The Small Print

1 Terms and Conditions

The following terms and conditions apply to all agreements for the services and licences provided by Auva in connection with ISO 9001, ISO 14001, ISO 45001, AS/EN9100, AS/EN9120, and ISO 27001. They apply to all such agreements.

2 Definitions

Auditee means the organisation, which is intended to be, or is certificated.

A certificate is a certificate issued by Auva that states that the management system operated by the auditee complies with specified standards, and any copies issued by Auva.

Client means the person with whom the contract is made with Auva for the supply of certification services and to whom a licence is granted for the use of the Marks.

The Impartiality Committee is the Impartiality Committee of Auva.

A Mark means the Auva certification mark and the other marks which indicate that the Auditee is certificated (including that of UKAS).

Auva means Auva Certification Ltd acting through its CEO.

Management System is that part of the Auditee's management system that meets the Standard's requirements.

Standard means the management system standard to which the auditee is assessed, as well as any supporting guidelines or supplements.

UKAS means the United Kingdom Accreditation Service.

Aerospace Quality Management System (AQMS) - A QMS based upon ISO 9001 that includes additional ASD requirements, as established in 9100, 9110, and 9120 standards.

Regional Management Structure (RMS) - A committee within an SMS that operates at the regional level is responsible for 9104-series standards conformance in their respective regions. They perform the same functions as the SMS, under the control of the SMS within their sector.
Sector Management Structure (SMS) - A committee established in an IAQG sector that manages the application and oversight of the ICOP scheme.

Online Aerospace Supplier Information System (OASIS) - The web-based IAQG application containing information on participating National Aerospace Industry Associations (NAIAs), Accreditation Bodies (ABs), Training Provider Approval Bodies (TPABs), Auditor Authentication Bodies (AABs), accredited CBs, AQMS auditors, certified organisations, and audits, which are approved and recognised by the Sector Management Structure (SMS) through the ICOP scheme.

Organisation Certification Analysis Process (OCAP) - An interactive process between the organisation and CB to determine the organisation's AQMS scope and associated certification audit program and conduct a risk assessment for certification within the ICOP scheme.

Performance-Based Surveillance/Recertification Process (PBS/RP) - ICOP scheme AQMS surveillance and recertification optional process based on objective evidence and demonstration that a certified organisation continually maintains a conforming, effective, and high-performing AQMS.

Industry Controlled Other Party (ICOP) - An IAQG and industry-managed scheme for the audit and certification of an organisation's AQMS by accredited other party CBs, in accordance with the requirements defined in the 9104-series standards.

International Aerospace Quality Group (IAQG) - A non-profit global association comprised of member companies from the ASD industries, whose mission is to achieve significant performance improvements worldwide in terms of quality, delivery, and cost, through the development and deployment of standards, industry oversight, and guidance materials for use at all levels of the global supply chain.

International Aerospace Quality Group (IAQG Other Party Management Team (OPMT) - An organisation comprised of member companies within the ASD industries who design, develop, manufacture, and support original equipment at system or subsystem levels; established by the IAQG to manage the ICOP scheme.

International Aerospace Quality Group (IAQG) Sector - A sub-structure of the IAQG that consists of members in a specific geographic area (i.e., Americas, Europe, Asia/Pacific).

3 License to use the Certification Mark and Certificate

Subject to the Auditee and the Client fulfilling their responsibilities hereunder and during the currency of this agreement, Auva grants a licence for the Auditee to use the Marks and the Certificate.

Copyright in the Marks and the Certificate remains vested in Auva, and the copyright owners of the marks are not Auva's owners.

The use of the Marks is ruled by the document “How to Use our Logos.”

Incorrect references to the certification system or misleading use of Certificates in advertisements, sales brochures, etc. is unacceptable.

Neither the Marks nor the Certificate may be used in any way unacceptable to Auva and bring Auva or the certification system into disrepute.

