



The present “Certification Policy” forms a complete and inalienable part of both the quotation and the contract.

Contract signatures are also understood as the acceptance of the present conditions.

The **Hungarian Asphalt Pavement Association Certification Office** undertakes initial assessment of factory production control, continuous/continual supervision, evaluation and certification of compliance of asphalt mixing plants.

1. General information on compliance certification

The Hungarian Asphalt Pavement Association Certification Office certifies the compliance of factory production control by issuing a plant production control certificate based on a 2+ compliance certification method, whose primary requirements are found in the EN 13108-21 standard. In view of this, the Hungarian Asphalt Pavement Association Certification Office has a dual task:

- a) initial/first supervision of the factory production control system, in the course of which:
 - it verifies if the quality manual of the producer meets all requirements of the **MSZ EN 13108-21:2006** standard;
 - the resources and the practical application of the factory production control are assessed in the course of a factory visit;
- b) the continuous/continual supervision of the factory production control system, during which:
 - the production control system is assessed during a factory visit at least once annually;
 - occasional customer complaints are investigated;
 - it is checked whether any amendments made to the factory production control comply with the **MSZ EN 13108-21:2006** standard.

The factory production control certificates issued by the Hungarian Asphalt Pavement Association Certification Office are property of the factory/requesting entity. The control of their lawful application is the right and obligation of the Hungarian Asphalt Pavement Association Certification Office.

The producer’s task is the conduct of the compliance procedures required for the asphalt mixtures and the issuance of the compliance certification produced as the result of these.

The requirements concerning the contents of this “Declaration of Performance” and the tasks of the producer are described in Annex ZA of the corresponding technical specification (e.g. MSZ EN 13108-1:2006, Tables ZA 2,2. and ZA 3.), and the requirements of the 305/2011/EU Decree.

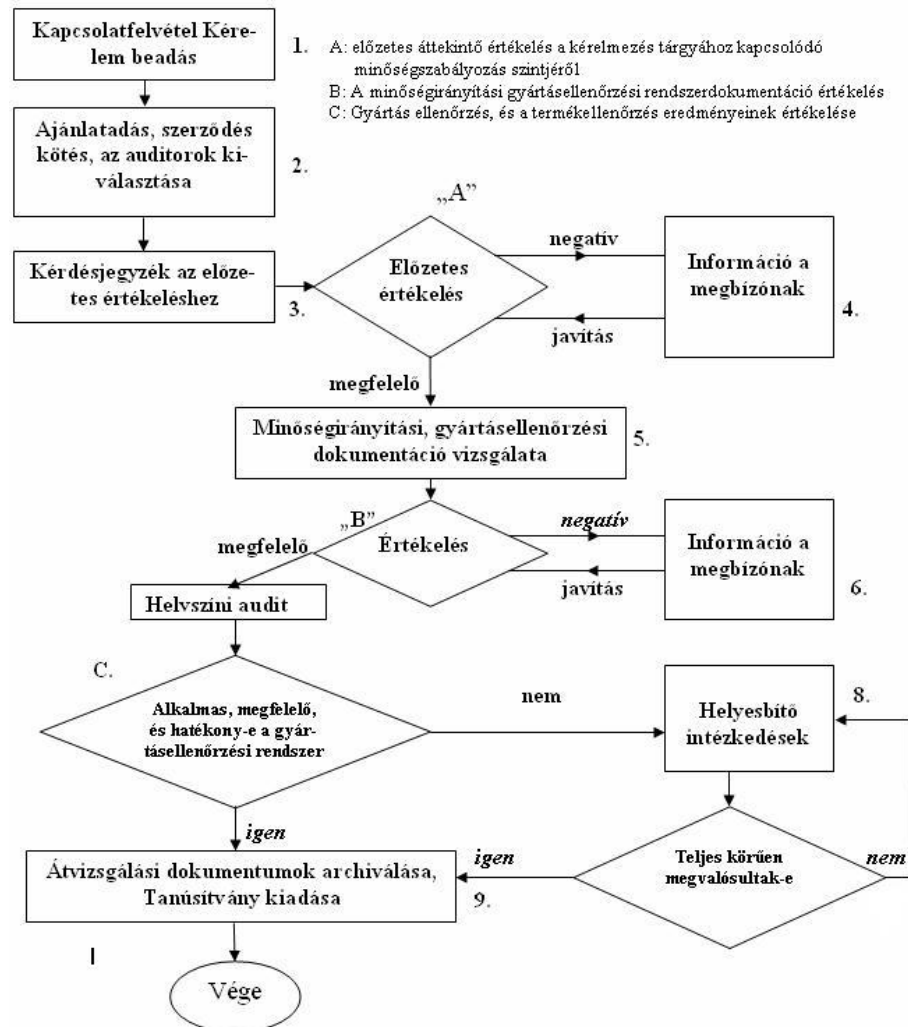
The assessment of an organisation’s factory production control system is carried out by the Qualification Engineer(s) of the field in concern. Depending on the size of the organisation, the team of Qualification Engineers may be composed of one person (leading auditor) and several co-auditors may participate in the audit, if the activity of the organisation requires. The management system of an organisation must have a minimum operational record of 2 months prior to commencement of the certification procedure.

