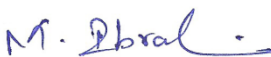



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**PROGRAMMING, PLANNING, IMPLEMENTING, EVALUATING AUDITS AND
ISSUEING CERTIFICATES:PROGRAMMING AND PLANNING AUDITS:**

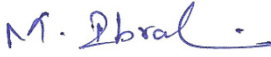

Immediately after signing of the Agreement, a program to include a full certification cycle will be prepared for the client organization with the Audit Program Form. A full certification cycle for the organization to be certified covers; Stage 1 and Stage 2 Audits that will be performed in the first year, 1st Surveillance Audit to be carried out no later than 12 months from the date of Stage 2 audits, 2nd Surveillance Audit to be carried out no later than 12 months from the date of Stage 2 audit, Re-Certification Audit to be carried out no later than 12 months from the date of 2nd surveillance audit.

Following the audit program being sent to client, the Planning Department makes the audit proposal to the client to finalize the audit information. Upon acceptance of the Audit Proposal, the audit plan will be created and delivered to the customer by the Lead Auditor. When making audit program and Plan, Certification Procedure, application made, risk group, man/day, scope codes, the status of auditors and technical experts, the demand of organizations, audit type and as per ISO 17021-1:2015

Dates of re-certification audits will be determined on the basis of certificate validity period. For the next certification to continue in the 3-year period, it will be possible if the certification decision is taken up to a maximum of 3 months before the expiry of validity. Re-certification audits are carried out at a maximum of 3 months before the date of the decision of the certificate.

In case the audit is carried out after the expiry date of the certificate, the audit is performed according to the initial certification audit. In exceptional cases, re-certification decision may be taken within a maximum period of 3 months after the expiry date. During this time, the status of the organization concerned is determined to be "uncertified". The following certification always starts the day of issue of the certificate, but the expiration date of the following certification is equivalent to the 3-year period until today. (Expiration date of the previous certificate + 3 years).

At the end of the duration of the certification, IGS may bring the status of the certification to the old status for a period of 6 months provided that the re-certification activities are completed, otherwise it carries out at least a Stage 2 audit. Certification date will be the date of re-certification or later and the validity of certificate will be based on the decision date of the previous certification.

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Conducting Audit:

Audit and reporting will be carried out according to the Audit Procedures.
 Initial Certification Audits: The initial certification audits of ISO 9001, are carried out in 2 (two) stages as "Stage 1" and "Stage 2". Details for the realization of Stage 1 and Stage 2 audits are available in Audit Procedures. Stage 1 audit may be carried out "on site" or "at office" depending on client organization's risk group.

If the audit information is indicated in the audit proposal given to the client organization as "on site", it means audit team will carry out the Stage 1 of the audit at client's site. If it is indicated as "At office", it means the audit team will carry out the 1st stage of the audit at the office examining documents of the client organization, not on site. If needed, however, the audit team may contact with the client organization's authorized person to request additional information / documents. In this case, the client organization is obliged to provide additional information/documentation requested by the audit team. The time between Stage 1 and Stage 2 audits cannot be more than 6 months. If the said period needs to be extended, stage 1 audit will be repeated.

SurveillanceAudit:

Surveillance activities includes site audits to determine whether the certified client's management system meet certain conditions relating to the standard on which the certification is based. The initial certification is required not to exceed a period of 12 months from the date of the stage 2 audit. Details on Surveillance Audit are available in Audit Procedures.

Re-CertificationAudit:

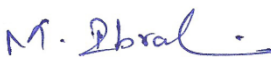
Re-certification audit is conducted to evaluate the continued fulfillment of the provisions of the relevant standards or other inuring document. The purpose of the re-certification audit is to confirm that compliance and effectiveness of the management system as a whole continue and that they are relevant and applicable for the scope of certification. Details on re-certification are available at Audit Procedures.

Follow-upAudit:

In the event of detection of non-compliance which must be followed during audits, it is performed in order to determine if detected non-compliance is corrected and the related corrective actions are active.

TransferAudit:

Transfer audit may be carried out as surveillance or re-certification audit in line with the information obtained in the application for transfer.

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AuditforExpansionofScope:

For the scope expansion audit, application will be reviewed in line with the scope requested by the related organization. It is performed to carry out a surveillance audit or an audit regarding all items of the reference standard or normative document, according to the agreed conditions.

AuditforChangeofAddress:

Audit for change of address shall be carried out to perform audit with regards to all items of the reference standard (or) normative document that may be affected by the change of address.



AuditofMulti-OperationOrganizations:

In multi-operation organizations, certification scope must be the same in every operation (branch) and client organization must use the same quality system for these operations. Similar products should be produced or similar services should be offered at all operations (branches) where the activities of the organization to be audited are carried out. Related management system must be established and directed in the center of the organization. Internal audits should be conducted in all operations (branches). Details on audit in multiple-operation organizations are available at Audit Procedures.

Evaluating and Issuing the Certificate:

After certification, surveillance and re-certification audits, evaluation will be carried out in accordance with the Technical Review Procedure. The certificate will be issued after a positive decision of the Certification Committee regarding the certification. The time for issuance of the certificate is (1) one week under normal conditions.

Audit reports relating to audits for surveillance, follow-up, transfer, change of scope or address, and request for change of title will be reviewed and assessed and certificate will be issued after a positive decision. For certificates of multi-operation client organization, - where required- addresses of all operations found appropriate for certification may be specified on the certificate Issued certificates will be signed, photocopied to keep a copy at IGS and the copy is filed in the folder of the related organization. "First Issue Date" in the certificate will be entered as the date of certification decision. In cases where certificates are necessary to be re-issued due to changes in the title, scope and address, the date of issuance will be entered in brackets next to the new "Issue Date". The validity of the certification will be based on "First Issue Date". Certificate of the organization will be sent by cargo, or delivered in person against signature following payment of the invoices by the organization. At this stage, agreement signed by an IGS authorized signature will be sent to the related organization. Organizations for which certificates are issued will be entered in the "Certified Organizations List". Certificates can be delivered by courier and postal, mail and so on.