Auva may revoke the Auditee’s licence to use the Marks and terminate the Certificate if the Auditee or the Client fails to comply with any of these terms and conditions or if the Client becomes bankrupt or makes an arrangement with its creditors or enters into liquidation, (except for purposes of reconstruction) or has a receiver appointed, or if the Client fails to pay fees in due time, or if Auva loses its relevant accreditation.

Under suspension or after withdrawal or cancellation, the Auditee shall refrain from further promoting its certification.

Companies certified to AS/EN 9100 or AS/EN 9120 must inform IAQG OEMs immediately if they should lose their certification.

4 Services to be provided by Auva

Auva will provide the Client with copies of the Certificate when all due fees have been paid.

Auva will provide the services as quoted and further defined in any orders Auva accepts.

5 Confidentiality

Auva shall keep all information of the Auditee and the Client in confidence, except insofar as such information is in the public domain, unless the Auditee or Client gives their permission for its release, unless such information must be released by law or for Auva's accreditation, or unless the information is part of Auva's register of assessed firms, or other public databases specific to the certification scheme.

Clients should refrain from submitting any documentation or information to Auva or any representative of Auva, on-site or remotely, if it contains information that would breach any legislation, regulatory or customer requirements.

5.1 Openness

Any public member may request access or disclosure of any client's certification status (i.e., granting, extending, maintaining, renewing, suspending, reducing the scope of, or withdrawing of certification) to gain confidence in the integrity and credibility of certification. Auva shall provide this information promptly. They may also request information about our audit process and certification process.

Auva shall provide access to interested parties requesting information on the conclusion of a specific audit, which will be provided with relevant non-confidential information about the conclusion of an audit.

The Auditee and the Client shall do the same concerning Auva's information.

5.2 Data protection

Auva processes personal data about the Client's and the Auditee's staff, such as names, job titles, contact details and information seen during audits, as an independent controller. It uses this data to deliver certification and to keep the records its accreditation requires, for the current certification cycle plus one complete cycle. Auva may share it with its auditors (including contract auditors), its agents, UKAS, the IAQG OASIS database for Aerospace Scheme certification, and the SSIP register where Section 6 applies. Where any of these are outside the UK, Auva uses the safeguards described in its privacy notice.

The Client shall tell its staff, and the Auditee's staff, that their personal data will be shared with Auva for these purposes. The Client and the Auditee shall not provide Auva with health, criminal record or other special category personal data unless Auva's auditor asks to see it. Auditors record only that such records were reviewed, not the personal details.

Each party shall tell the other without undue delay of any personal data breach affecting personal data shared under this agreement. Where Auva needs access to the Auditee's systems in a way that makes it a processor of the Auditee's data, the parties will agree separate data processing terms. Auva's privacy notice at auva.com/who-we-are/privacy-policy explains how individuals can exercise their rights or complain.

6 SSIP

Client information shall be uploaded on the SSIP register per the SSIP Rules and Bylaws. This information is publicly available.

Registered SSIP Members must ensure that all references to SSIP membership they use on their website, letterheads, stationery, and any other materials reflect the aims and ethos of SSIP.

7 ISMS (ISO 27001:2022) Scheme

Before any ISMS assessments are undertaken, the auditee shall notify Auva of any ISMS-related information (such as ISMS records or information about the design and effectiveness of controls) that cannot be made available for review by the audit team because it contains confidential or sensitive information.

Suppose Auva cannot assess the management system effectively due to the lack of access to certain records. In that case, we may be unable to conduct the assessment until appropriate access has been granted.

The Auditee shall demonstrate that the assessment of information security-related risks is relevant and adequate for the ISMS operation within the ISMS scope.