The names of the auditors participating in the certification process and the precise date of certification shall be communicated in writing. In case you should have any reservations concerning any member of the team of Qualification Engineers, kindly communicate the case to us, substantiating the reasons within 3 days of your first notification, so that we can amend the team’s composition accordingly.

The precise schedule of the audit shall be communicated to you in the *Audit Plan* 7 days prior to the audit. If any amateurishness should be observed in the course of the assessment, kindly notify the Head of the Hungarian Asphalt Pavement Association Certification Office in writing, who shall take action to investigate the case within 30 days.

2. The certification procedure

A tanúsítási eljárás folyamatábrája



2.1. Request, quotation and contract

The certification procedure begins by sending back the filled copy of the “REQUEST” form. This may be downloaded from the webpage www.hapa.hu and may be sent by fax, post or e-mail after filling it out. Then the quotation, the Certification Policy and the draft contract will be sent to the e-mail address given in the “REQUEST” form. Following filling in the draft contract with the appropriate data and signing it, it must be sent back at least in two copies to the Hungarian Asphalt Pavement Association Certification Office. Subsequently, at least one copy with the signature of both parties will be sent back to the applicant.

The producer/applicant is entitled to raise objections against the designated Qualification Engineer(s), with properly substantiated reasons (see point 6).

For objections raised in writing, the Hungarian Asphalt Pavement Association Certification Office is obliged to delegate a new Qualification Engineer, accepted by both parties, to perform the task.

The expected lead time of the certification procedure is: (~ 60 days)



2.2. Competence assessment

After sending back the signed contract, the Certification Office will send a questionnaire (H-04 Preliminary questionnaire for certification) which is then filled out by the producer along with the list of documents in the Annex and sent back to the Certification Office. The purpose of this is to make the producer see any deficiencies and to allow the certifier organisation to prepare appropriately to assess the documentation of the factory production control system and the on-site audit.

2.3. Documentation assessment

The Qualification Engineer shall check the questionnaire sent back by the producer and contacts the producer regarding sending the documentation.

In the course of assessing the documentation, the Qualification Engineer of the Hungarian Asphalt Pavement Association Certification Office shall check and evaluate the extent to which the producer's factory production control system complies with the **MSZ EN 13108-21:2006** standard and the 305/2011/EU decree and whether its application enables the producer to meet the requirements of these. A report is prepared of the documentation assessment, including any deficiencies, non-compliances and the producer/applicant is notified of the deadline of correcting and supplementing the documentation in writing.

