate.
- Internal specifications
- Internal testing
- Documentation

f) Random check on the PPE with regard to
- Design
- Size information and labels
- Where necessary, photographic documentation of the randomly tested PPE

g) Random check of user information (manufacturer's instructions and information in accordance with Annex II Point 1.4 of Regulation 2016/425) in relation to
- whether the user information is available
- The contents of the user information - completeness
- Whether the declaration of conformity is available or included?

h) Check/inspection of the warehouse.

i) Selection of samples for inspection of product conformity in the laboratory. The samples are selected at random from the stock available and represent the certified range.
(If the material used is available on site and the connection between the product and the materials can be traced, the materials testing can be carried out on the yard goods or their

combinations. If the connection cannot be ensured or if there is no materials warehouse on site, finished PPE must be used for laboratory tests.)

j) Further procedure (next steps) and result

4.2. Conformity to type based on quality assurance of the production process Module D pursuant to Annex VIII to PPE Regulation (EU) 2016/425

4.2.1. Quality Assurance System

The manufacturer shall operate an approved quality assurance system for the manufacture, final inspection and testing of the PPE concerned.
The Certification Body makes available the corresponding Surveillance Agreement, which must be signed and returned. RfU PPE-R 00.018: the minimum requirements are defined on pages 2-5 of this RfU.
If the STP is not the body that has carried out the EU type-examination, the Surveillance Agreement must also contain the following:

- the technical documents in accordance with Annex III to PPE Regulation (EU) 2016/425
- a copy of the EU type-examination certificate.

The manufacturer must make the necessary documents available to the Certification Body.

4.2.2. Surveillance/evaluation under the responsibility of the STP

The surveillance/evaluation shall ensure that the manufacturer meets the obligations from the approved quality assurance system as prescribed. The manufacturer shall grant the STP Product Certification Body access to the manufacturing, acceptance, testing and storage facilities and shall make all necessary documents available to it, in particular
a. the quality assurance system documents,
b. quality reports such as test reports, test and calibration data and reports concerning the qualifications of the employees who work in this area.

The STP carries out an audit on site at least once a year and assesses the quality assurance system to determine whether it meets the stated requirements.
The result of this assessment shall be reported to the manufacturer. The report shall contain the conclusions of the audit and the decision regarding the assessment with its justification.
Audits are usually carried out by two auditors. The time needed for surveillance/evaluation is listed under Point 4.2.3 and is specified by the Certification Body as around 7.25 hours:

4.2.3. schedule for monitoring of the quality assurance of the production process, Module D, in accordance with Annex VIII to PPE Regulation (EU) 2016/425

a) Introduction

- Greeting
- Start of surveillance
- Explanation of the procedure

b) Recording of all valid test specimens according to Surveillance Agreements with the applicant.

c) Checking of the validity of the EU type-examination certificates or underlying harmonised standards and guidelines.

(In the event of amendments to the requirements, as well as standards and guidelines, the customer will be made aware that the consequences of this for the applicant will be documented in the surveillance report.)

d) Recording of changes (such as a change of ownership, change in structure)

e) Assessment of the QM system according to EN ISO 9001. It should be ensured that the manufacturer takes all necessary measures to ensure that the manufacturing procedure, including the internal PPE controls, ensures homogeneity of the production and conformity of the PPE with the specification/standard described in the EU type-examination certificate. An audit is also carried out in the manufacturing department.
- internal specifications
- Resources
- internal tests, calibrations, etc.
- QM documentation

f) Random check on the PPE with regard to
- Design
- Size information and labels
- Basic safety requirements
- CE marking
- Where necessary, photographic documentation of the randomly tested PPE

g) Random check of the user information with regard to
- whether the user information is available
- whether declaration of conformity is available.

h) Check/inspection of the warehouse.

i) Further procedure (next steps) and result

Procedure in the event of non-conformity

Should there be non-conformity on the part of the customer with the QM system, (e.g. lack of process descriptions) this must be documented. Demonstrable suitable corrective measures must be implemented by the customer within a time frame of 8 weeks. At the customer's request, this deadline can be extended by 4 weeks. If the customer is not able to meet this requirement, all EU type-examination certificates shall be withdrawn. In this case, the corresponding notifying authority/Federal Ministry shall be notified.
In addition, the Certification Body may decree continuation of the certification with specific conditions (e.g. increased surveillance) at its own discretion.