8 Duties

8.1 Duties of the Auditee

The Auditee shall:

- Maintain a Documented Management System which conforms to the certificated standards;
- Provide Auva with a copy of the documentation which describes its Management System as required by Auva (insofar as the documentation is held electronically, the Auditee shall provide Auva with a copy of the information on paper or electronic media at Auva's choice);
- Advise Auva promptly of any intention to change the Management System or any other changes to the organisation which could affect the conformity or scope of the certified management system;
- Not change the Management System in such a way without Auva's confirmation that such a change would not invalidate the Certificate.
- Give access, accommodation, and reasonable office facilities to Auva's and UKAS's staff at all reasonable and necessary times to enable them to assess the compliance of the Management System with the Standard by examination of information however held, by interviewing the Auditee's staff, and by examining processes, records and products;
- Ensure that appropriate documentation, records and staff are available to ensure that Auva can effectively assess all relevant aspects of the system;
- Only claim that it is certified concerning those activities for which it has been granted certification;
- Cease the use of the certified logos in cases of suspension or withdrawal of the certification;
- Not bring Auva into disrepute by inappropriate claims of certification;
- Make its complaints file available to Auva and UKAS on request.
- comply with the requirements for certification, and supply any information needed for assessment;
- Nominate for Auva approval a management representative and deputies as necessary to be responsible for all matters relating to the Certificate;
- Keep copies of audit reports and other associated documentation for a minimum of 5 years;

- Inform Auva immediately if it becomes aware of any legal challenge regarding the safety or legality of any products or services that it provides that are covered by the scope of its Auva certification.
- Provide Auva, upon request, with any information relating to complaints received, including the investigation outcomes.
- Inform Auva, without delay, of a serious incident or breach of regulation necessitating the involvement of the competent regulatory authority.

8.2 Duties of the Client

The Client shall:

- Pay Auva's fees as agreed;
- Ensure that the Auditee fulfils his obligations hereunder and within this document
- Inform Auva, without delay, of the occurrence of a serious incident or breach of regulation necessitating the involvement of the competent regulatory authority
- Inform Auva immediately if the Client, the Auditee, or any person who owns or controls either, becomes subject to sanctions, an asset freeze or trade restrictions. Auva may screen the Client, the Auditee and their owners and controllers against sanctions lists, and the Client shall give Auva the information it reasonably needs to do so.
- Inform Auva of any changes without delay of matters that may affect the capability of the management system to continue to fulfil the requirements of the certified standard. This includes, for example:
    - The legal, commercial, and organisational status of ownership;
    - Organisation and management (e.g., key managerial, decision making or technical staff);
    - Contact address and sites;
    - Scope of operations under the certified management system;
    - Significant changes to the management system and processes

Aerospace Scheme additional duties:

- Pay IAQG fees such as OASIS Membership;
- Permit IAQG members, ABs, regulatory agencies, IAQG OPMT, SMS or RMS Representatives and other interested parties access to its facilities, activities and audit information, as required, to ensure conformity to AS/EN 9104 and to perform oversight assessments of Auva Processes and activities associated with AS/EN9104, and our accreditation and recognition as a Certification Body under ICOP Scheme. The right of access shall include witnessing Auva audits or organisations.
- For the Aerospace Scheme Standards, have in place an OASIS Administrator who is responsible for the following:

    - Managing customer access requests for certification audit data in the OASIS database;
    - Providing the name(s) and e-mail address(es) of the organization's OASIS database administrator(s);
    - Providing the organisation's contact person, phone, e-mail address, and website, as applicable;
    - Providing access and assigning roles/privileges to other users within the organisation; and
    - Managing OASIS database feedback generated or received.

  A client shall be suspended should they not maintain the OASIS Administrator information.
- Inform Auva of any restrictions or limitations (e.g., matters of citizenship, proprietary processes) before auditing activities occur. If any of these areas are permitted to be audited, they shall be included in the scope of certification.
- You shall identify when there is a need to omit proprietary information or subject to restrictions from the audit report before the OASIS database entry.
- Aerospace Scheme-certified organisations shall allow Auva to publish public data (e.g., information on the AQMS certification and its status) and non-public data (e.g., audit results, assessment results, nonconformities, corrective action, scoring) in the OASIS database.
- Aerospace Scheme-certified organisations shall provide electronic access to audit results data in the OASIS database or download and distribute audit results data to their ASD customers and regulatory authorities upon request unless justification can be provided (e.g., competition, confidentiality, conflict of interest).
- Aerospace Scheme certification organisations shall support the AQMS audit process via direct data input into the OASIS database, including online corrective action management.
- If Aerospace Scheme certification is suspended or withdrawn, you shall notify your aviation, space, and defence customers within 15 days of suspension or withdrawal.
- AQMS-certified organisations shall provide data required by the scheme to Auva before initial, surveillance and recertification audits. Failure to provide accurate and timely data may result in the issuance of a nonconformity and prevent certification.
- Certified organisations shall be in conformance with the requirements of EN9104-001. An issue or nonconformance affecting the certification's integrity may cause application cancellation, certificate suspension or withdrawal.

