

The VMC Group

CERTIFICATION SCHEME

For Product Certification
of Nonstructural Components

ISO-17065 Scheme

REVISION # 2

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1. Scheme Principles

- 1.1. This document describes the principles of the Certification Body's (CB) scheme for certifying manufacturers product.
- 1.2. This scheme is administered by The VMC Group, and is established according to the globally accepted process of assessment, subsequent surveillance and periodic reassessment of the competences for companies with certified products.
- 1.3. This document presents the organization, framework and processes of the scheme. A collection of supporting documents related to competence, performance and sampling requirements and to the certification process is included in Section 3.
- 1.4. The VMC Group is the CB referenced throughout the document. For certification using a third party, refer to section 9.4.1.

2. Scope of Certification

- 2.1. Product certification is granted to an applicant company's products, which fulfills all of the requirements of the scheme and is detailed on the Certificate of Compliance (CofC).
- 2.2. Certification may be granted for the manufacture of products, product subassemblies, product components and mounting configurations that are required to remain in service and fully functional following a seismic event.

3. References

The following referenced documents are indispensable for the application of these procedures.

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- IAS AC370, *Accreditation Criteria for Product Certification Agencies*
- ICC-ES AC156, *Acceptable Criteria for Seismic Certification by Shake-Table Testing of Nonstructural Components*
- ASCE 7-10 Chapter 13, *Minimum Design Loads for Buildings and Other Structures - Seismic Design Requirements for Nonstructural Components*.
- International Building Code (relevant version)
- ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*
- ISO/IEC 17011:2004, *Conformity assessment — General requirements for accreditation bodies accrediting conformance assessment bodies*
- ISO/IEC 17020, *Conformity assessment — Requirements for the operation of various types of bodies performing inspection*
- ISO/IEC 17021, *Conformity assessment — Requirements for bodies providing audit and certification of management systems*
- ISO/IEC 17025, *General requirements for the competence of testing and calibration laboratories*
- ISO/IEC 17065, *Conformity assessment — Requirements for bodies certifying products, processes and services*
- ISO/IEC 17067, *Conformity assessment — Fundamentals of product certification and guidelines for product certification schemes*
- The VMC Group's Procedure MGT 14-001, *Performing IBC Certifications per IBC and OSHPD Implementation Methodology a.k.a. (The VMC Group's Certification System)*
- VMA-1826 *Approval Standard For Special Seismic Certification*



4. Definitions and Abbreviations

For the purpose of this document, the terms and definitions given in ISO/IEC 17000, ISO/IEC 9000 and the following apply.

Appeal

The process for an applicant to apply to the Certifying Body to reconsider or review a certification decision

Applicant

The company that has applied for certification under the scheme

Application

Applicant's completed request form for assessment and certification

Audit

A process to gather objective evidence whether or not an applicant fulfills the certification requirements; For the purpose of this document, Audit is synonymous with *Surveillance* for consistency with ISO-17065; This process need not be in-person

Audit Report

Information gathered by the Audit Team Leader following an assessment of an applicant's fulfillment of certification requirements

Audit Team

One or more auditors appointed to prepare for and carry out an audit

Audit Team Leader

The auditor responsible for preparing and submitting the audit reports

Certificate of conformance (aka compliance)

The formal certificate issued by the Independent Certifying Body, demonstrating compliance with the scheme standards and other scheme requirements

Certification

Certification under the scheme in accordance to the certification requirements

Certification body

Third-party conformance assessment body operating certification schemes

NOTE: A certification body may or may not be governmental (with or without regulatory authority).

Certification requirement

Specified requirement, including product requirements, which is fulfilled by the customer as a condition of establishing or maintaining certification.

NOTE: Certification requirements include requirements imposed on the customer by the Certifying Body (usually via the certification agreement) to meet these procedures, and can also include requirements imposed on the customer by the certification scheme.

EXAMPLE: The following are certification requirements that are not product requirements:

- Completing the certification agreement
- Paying fees



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- Providing information about changes to the certified product
- Providing access to certified products for surveillance activities

Certification scheme

Certification system related to specified products, to which the same specified requirements, specific rules and procedures apply.

NOTE 1: The rules, procedures and management for implementing product and process certification are stipulated by the certification scheme.

NOTE 2: General guidance for the development of schemes is given in ISO/IEC 17067.

Certified

Attestation that a customer has fulfilled the requirements of the scheme

Conflict of interest

Where a person or organization has one or more interests that may prevent that person or organization from acting in an impartial manner. Impartial is defined as a perceived or real presence of objectivity

Consultancy

Participation in the designing, manufacturing, installing, maintaining or distributing of a certified product, process or service or a product, process or service to be certified

NOTE: In these procedures, the term “consultancy” is used in relation to activities of certification bodies, personnel of certification bodies and organizations related or linked to certification bodies.