2.4. On-site inspection of the factory and factory production control

In the course of this, the Hungarian Asphalt Pavement Association Certification Office checks and evaluates whether the producer conducts its activity in compliance with the factory production control documentation and if the checks and inspections conducted by the producer are suitable for establishing compliance of the product.

In the course of the on-site inspection, the Hungarian Asphalt Pavement Association Certification Office also checks whether the producer possesses the tools required to produce products meeting the corresponding requirements and whether the material and personal conditions to carry out the factory production control and final product inspection as per the corresponding requirements of the **MSZ EN 13108-21:2006** standard are available, and whether the product's compliance to the corresponding product standards (from MSZ EN 13108-1 to MSZ EN 13108-8) can be established based on the product's first type test. The Hungarian Asphalt Pavement Association Certification Office carries out the control of the notes generated during the factory production control to establish whether the producer may declare the product's compliance with responsibility based on these and if the producer has done all within the scope of its authority to prevent non-compliant products from being delivered.

In the course of the audit, the deviations established shall be recorded in intermediate audit report(s), which will be disclosed in the course of the on-site assessment and during the concluding meeting, where the deadlines for the necessary corrective actions shall be agreed mutually and a copy of each report will be handed over.

Based on the intermediate reports, the Head Qualification Engineer will make a recommendation in the Assessment Summary for the Certificate's

- unconditional issuance;
- the rejection of its issuance request;
- its issuance with conditions (condition: - acceptance of the corrective actions in the Certifier's intermediate report by the Head Auditor; a successful execution of the post-audit);



Upon unconditional recommendation, the Certification Office will send the Certificate following the on-site qualification audit within the deadline agreed with the Customer.

In case of recommendation with conditions, the Head Qualification Engineer may accept proof of the corrective actions based on the Certifier's intermediate report; upon preparation of new documentation, based on the compliance of this (this will be recorded in the Certifier's intermediate report), and upon the inspection and compliance upon the post-audit of the areas called into question earlier.

If the inspected organisation does not send the Certifier's intermediate report within 14 days back to the Certification Office, without providing an acceptable explanation to the Head of the Office for this, the Certificate may not be issued without a successful post-audit.

Based on a successful audit and the Assessment Summary prepared afterwards, the Hungarian Asphalt Pavement Association Certification Office will pass a resolution on whether the certification can be awarded and upon positive decision, the factory production control certificate will be issued.

If, in the course of the initial/first inspection of the factory production control and the producer factory or the tracking activity aimed at controlling the constancy of performance of the product produced (assessment), the Qualification Engineer(s) of the Hungarian Asphalt Pavement Association should establish that the producer failed to ensure constancy of performance of the products or the quality of the construction product is no longer identical to that of the product type, the producer shall be notified to take the necessary corrective actions and

- in case of initial/first inspection, no certificate shall be issued before the producer has terminated the deficiencies and sent the documents proving such termination.
- In case of a supervision procedure, the certification awarded to the producer shall be suspended until performance is restored,
- and if performance is not restored within the suspension deadline, the certification awarded to the producer shall be withdrawn.

2.4.1. Post-audit

A post-audit is held if the Head Qualification Engineer finds at the audit that at least one standard requirement is not being met, or the functioning of the audited system cannot be verified. The post-audit is aimed at inspecting the challenged elements.

2.5. Issuance of the certificate

The certificate issued by the Hungarian Asphalt Pavement Association Certification Office is valid until withdrawn, with annual supervisory audits.

The certificate issued contains the following data:

- the name, address and identification number of the certifier and the reason for its designation;
- the name and address of the producer/applicant;
- the product types, whose production control the certification corresponds to;
- the number of the standard or other normative document forming the basis of the certification;
- the certification system corresponding to the specialty area;
- the duration of validity of the certificate;
- the names and positions of the authorised signatory of the certifier;
- the identification number of the certificate, the date of issuance and the authorised specimen signature of the issuing authority.