4.3. External surveillance (RfU)

If the annual surveillance of a product certified by the STP Certification Body is carried out by another accredited Certification Body, the Certification Body has an obligation to provide information.
A copy of the related Surveillance Agreement must be sent to the Product Certification Body of the AUVA safety testing centre (p. 3.1).

5. Obligations and responsibility of the Product Certification Body

5.1. Obligation of the Certification Body

The STP Product Certification Body undertakes to fulfil all requirements asked of it, based on
- the underlying certification programme
- the corresponding accreditation requirements
- the statutory/regulatory requirements

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The Product Certification Body ensures that the principles such as impartiality and independence, competence, non-discrimination, openness, responsibility and the handling of complaints and objections are regulated and ensured.
The STP Product Certification Body works as an independent third party that is free from influences and conflicts of interest.

5.2. Impartiality

Benefits are offered to interested applicants under equal and reasonable conditions and are carried out in a neutral, objective and non-discriminatory manner.
The STP Product Certification Body staff work with no conflicts of interest. They are not involved in terms of planning and development, manufacture, sales, operation and commissioning of the products falling within the area of validity of the certification. No advisory activities shall be carried out or offered to the applicants concerned.
The Product Certification Body's impartiality is supervised by the "Committee for safeguarding impartiality". This is made up of representatives of various interested parties, and other parties involved.

5.3. Non-discrimination

The STP Certification Body hereby confirms that it shall observe the avoidance of discriminatory conditions with regard to handling regulations, procedures and administration. Care must be taken to ensure that access to certification is possible for each applicant.
The certification process must not be dependent on the company size of the customer or membership of an organisation or group. Furthermore, there must be no unfair financial or other conditions.
Nevertheless, the certification body may refuse an application for a certification contract from a customer if there are fundamental or proven grounds. This would include, for example, illegal or criminal activities. The customer must be informed of this in writing.

All employees commit to mutual respect, recognition, appreciation and tolerance. The STP does not tolerate any form of discrimination. Mutual respect also includes the condemnation of any form of sexual harassment, for example in the form of lewd comments or gestures. The stated principles apply both within the STP as well as to all our customers.

5.4. Competence

The staff used during a certification procedure are qualified and competent and are authorised by the Product Certification Body to work as evaluators, assessors or certifiers. The competency and ability of the staff are monitored and assessed regularly by the Product Certification Body. Where necessary, this results in a need for appropriate training.

5.5. Facilities

With regard to the testing equipment and facilities used at the testing/evaluation stage, the STP Product Certification Body uses the accredited STP Testing Centre or, where necessary, another accredited centre.
This therefore guarantees that the testing equipment is calibrated and the testing and analytical software is validated.

5.6. Subcontracting

Some testing activities or partial testing in the context of testing/evaluation may also be assigned or outsourced as a subcontract by the Product Certification Body to accredited testing centres in accordance with EN ISO/IEC 17025. The results of such outsourced tests are incorporated into the appropriate documentation (test report, evaluation, assessment and certification decision). The final documentation and activity is carried out exclusively by the STP Product Certification Body.
Should the product certification body need to incorporate external bodies into a subcontract, it must inform the applicant of this accordingly and obtain consent.

5.7. Confidentiality

The product certification body undertakes to treat all information and data relating to a certification procedure confidentially and to only use it internally for the agreed purpose. The written consent of the applicant is required to forward information. The obligation to handle data confidentially applies to all staff at the Product Certification Body, as well as to staff at external bodies.
Should it be a legal requirement to forward information to third parties, the applicant is notified about this and about the extent thereof.