Customer

Organization or person responsible to a Certifying Body for ensuring that certification requirements, including product requirements, are fulfilled

NOTE: Whenever the term “customer” is used in these procedures, it applies to both the “applicant” and the “customer”, unless otherwise specified.

Evaluation

Combination of the selection and determination functions of conformance assessment activities

Impartiality

Presence of objectivity

NOTE 1: Objectivity is understood to mean that conflicts of interest do not exist, or are resolved so as not to adversely influence the activities of the body.

NOTE 2: Other terms that are useful in conveying the element of impartiality are independence, freedom from conflicts of interest, freedom from bias, freedom from prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment and balance.

Independent Certification body (ICB)

For the sake of this scheme, a third-party conformance assessment body operating this certification scheme that is independent from the manufacturer of the product. See section 9.4.1 for the requirements of an ICB.

Major non-conformance



An audit finding which is indicative of a system deficiency that puts at risk product quality or service. It must be rectified within a defined time period. A Major is also the absence of a required procedure or the total breakdown of a system, process or procedure.

Minor non-conformance

An audit noncompliance finding, which is indicative of a system deficiency but poses no immediate hazard to system, process or product quality or customer satisfaction. It must however be rectified within a defined time limit. A Minor is also a single observed lapse in a system, process or procedure. Note that a number of Minors given toward a single audit area can cause consideration for a Major.

Observer

A VMC employee or other organization that observes the certification process and audit activities

Product

Result of a process; Examples: air handling unit, generator set and motion control drive

Product Certification Agency (PCA)

A Certification Body that has been audited and approved by IAS per Acceptance Criteria 370

Process

A set of interrelated or interacting activities that transforms inputs into outputs

Product requirement

Requirement that relates directly to a product, specified in standards or in other normative documents identified by the certification scheme

NOTE: Product requirements can be specified in normative documents such as regulations, standards and technical specifications.

Scope of certification

Identification of

- The product(s), process(es) or service(s) for which the certification is granted
- The applicable certification scheme
- The standard(s) and other normative document(s), including their date of publication, to which it is judged that the product(s), process(es) or service(s) comply

Scheme owner (General)

Person or organization responsible for developing and maintaining a specific certification scheme

NOTE: The scheme owner can be the Certification Body itself, a governmental authority, a trade association, a group of certification bodies or others.

Service

Result of at least one activity necessarily performed at the interface between the supplier and the customer

Surveillance

See 'Audit'

Symbol



The unique identification granted by the CB to the customer that identifies the customer's product as certified. This is known as the VMA number, and is indicated on the label applied to the customer's certified product

Unit Under Test (UUT)

This defines the physical unit (equipment) that will be subject to shake table testing

5. Introduction

This document contains the rules for the establishment, operation and maintenance of The VMC Group's certification scheme for customers that demonstrate they have fulfilled minimum operational and service requirements in accordance with the prescribed scheme standards.

The scheme owner has established the scheme to provide a minimum set of requirements that it expects customers to fulfill.

- 5.1. Customers that demonstrate fulfillment of the certification requirements are issued a CofC and become a customer with applicable certified product(s). The certificate of compliance is valid for three years, and within this period, periodic surveillance of ongoing fulfillment of certification requirements is undertaken.

Certified customers have the ability to distinguish themselves in the marketplace through the use of their issued certificate of compliance and the associated scheme symbol on their actual certified product(s).

6. Purpose, objectives and requirements of the scheme

- 6.1. The purpose of The VMC Group's certification services is to allow companies to demonstrate to an independent third party that they fulfill minimum operational and service requirements.
 - 6.1.1. The VMC Group has declared that it will operate under Scheme 5, as per Table 1 in ISO 17067:2013.
 - 6.1.2. Fulfillment of the certification requirements result in the customer being issued with a certificate of compliance and authorization to use the scheme's symbol.
 - 6.1.3. The VMC Group is responsible for and retains authority for its certification decisions.
- 6.2. The objectives of the scheme and its associated symbols are:
 - 6.2.1. To enable certified product manufacturers to differentiate themselves from those customers that have not demonstrated fulfillment of the minimum requirements, and thereby to promote themselves in the marketplace.
 - 6.2.2. To allow for customers to enjoy a level of certainty about the minimum level of service in a certified company, and for this to positively influence their customer of choice.
 - 6.2.3. To provide an opportunity for the industry and for individual companies to use the certification process to achieve minimum standards, to continually improve performance and to improve profitability.



6.3. Use of license, certificates and marks of conformity

- 6.3.1. Incorrect references to the certification scheme, or misleading use of licenses, certificates, marks, or any other mechanism for indicating a product is certified, found in documentation or other publicity, shall be dealt with by suitable action.
- 6.3.2. Such actions can include corrective actions, withdrawal of certificate, publication of the transgression and, if necessary, legal action.
- 6.3.3. Should the CB become aware of any risks to its impartiality arising from the actions of other persons, bodies or organizations, it shall take action to respond. This will be administered via the corrective action process (internal or supplier).