A certified organisation must abide by the above expectations to avoid withdrawal of Certification and from the ICOP scheme and the OASIS database listings.

9 Fees

Auva shall charge the Client fees for the services and licences provided. The fee rates shall be according to Auva's quoted prices for the service or licence concerned. During the stage 1 assessment, if it is deemed that the quote issued was inaccurate due to the information provided during the application, more time may be required. In that case, you may be subject to a quotation amendment before your stage 2 assessment.

Fees may be quoted as a firm price explicitly or as an estimate.

Fees are due 14 days before the activity to which they relate, except for costs, which are ascertained only after the activity is complete and are due thirty days after their invoice date. Fees shall be paid by the due date.

Where fees are quoted as a daily rate, the nominal day is eight hours; however, a day's fee may be charged for five or more hours. Activities that are a few hours duration and at the auditors' office may be charged at an hourly rate prorated from the daily fee rate.

Unless quoted otherwise, our fees in the UK include all certificates, expenses, subsistence and travel fees. For work outside of the UK, it should be assumed that expenses, subsistence and travel fees are billable.

Value-added tax will be charged as necessary.

Twenty-one days after payment is due, interest is payable on overdue charges at HSBC base rate plus 5% per month.

10 Postponement and Cancellation

In the event that the Client or Auditee postpones or cancels a planned activity with less than 28 days' notice before the start of the activity, Auva will charge the Client 50% of the total amount quoted for that activity.

If cancellation is less than seven days' notice before the start of the audit, then the total audit fees will be payable by the Auditee.

Cancellations must be received in writing, acknowledging the cancellation fee will be payable.

In the case of cancellation by the Client or Auditee during an activity, the whole quoted, estimated or actual fee for the activity will be charged.

If any expenses have been incurred by Auva following the confirmation of an audit/visit, the client will be responsible for the total cost of expenses incurred, irrespective of the notice period given. *We are sure you will appreciate that in order for Auva to obtain the best possible prices for our clients on flights, hotels, car rental etc, bookings need to be made as soon as the visit is confirmed.*

Neither Auva nor the client shall be entitled to a cancellation/compensation fee where cancellation is due to Auva's act or omission.

Auva may cancel an activity if its fees are unpaid by the due date; in this case, a cancellation fee shall be due to Auva.

ll Termination of the Agreement

Either party may cancel this agreement by giving three months' notice. Termination of the agreement shall lead automatically to termination and cancellation of the Certificate(s).

Auva may suspend, withdraw or terminate the Certificate(s) and this agreement immediately by written notice, and without liability to the Client or the Auditee, if Auva decides, acting reasonably, that providing the services, issuing or maintaining a Certificate, or receiving payment would breach or risk breaching sanctions, trade restrictions or other law that applies to Auva. This includes where the Client, the Auditee or any person who owns or controls either becomes subject to sanctions, or where the country in which the services are provided becomes subject to sanctions or an embargo. The three months' notice above does not apply in these cases, and no refund is due.

Auva may instigate termination of the agreement should the fees owed to Auva not be paid in full and on time. Any outstanding fees will remain due even after termination.

On termination of the Certificate (however determined), the Auditee shall:

- Immediately discontinue use of the Marks and the Certificate
- Remove all references to such from all material and electronic media
- Return the Certificate (and all copies) to Auva.