The certificate may be issued if the head of the Certification Office has studied the fact finding documents of the inspections conducted by the evaluation team and has found both the inspection procedure and its corresponding evaluation reports satisfactory, by deliberating the following:

- the factory meets the material and personal conditions required by the documentation and those are sufficient to produce products compliant with the requirements;
- the product's first type test has proven its compliance with the corresponding technical specifications;
- the factory production controls ensure continuity of the quality level determined by the first type test;
- the final controls are carried out with the frequency determined in the sampling and inspection plan and they are indeed performed;
- the mixing plant achieves as a minimum the "C" operational level;
- the factory keeps records and/or statistical reports certifying the above;
- the traceability of the product and its certification are ensured;

The office manager – for reasons “only” of compliance with procedural law – may decide contrary to the Qualification Engineer's recommendation – without concerning the retroactive qualification works. If its inspection should also reveal further cases of disorder, further substantiating disagreement with the evaluation, then this contradiction must be resolved with the person(s) carrying out the evaluation(s). Depending on the gravity of the matter, this may be done in the form of a reconciliatory report or as a memorandum made of the reconciliation or by a notification to take corrective action.

- The “RESOLUTION” about the decision is passed by the Head of the Certification Office and signs it.
- The applicant confirms acknowledgement of the evaluations and information the resolution is based on by signing the RESOLUTION. (The resolution may be handed over in person or by postal mail). In this latter case, kindly send back the document signed by the applicant by return of post but not later than 8 days).
- If the applicant does not communicate any observation that may contradict the contents of the records and evaluations forming the basis for the resolution or any of the additional information, and signs the “RESOLUTION” in approval, and has paid the invoiced fee, the Certification Process may be considered concluded and the certificate may be issued.
- Following settlement of the invoice, the CERTIFICATE shall be handed over.

3. Application of the Declaration of Performance and the CE marking

The Declaration of Performance and the applicability of the CE marking are regulated by Articles 4, 5, 6, 7, 8 and 9 of Chapter II and Articles 11, 12, 13, 14 and 15 of Chapter III of the Decree 305/2011/EU.

4. Continuous inspection of the factory and factory production control

The Hungarian Asphalt Pavement Association Certification Office exercises assessment of factory production control according to the initial inspection of the factory and the factory production control system, and the requirements of the **MSZ EN 13108-21:2006** standard and Decree 305/2011/EU.

One condition of the validity of certification is the post-certification supervision by the method “2+” of certifying compliance. The supervision controls ensure that the supplier continuously meet the requirements of the standard(s), based on which the certification of the supplier was awarded. In the course of the supervision, the producer's quality management system is re-assessed, in order to establish:

- its compliance with the amendments that have taken place in the meantime, i.e. the required modernisations have been carried out;
- whether any changes have taken place, and if so, do they ensure the previous level of quality;



H-1119 Budapest, Etele út 59-61. ☎+36-1-782 1893

email: info@hapa.hu www.hapa.hu

- have the intermediate reports been reported? (personal, production technology, equipment, etc. related).

In the course of the supervision procedure, the documentation and records related to the product(s) produced shall be checked randomly.

References may only be made to the certificate issued by us in case of asphalt mixtures with a valid type test.

The producer is obliged to inform the Hungarian Asphalt Pavement Association Certification Office upon any change of its factory production control system, including changes made to the factory itself. Failure to do so may entail the Hungarian Asphalt Pavement Association Certification Office establishing non-compliance.

In case of reporting any such change, it is the Hungarian Asphalt Pavement Association Certification Office's scope of authority to decide whether further supervisory visits are necessary.

The Hungarian Asphalt Pavement Association Certification Office informs the producer of the results of all continuous supervisory visits, including any occasional non-compliances and observations. In case of severe deficiencies, the Hungarian Asphalt Pavement Association Certification Office may deem further visits necessary.

In case of non-compliances, it is the producer's responsibility to locate the root cause of the problem and to report to the Certification Office the execution of the corrective actions corresponding to the nature and extent of the non-compliance. If the appropriate corrective action is not done or the non-compliance continues to exist, the Hungarian Asphalt Pavement Association Certification Office shall inform the producer about the action intended to be taken.