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Use of the Certificate:

IGS management system documentation is valid for three (3) years on the condition that surveillance audit has positive results. Rules on the use of certificates are stated in the Agreement signed between IGS and the organization. The organization commits to comply with the rules specified in the Agreement. Organizations can use the system certificates only under the rules

specified in the Agreement. IGS follows up the organizations after the issuance of the certificate on the use of the certificate. In this context, the press and electronic media are monitored. In addition, upon complaints from customers and when cases contrary to the rules are detected, corrective action is requested from the relevant organization. In case of failure to perform the corrective action within the time specified, IGS will perform the following activities:

Suspending the Certificate:

In the event of the occurrence of the following conditions certification will be suspended for a period not to exceed six (6) months:

Failure of client's certified management system to meet the certification requirements, including the effectiveness of the management system, continuously or seriously,

Certified client does not allow the surveillance or re-certification audits at necessary frequency,

Certified client's request for temporary suspension voluntarily.

It will be stated that major non-compliance is detected as a result of the audits carried out,

That minor non-compliance identified in the audits cannot be corrected in determined periods,

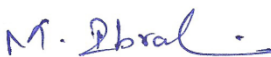

Failure to comply with certification rules.

Failure to pay the audit fee.

The suspension of certification decision will be taken by the Certification Committee. The fact that the certificate has been suspended will be notified in writing of their respective organization. When it deems necessary, IGS may extend suspension time, by the Certification Committee decision once more and for a period of maximum (3) three months.

During suspension, the client's management system certificate is temporarily invalid. It is guaranteed by the Certification Agreement that IGS clients do not promote/advertise certification in case of suspension. In cases where it is determined that client does not comply with this, a written warning will be served and legal measures will be taken, if necessary. IGS may also take any other measures that it considered appropriate, including the publication of suspension on the web and media.

In the event the client fails, for a part of the scope of certification, to comply with the certification requirements constantly or seriously, IGS may narrow down the scope of the client's certification, to keep out the part whose requirements are not met. In such a contraction, compliance with the

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requirements of the standard used for certification will be considered. Certification will be withdrawn or appropriate contraction will be made in the scope in the event it the problems that caused the suspension are not resolved within the period allowed by the IGS.

Restoring the Following Suspension of the Certificate:

If the organizations whose Certificates are suspended notify IGS in writing that the reasons for suspension have been eliminated, IGS will carry out an audit at the respective organization to confirm that the reasons for suspension have been eliminated.

The extent and duration of audits for lifting the suspension will be determined depending on the grounds for suspension of certificate.

As a result of the audit, suspension of certificate of the organization whose compliance is verified will be lifted. In cases where the grounds for suspension are not eliminated, the certificate will be withdrawn.

The lift of suspension of the certificate will be notified in writing of the organization.



Withdrawing the Certificate:

The Certificate will be withdrawn in the following cases:

- Request of the organization,
- The closing down of the organization, bankruptcy or ceasing its activities within the scope of certification,
- Change of legal personality of the organization,
- Organization does not accept the requirements for suspension,
- Organization does not eliminate the reasons to suspend,
- Organization does not confirm for performance of follow-up audit at the end of the suspension period, the identified non-compliances not remedied in stipulated times in follow-up audits carried out for the lift of suspension,
- The organization uses the certificate in areas different from products or services specified within the scope of certification; misleading and unfair use,
- The organization cannot be found at the address of facilities specified in the certificate,
- Organization forges the certificate and adds,
- Organization does not accept the surveillance audit.

The certification of the client organization will be withdrawn if the organization does not apply for follow-up audit six (6) months after certification is suspended. In case of withdrawal of certificate, organization is required to fulfil the following obligations under Agreement:

- Ceasing the use of the IGS certificate and logo,

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Abandoning all kinds of rights under the certification withdrawn,

Payment of unpaid certification or audit fees.

Within one month following the withdrawal of certification, the organization is required to remove the logo from all kinds of correspondence and promotional material. Otherwise IGS; will inform the respective accreditation body and other certification agencies ,

It announces in various media that the organization uses the certificate illegally by violating the rules of the agreement,

It will pursue legal action for the elimination of pecuniary and non-pecuniary damage that may arise as a result of this. In addition, in the event the organization does not request for certificate renewal, cease production of products covered by the certificate/service delivery or if it closes down the certificate will be withdrawn, and announced to the public.

Notification of Changes

Notification of the Client Organization of Changes made by IGS: IGS announces its certified customers the changes in certification requirements through the website. IGS verifies each client's compliance with the new requirements by obtaining written notice or visits/audits. All these applications are guaranteed by agreements made with certified clients.

Notification of IGS about the Changes Made by Client Organization: Client Organizations are obliged to inform IGS officially (in writing) within 7 business days at the latest following the changes.

- a) Legal, commercial status or ownership of the organization,
- b) Organization and management (such as key manager, decision-making and technical personnel)
- c) Contact address and sites,
- d) The scope of operations under the certified management system,
- e) Major changes in the management system and processes.

Notification of Client Organization about Changes in IGS (suspension / cancellation): IGS is obliged to announce its existing clients, potential clients and all the public the changes in accreditation (suspension/cancellation) within 3 business days at the least through the website.