Marine Equipment Directive (MED)

CERTIFICATION SCHEME – CUSTOMER GUIDANCE AND OVERVIEW

SCHEME

The scheme is the requirements as defined by the relevant EU Regulations (Marine Equipment Directive (MED)) and are operated by UL International (Netherlands) B.V (hereby known as "UL-NL") when acting as a EU Notified Body for these Regulations.

The product type(s) covered by the Scheme are defined within the Regulations and as stated within the RvA Schedule of Accreditation (no. C648).

CERTIFICATION BODY

UL-NL is an incorporated company registered in Netherlands, KVK number 09103568. It is part of the UL family of companies and is funded by the fees it charges clients of the products, processes, and services submitted for certification. Fees are charged for the evaluation and certification process, as well as for ongoing surveillance for schemes that include such activities. Annual fees may also be charged, where applicable. These fees are provided in quotations.

APPLICANT CLIENTS RIGHTS AND DUTIES

The rights and duties of applicants are first described in the relevant Directive or Regulation, then through the Global Services Agreement, specific Scheme Service Terms and applicable Scheme Application Form.

CERTIFICATION PROCESS

The process follows that of ISO 17065:2012, is controlled by internal Procedures and can be summarised by the following steps:

1. **Application and Quotation**

   Application Forms are provided within the Scheme, identifying the necessary information to be submitted. Additional information requests may be made throughout the Certification process.

   - Complete and Submit:
     - The Application Form
     - The signed Global Services Agreement (GSA)
   - We will then confirm your Quotation in writing for you to sign
   - Submit any further information that we request once we have reviewed your application

2. **Evaluation**

   - Your project will be planned and we will contact you with the proposed plan
   - Submit your product samples as required by the Project plan

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- Any testing where required will commence
- Any testing conducted on behalf of UL NL or by the customer will only be accepted under this scheme where done so by an ISO 17025 accredited testing laboratory which has the testing standard under its scope of accreditation; and where the accreditation logo or ISO 17025 details are published on the test report as per EA 3/01.
- Any Quality Assurance or Factory Inspection, where applicable, will be scheduled and completed
- The results of the testing, inspection or audit, as applicable will be evaluated
- On completion of the evaluation the Certification Decision will be requested

3. Certification Decision

- The Certification Decision is made
- The Certification is issued on the basis of the Scheme requirements being met

UL-NL only, retains authority and is responsible for decisions relating to its certification.

4. Certification documentation

Certification documentation shall be provided to the client. This is nominally in the form of a Certificate and accompanying Certification Report.

5. Routine Surveillance

- Where required we shall organise routine inspections with you and any audit testing deemed necessary.

MAINTAINING, REDUCTION, WITHDRAWING, SUSPENDING OR TERMINATING CERTIFICATION

The issuing, maintaining, terminating, extending, reducing, suspending and withdrawing of certifications are managed in accordance with Certification Decision Procedures and the Scheme Service Terms.

Where UL-NL refuses, restricts, suspends, withdraws or terminates certificates the Certification Decision Maker will follow the Scheme Certification Decision Procedure.

Certification can be reinstated if the product complies with all applicable Technical and Program Requirements.

Communication with the Applicant Client shall always be made citing reasons and explanations as applicable.

CERTIFICATION SCOPE AND CHANGES

In the event of changes to the certification requirements, made necessary due to changes or updates to the legislative landscape, for example revision of the Directives/Regulations or standard requirements, it remains the manufacturers responsibility under the Directive/Regulation to ensure their product remains compliant through communication with UL on the appropriate update/testing.

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For all regulatory changes or updates, it is the Applicant Clients responsibility to adapt its products to any new requests. The adaptation to the new provisions will be mandatory by the date of entry into force of the requirement. If necessary, the certifications issued and the manufacturers holding them may be subjected to verification or additional evaluation.

Safety critical changes to product requirements, or warnings issued by the EU Competent Authority shall be communicated by us to all existing Applicant Clients affected. This may result in termination, suspension or withdrawal of certification, as required.

The applicant is also required to promptly notify UL-NL of the manufacture of variants to the already certified product type or modifications thereto. In relation to the proposed changes, UL-NL communicates its assessments to the Applicant Client and reserves the right to carry out additional checks to assess the nature and impact of the changes made. Following the additional checks carried out, UL-NL may issue a revision of the certificate or initiate the start of a new certification process. Under the conditions described above, the Applicant Client cannot proceed with the commissioning or placing on the market of the product until UL-NL has given its consent. In case of refusal or non-fulfillment by the customer of the above conditions, UL-NL can proceed with the suspension of the certificate.

COMPLAINTS

Any person may lodge a complaint (the “Complainant”) regarding our auditors, services or against a Client certified by us. All complaints received verbally or in writing will be investigated by us. If a complaint is communicated verbally, the Complainant will be encouraged to submit a documented complaint to us. If the Complainant requires a formal response from us regarding their complaint, the Complainant should submit their request for a formal response in writing to us. Complaints that are not submitted formally in writing to us by the Complainant do not require a formal response from us.

A complaint about our Client will only be handled by us if the complaint was submitted by the Complainant to our Client beforehand.

All complaints received by us are generally acknowledged by us within forty-eight (48) hours of submittal to us by the Complainant. We will communicate the results of the investigation and issue resolution to you via telephone or e-mail.

When the complaint is about a Client certified by us, we shall determine, together with the Client and the Complainant whether, and if so to what extent, the subject of the complaint and its resolution shall be made public.

If the Complainant is not satisfied with the results of the investigation and our corrective/preventive actions, we shall inform the Complainant of their right to take their complaint to a higher management level within our organization.

APPEALS

If an Applicant Client is denied one of the Services mentioned under Scope of Service or a Client has its Certificate suspended or cancelled by us, the Applicant Client may appeal this decision to the Dutch Ministry of Infrastructure and Water Management within four (4) weeks after receiving such denial of Services from us.

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