It is the producer's obligation (if certification is to be maintained for more than one year) to initiate the annual supervisory inspection every year, not later than 45 before the effective date of the certified status. In case the producer fails to do this, the certified status will be suspended by the Certification Office.

5. The conditions of awarding, maintaining, extension, suspension and withdrawal of the certification

- **It may be issued**, if the factory production control system of the producer/applicant meets all requirements of the technical specifications.
- **It may be maintained**, if the regularly held annual supervision at the producer/applicant does not detect any deviation that may jeopardise the product's compliance with regard to raw materials, the production process or the product's certification procedure.
- **It may be extended:**
 - a.) If the applicant submits a new request, indicating the subject of extension; (new product, with new production control). In this case, a new certification procedure needs to be carried out.
 - b.) If the customer informs of a change that does not amend the key elements of the previous certification, i.e. neither the quality assurance system of the previous production control, nor the quality of the products produced in the framework of the previously certified production control, but wishes to issue a "Declaration of Performance" for new products that may be included in the same production control system and possesses ample proof of compliance with the corresponding specifications as well (including availability of their type tests.) Examples of this may be a new member of the same product family.
 - If the new member's corresponding standard is identical to that of a member present in any former certification, the certification procedure corresponding to the subject of the extension may be consolidated with a supervisory inspection, or an out of turn certification procedure may be



H-1119 Budapest, Etele út 59-61. ☎+36-1-782 1893

email: info@hapa.hu www.hapa.hu

conducted on demand by the applicant, exclusively concerning the inspection parameters of the new elements. (e.g. identical type of asphalt, but a mixture with a different D_{max} value).

- **It may be restricted:**

- a.) If the customer submits a request for restricting the certification. (E.g. the product range is restricted for market-related reasons)
- b.) If the “Certification withdrawal” described in point 7.11. of the MK is partial.
- c.) If the investigation of the complaints, or if the supervisory inspection should establish non-compliance for part of the subject of certification (e.g. the parameters of a product group or part thereof should change negatively, or if a machinery line has been destroyed, has been shut down for an indefinite period of time, non-availability of personal conditions for a specific part, etc.), and the Supplier could not guarantee elimination of the errors or failed to execute the corrections undertaken.

- **It shall not be issued:**

If, in the course of the initial inspection of the factory and the factory production control (first certification) the Qualification Engineer(s) of the Hungarian Asphalt Pavement Association should establish that the factory did not ensure the constancy of the products produced, it shall notify the producer to take corrective action and shall not award certification until such deficiency is terminated by the producer and the document(s) proving such termination is/are submitted.

- **It shall be suspended:**

- a) *if the supervisory inspection should find errors of class 2 and/or 3, but the producer meets the requirements of the H-02 “Certification Policy” or undertakes to eliminate the errors within 30 days. In this case, the suspension lasts until inspection of the correction of the error and until the issuance of the resolution on the new maintenance, decreed in a “RESOLUTION”.*
- b) *if, in case of a complaint report, for the duration of the investigation of the complaint, until the new resolution is passed on the new “maintenance” or the new “withdrawal”.*
- c) *if the producer reports that it intends to produce the product based on an alternative technical specification or by an alternative production method, or under different circumstances. At the same time, the producer requests maintenance of the certification, on grounds that the reported changes do not substantively alter the compliance parameters of the product(s). In this case, an inspection aimed at the out of turn “maintenance” must be conducted. The suspension lasts until the change is reported and the new resolution is passed based on the evaluation of the inspection. (If a production method and/or circumstances should fundamentally change, a new certification procedure must be requested and initiated.)*
- d) *if the producer should report that the mixing plant will not operate for a period exceeding 30 days, until the issuance of the resolution on the “maintenance” or “withdrawal” for the duration of the inoperative period.*
- e) *if the producer fails to pay the certification or supervision fee.*
- f) The duration of the suspension period may be a maximum of 90 days and may be extended by a further 90 days once more.
- g) *If, in the course of the tracing activity aimed at inspecting the constancy of the performance of the product produced, the Qualification Engineer(s) of the Hungarian Asphalt Pavement Association should establish that the quality of the construction product is no longer identical to that of the product type, the producer shall be notified to take the required corrective action and the certification issued to the producer shall be suspended until the performance is restored.*