Auva does not charge certification fees. Unless stated otherwise, all fees charged represent audit time only. At the time of cancellation, Auva will request the certificate(s) back immediately, as the certificate(s) is (are) issued free of charge, and no refund will be due to the auditee. If a client refuses to schedule an audit with Auva, or if a suitable date cannot be agreed upon in line with the visit cycle, Auva may decide to cancel the certificate, and again, no refund will fall due. In both cases, the client must immediately return the certificate(s), cease using the Auva logo(s),, and not make any claim to be certified. Auva will amend the certificate validator on www.auva.com to reflect that the certificate is no longer valid and has been cancelled. Any party or person contacting Auva to enquire if a certificate is valid will be informed that the certificate(s) have been cancelled.

Notification of wishing to transfer your certification(s) from Auva to another Certification Body shall be taken as notification of termination, and the above 'termination of the agreement' terms shall apply.

12 Related Documents

The information in this document is part of the Client and Auva agreement. Auva may amend the information in this document occasionally. Auva shall give the Client notice of such change.

13 General Terms and Conditions

Copyright shall remain Auva's property, but the Client and the Auditee shall have a licence to copy only for internal use all copyrighted material produced by Auva in the course of the agreement, conditional on all due fees having been paid.

Auva may send the Client's contacts its newsletter and updates about its services by email. Every email includes an unsubscribe link, and contacts can opt out at any time by unsubscribing or by emailing info@auva.com. Auva does not sell or share these contact details with anyone else.

The Client, for itself and on behalf of the Auditee, consents to Auva's subcontracting its work as it sees fit.

Under no circumstances shall Auva be liable under the law of contract, tort, or otherwise for any loss of profits or contracts or any indirect or consequential loss or damage.

The Client shall indemnify Auva against all claims, costs, actions and demands arising from Auva's services (except due to Auva's negligence), the use or misuse of the Marks or the Certificate, and any breach of this agreement.

Notices will be deemed served 48 hours after being posted and recorded delivery to the addressee's last known address.

Both parties agree that this contract is their complete and exclusive agreement. English Law shall govern the contract and both parties shall submit to the jurisdiction of the English Courts.

14 Remote Audits

If the visit is to be undertaken remotely or partially remotely, your assessor will liaise with you regarding the process. Suppose the visit will be conducted remotely or partially remotely. Please ensure that the relevant records/documents are available in a suitable format to present on the chosen platform.

If you have any questions regarding the remote audit process, or if you would like to undertake a test of the chosen platform, please do not hesitate to contact us in good time before the audit. Please note that the audit may be delayed or additional audit time required, should relevant information not be present during the audit.

15 Document Revision History

Date	Amendment	Revision
1st February 2018	Initial Release	1
8th March 2019	updated the fees section relating to application amendments after stage 1	2
21st December 2020	Included 1.12 remote auditing section	3
6th January 2022	Section 1.4.2 added for SSIP corrected the website reference from .co.uk to .com removed reference to OHSAS 18001	4
14th March 2022	Introduced reference to AS/EN9100 and AS/EN99120 Included the aerospace scheme specific requirements	5
15th June 2023	Updated the Aerospace Scheme additional duties in line with AS9104-001:2022; additional requirements introduced and some clarifications on other points. Some additional definitions added (section 1.1) to clarify relevant terminology used within the Small Print	6
2nd April 2024	Introduced ISMS ISO 27001:2022 requirements Renumbered sections for clarity. Some minor grammatical corrections	7
2nd December 2024	Minor typo corrections throughout removed reference to PQS under the SSIP section	8
15th March 2025	Made a correction to Aerospace Scheme additional duties	9
21st August 2025	Updated the cancellation policy to highlight that expenses already incurred are chargeable in the event of a cancelled audit	10
16th October 2026	Added section 5.2 Data protection. Replaced the newsletter subscription term in section 13 with an opt-out and corrected the subcontracting wording.	11
22nd October 2026	Added information to 8.2 and 11 regarding sanctions	12