5.8. Openness/information

The Certification Body must make all information required available at the request of the accreditation body.

5.9. Records/directory of certified test items

The certification procedure is documented in the following records:
- Test report
- Evaluation report
- Assessor/Certifier decision
- EU type-examination certificate

The test report and the EU type-examination certificate are sent to the applicant. The period of storage is at least 10 years. The Product Certification Body holds a directory of valid EU type-examination certificates (see Point 3.10).

5.10. Complaints/objections

The Certification Body has a procedure for objections and complaints. These must be submitted in writing, including via email where possible.
In the event a complaint or objection is received, the Certification Body must confirm whether the complaints or objections relate to certification activities for which the certification body is

responsible, and if this is the case, the body must handle them. The Certification Body must confirm the receipt of formal complaints or formal objections.
Complaints made in writing to the Certification Body about a certified product may affect the validity of the EU type-examination certificate. At least two certifiers carry out the documentation of the procedure and the explanation of the situation. The customer is informed about the result and the subsequent measures. If rectification is not possible, the EU type-examination certificate shall be withdrawn. In the event of disputes, the Committee for Safeguarding Impartiality shall decide.

Complaints and objections are to be sent, in writing, to:
Sicherheitstechnische Prüfstelle der AUVA [AUVA Safety Testing Centre]
Adalbert-Stifter-Strasse 65 1200 Vienna
Tel. +43 5 93 93- 21765, Email: stp@auva.at

5.11. Responsibility/liability of the certification body

The Product Certification Body is responsible for conducting the certification process properly.
Liability of the Product Certification Body with regard to the applicant or third parties is only given in the case that intent or gross negligence can be proved. The Product Certification Body is not liable for any disadvantages that may arise for the applicant as a result of refusal of a EU type-examination certificate on the basis of a negative test report or a negative certificate decision.

6. Rights and obligations of the applicant

6.1. Obligation of the applicant

The applicant shall ensure and pledge that all requirements stipulated to its company and to the object to be certified from the certification programme and applicable documents (terms and conditions, certification agreement, technical documents, etc.) and normative references shall be implemented, upheld and shall also continue to be fulfilled in the future.

6.2. Reporting obligations of the applicant

The manufacturer must inform the Certification Body immediately and in writing of all amendments relating to the certification, such as amendments to the organisation and processes and procedures (e.g. change of staff, amendment to the service range, etc.)

6.3. Use of the EU type-examination certificate

The EU type-examination certificate certifies conformity of the certified product with the requirements specified in the certification programme and the normative specifications. The EU type-examination certificate statements refer exclusively to the certified object.
During the validity period of the EU type-examination certificate, the manufacturer is authorised

- to advertise using the certification in printed materials (brochures, leaflets, etc.)
- to present the EU type-examination certificate in unchanged form for promotional purposes.

The manufacturer must not use the EU type-examination certificate misleadingly, but rather exclusively for the area of validity identified. The EU type-examination certificate must not be used in a manner that brings the STP Product Certification Body into disrepute.
The manufacturer is permitted to only forward or publish test reports and EU type-examination certificates in full and unabridged form.
Following suspension, restriction or withdrawal of the EU type-examination certificate, the manufacturer must cease to use any advertising that relates to the certification.
Following expiry of the EU type-examination certificate's validity or its withdrawal, the manufacturer must send it back to the STP Product Certification Body.

6.4. Complaints

The manufacturer must record all complaints and incidents concerning the scope of application of the certification, report them to the STP Product Certification Body and archive them. Upon request, the applicant must make these documents available to the Product Certification Body and, if necessary, inform it of the measures taken to rectify the complaints.

6.5. Responsibility/liability of the applicant

The manufacturer is responsible for fulfilling all requirements specified by the certification programme for the certified product. Certification carried out by the STP Product Certification Body does not exempt the distributor from its statutory product liability.

7. Charges

The certification procedure and all activities related to it are subject to charges in accordance with calculated fee rates. Customers are to be informed of costs on request.