- **It shall be withdrawn:**



- a) If, in the course of an inspection conducted for any reason whatsoever, non-compliance of such extent or nature is detected by the officer of the Certification Office, whose recurrent nature indicates that the factory is no longer capable of producing products meeting the corresponding specifications;
- b) If the complaints concerning the product's non-compliance occur repeatedly (If the producer should take repeated corrective action erroneously);
- c) If the customer commits material breach of its obligations detailed in the "Certification Policy"
- d) If the producer, or the production of the product subject to the production control system should be terminated;
- e) If the validity of the certificate should expire;
- f) Upon termination of the contract.
- g) Upon material amendment of the product's technical plan and requirements (concerning the compliance parameters).
- h) If the producer fails to pay the certification or supervision fee, the certificate shall be suspended 30 days following expiry of the original payment deadline.
- i) If the 90-day suspension period should expire and the producer does not request its extension for reasons of production hindrances.
- j) If, in the course of the tracing activity aimed at inspecting the constancy of the performance of the product produced, the Qualification Engineer(s) of the Hungarian Asphalt Pavement Association should establish that the quality of the construction product is no longer identical to that of the product type, the producer shall be notified to take the required corrective action and the certification issued to the producer shall be withdrawn if the performance is not restored until expiry of the suspension deadline.

6. The fees of the compliance certification procedure

Based on our offer issued. All fees and additional duties are subject to VAT.

7. Terms and conditions of the contract

7.1. Rights of the applicants for certification:

- a.) The certifier is to provide a detailed description to the applicant of the requirements concerning the products to be certified and their factory production control and;
The evaluation and certification procedures concerning the products;
- b.) The applicant may request the quotation for the Certification process in advance;
- c.) The certifier must communicate the data of the persons participating in the certification procedure. The applicant may request designation of other person(s), quoting reasons of conflicts of interest or bias.
- d.) The applicant may request the number of persons to be included in the committee conducting the certification procedure to secure the equilibrium of the procedure.
- e.) If the law requires communication of some information to a third party, the applicant may request information on this.
- f.) The applicant may view, upon request, the Quality Management Manual of the Certification Office, including its annexes and the instructions corresponding to the certification procedure.

7.2. The producer acknowledges that the requisite for a Declaration of Performance is meeting the requirements in the specifications corresponding to the requested product, its production circumstances and the factory production control.

Naturally, references may only be made to the certificate issued by us in case of asphalt mixtures with a valid type test.



- 7.3. The producer undertakes to provide the certifier with all production documents and personnel data related to the product.
In case of investigation of complaints, insight is provided into the internal audit reports and the inspection, control, qualification supervision, re-qualification and personnel records.
- 7.4. The producer's obligations:
- to declare having certification exclusively of the specialty area for which the certification has been awarded;
 - not to use the product certification in a defamatory manner with respect to the certifier organisation and not to make any statement that the certifier organisation may interpret as misleading or improper;
 - to make sure no certification or report or part thereof is used in a misleading manner;
 - if references are made to the product certification in the communication media, such as documents, pamphlets or advertisements, it should be expressed simply, indicating that the Certification Office "only" certified compliance of production control.
 - references made to the certification and/or the use of the certification mark must be terminated from the deadline of (validity) withdrawal.
 - It is the producer's obligation (if certification is to be maintained for more than one year) to initiate the annual supervisory inspection every year, not later than 60 days before the effective date of the certified status. In case the Certified fails to do this, the certified status will be suspended by the Certification Office.
- 7.5. The members of the Committee conducting the certification procedure (involving both parties) undertake the following:
- to meet the requirements of the regulations determined by the certifying organisation. This includes the regulations concerning confidential handling and independence from commercial and other interests.
 - The members of the Certification Office shall declare any former and/or existing relationships, or those of their employers with the producer or designer of the products to certify.
 - Our contractual offer contains the names and contact details of the selected Qualification Engineers. If you sign our draft contract, the persons of the Qualification Engineers shall be understood as accepted by the Customer.
- 7.6. The Certification Office obliges not to communicate, with the exception of statutory obligations, information brought to its knowledge concerning the certified products or their producers and distributors without the written permission of the customer. If the statutory action should necessitate the disclosure of any information, the disclosed data shall also be communicated to all parties concerned.
- 7.7. The producer acknowledges that the continuous validity of the acquired factory production control certification is subject to the following conditions:
- The validity of the contract concluded to certify the production control.
 - The producer ensures the possibility of the continuous production supervision for the certifier.
 - In case of complaints reported to the certifier, the producer ensures execution of exceptional inspections deemed necessary by the certifier.
 - The producer keeps records of the complaints, to which access is provided to the certifier.
 - The producer finances the fulfilment of the conditions listed herein as per the currently effective quotation of the Certification Office.
-
- If the producer wishes to use the services of other Product Certification Offices, the present contract may be terminated on a 1 month notice. To ensure continuity of product certification, a longer notice period may also be requested. Depending on the reason to terminate the contract, the certifier may agree to a maximum of 3 months of usage of the mark.



- The producer is obliged to report 5 days in advance to the Certification Office:
 - if it intends to continue the production of the product based on an alternative technical specification;
 - if it intends to amend the production method or circumstances;
 - if it intends to amend its quality assurance system.

The certifier deliberates in its sole discretion whether any of the amendments require new inspections with respect to the full set of requirements or parts thereof.

- The producer is obliged to report the complaint in relation to non-compliance of the certified product within 3 days to the Certification Office in writing.
The certifier is entitled to decide whether the amendments and/or complaints require inspections.
If so, then:
 - the product(s) produced by the amended methods and processes may not be shipped until results of the inspection are available.
 - if shipments are necessary, they may not bear the certification mark and any reference to certification by the Certification Office.

7.8. Appeals, complaints and disputes

7.8.1. Appeals, complaints and other disputed questions submitted to our organisation are investigated and remedies are worked out for them.

Evaluation of complaints and appeals may only be conducted by persons who have not participated in the activities of the applicant, the supplier or any connected organisation over the 2 years before the complaint or appeal was reported. Furthermore, they may not have been in any business relationship with them.

7.8.2. The appeals and complaints are treated as information alluding to “non-compliance”.

- a.) In the course of their investigation:
 - the reasons of non-compliance are investigated,
 - occasional errors of the management system of the Certification Office are investigated,
- b.) Following the inspections, the necessary actions will be taken.
- c.) The actions taken are documented and their effectiveness is evaluated.

Management of appeals and complaints, depending on their orientation:

- A) The complaint or appeal addresses the certification procedure or any element thereof;
- B) The complaint corresponds to products produced under certified production control.

Administrative management of complaints and appeals:

Any complaint, submitted by anyone and any reservation must be made in writing.

The submitted document must unambiguously indicate the subject of the complaint. Mostly whether its orientation corresponds to area A or B.

Depending on this, the members of the committee investigating the complaint or appeal must be delegated.

For complaints raised against the factory production control system of the Certified factory by a third party, the third party in question must pay a deposit fee, the extent of which is determined by the managing director at the time of the complaint, depending on the magnitude of the investigation.



Upon confirmation of the complaint, the above amount is reimbursed to the third party, which shall be paid by the certified party. In case of an unfounded complaint, the costs of the exceptional audit are to be borne by the third party.

For both cases, it is generally true that:

No personnel (including management personnel) may be commissioned to investigate the complaint or dispute, who have participated in the commercial, design or consultancy work of either the party raising the complaint, the producer or any related organisation.

Complaints in the “A” scope of cases: the subject of the complaint is solely the work of the Certification Office, in which case, only an independent party may be requested to conduct the investigation. The complaint must therefore be forwarded to the Supervisory Committee.

By respecting this requisite, the Supervisory Committee or the Investigating Committee elected from it, investigating the complaint, must have a minimum of 2 members (1 person delegated by the Customer and 1 by the Body), or an independent person must be requested to investigate the case.

Complaints in the “B” scope of cases: for complaints submitted to the Certification Office, the composition of members for the Investigating Committee (or if product examination is also necessary, then for the accredited laboratory as well), the Head of Certification Office must make a recommendation for the party raising the complaint.

Investigation of the complaint may only begin after the parts raising the complaint has accepted in written declaration the person(s) investigating the complaint.

Execution of the overview or investigation:

In the course of the procedure, all stakeholders and the party affected by the complaint will be heard.

The statements made by the parties during the hearing must be recorded in the investigation report factually, without adding comments.

The report must contain the location and time of making the report, the data of the persons heard, the fact of notification on rights and liabilities, and the signatures of the participants of the hearing, acknowledging the recorded responses given and statements made.

If the complaints concern a certified product or any parameter thereof, the committee shall commission an independent accredited laboratory in no way related to the case to investigate the matter according to the corresponding specification.

The persons conducting the investigation shall strive to reconstruct and check the statements of those concerned to the greatest extent possible with all legal means available. The final result of the check – by providing the investigation method – is factually recorded.

Comments and justifications may only be included in the EVALUATION chapter.

Based on the evaluation, the Supervisory Committee or the supervising person must pass a RESOLUTION concerning the case.

The RESOLUTION shall contain the following:

- The names and registered offices of those concerned and the case number (This is the registration number used by the Certification Office);
- The approval or rejection of the appeal or complaint;
- The brief reason for acceptance or rejection; (referring back to the facts or the conclusions recorded in the course of the evaluation)
- The consequence of the RESOLUTION: e.g. case B):
 - o Suspension or withdrawal of the certification;
 - o Recommendation of a new certification procedure or its full or partial repetition;
 - o Occasionally, the initiation of a legal case.



- The possibility of appeal, e.g. the corresponding information.
- The data, licences and signatures of the person(s) passing the RESOLUTION.
- The date of the RESOLUTION.

8. Regulations concerning reference made to the certification system

The Customer, for which the Hungarian Asphalt Pavement Association Certification Office has carried out product certification, is entitled to use the product compliance marks on its forms (such as paper headers, reports, documents, informative publications):



NB 2146

Hungarian Asphalt Pavement Association

These marks are applicable without limitation on documents that contain the results of a single certified activity.

The use of the compliance certification mark is prohibited on documents not based on the result of any certified activity.

If the compliance certification mark is used on a document that is partially based on the results of own and partially on those of subcontracted activities, the document must clearly indicate which party did which activity.

The usage of the compliance certification mark may not indicate that the Hungarian Asphalt Pavement Association Certification Office:

- assumes responsibility for the accuracy of the investigation result;
- has approved a sample or a product.

In case the Hungarian Asphalt Pavement Association Certification Office withdraws the certified status of an organisation, the said organisation must terminate the use of the compliance certification mark and/or reference to the certification on the forms to be issued and/or its products.

In case of unauthorised usage of the compliance certification mark, the Hungarian Asphalt Pavement Association Certification Office may order the following actions to be taken:

- correction;
- publication of using unauthorised, incorrect or misleading usage of the mark;
- if necessary, initiating a legal procedure.

Created by:	Krisztina Barna	22.08.2016
Reviewed by:	Tibor Veress	22.08.2016
Approved by:	Tibor Veress	22.08.2016