- 6.4. Impartiality: To ensure impartiality, the scheme owner shall create a committee to assess the impartiality of all CB's operating the scheme. This committee will periodically and without notice review the operation of the scheme by the CB and all personnel involved in the certification process to ensure no conflicts of interest exist.

Mechanism and Rules for Safeguarding Impartiality: To ensure impartiality, the scheme owner shall create an impartiality committee to assess the impartiality of all CB's operating the scheme. This committee will periodically and without notice review the operation of the scheme by the CB and all personnel involved in the certification process to ensure no conflicts of interest exist.

- a. This committee shall have at least five members appointed by the executive management of the scheme owner. Two permanent members shall be the CEO and President of the scheme owner. The other three members shall be chosen from a list of significantly interested parties to ensure that no single interest predominates, including customers, academic personnel, manufacturers, suppliers and users, who are knowledgeable of the certification process. The other three members of the committee may vary depending on the timing of the review and the customer's files being reviewed as subjective evidence.
- b. Guidelines for selection of the members of the committee shall include, but are not limited to:
 - Knowledge of product certification
 - Familiarity with nonstructural components
 - Familiarity with quality policies and procedures
 - Familiarity with audits
 - Have no conflict of interest with the projects be audited
 - Show impartiality towards the operation of the scheme
- c. Functions of the committee include but are not limited to review or determine:
 - The policies and principles relating to the impartiality of the CB's activities
 - Any tendency to allow commercial interests to prevent impartial certifications
 - Matters affecting impartiality and confidence in certifications
- d. The list of available committee members shall be documented with the executive management of the CB.
- e. Impartiality Committee Meetings
 - i. The Committee shall meet at least annually or at more frequent intervals if deemed necessary to effectively perform its function.
 - ii. Meetings may take place in person, by telephone or video conference.
 - iii. A majority of the members of the Impartiality Committee shall be necessary and sufficient to constitute a quorum for the transaction of business. The members of the Impartiality Committee



shall elect a chairman of the meeting and the CEO shall facilitate the secretarial function. Any matters to be determined by the committee shall be upon the unanimous vote of all members present at any meeting. Any action required or permitted to be taken at a meeting of the Impartiality Committee, may be taken without a meeting, without prior notice and without a vote, upon the unanimous written consent of the committee members.

iv. Minutes of all Impartiality Committee meetings shall be kept, including records of committee member input and records of input implementation.

v. Meetings of the Impartiality Committee, for any purpose or purposes, may be called by the Chief Executive Officer or President of the scheme owner, or at the request of a majority of the committee members.

f. Impartiality Committee members shall serve for a term of three (3) years and will be renewed automatically, unless there is an event of, resignation, or removal. An Impartiality Committee member may resign at any time by giving written notice to the scheme owner. The resignation of the Impartiality Committee member will take effect thirty (30) days following the giving of such notice or at such later time as will be specified in such notice. The acceptance of such resignation will not be necessary to make it effective. An Impartiality Committee member may be removed by the vote or unanimous consent of the other committee members or executive management of the scheme owner.

g. In the event the scheme owner does not follow the input of the committee, then the committee shall request that scheme owner to remedy or cure. In taking such action, the confidentiality requirements of 9.1 relating to the client and certification body shall be respected.

6.5. Who may apply for product certification?

6.5.1. Any company may apply to be certified under the scheme.

6.5.2. All companies that manufacture products that are not seismically certified are strongly encouraged to be certified under the scheme.

6.6. Human resources

6.6.1. The CB shall employ or have access to a sufficient number of personnel to cover its operations related to its certification schemes and associated standards.

6.6.2. The personnel are competent for the functions they perform, including making required technical judgments, defining policies and implementing them.

6.6.3. The CB should establish, implement and maintain a procedure for management of competencies of personnel involved in the certification process. The procedure shall require the certification body to:

- a. Determine the criteria for the competence of personnel for each function in the certification process, taking into account the requirements of the schemes;
- b. Identify training needs and provide, as necessary, training programs on certification processes, requirements, methodologies, activities and other relevant certification scheme requirements;



- c. Demonstrate that the personnel have the required competencies for the duties and responsibilities they undertake;
 - d. Formally authorize personnel for functions in the certification process;
 - e. Monitor the performance of the personnel.
- 6.6.4. The CB shall maintain, at a minimum, the following records on the personnel involved in the certification process:
- a. Name and address;
 - b. Employer(s) and position held;
 - c. Educational qualification;
 - d. Experience and training;
 - e. Assessment of competence;
 - f. Performance monitoring;
 - g. Authorizations held within the CB;
 - h. Date of most recent updating of each record
- 6.6.5. Each employee involved in the certification process shall also have a valid, signed NDA's, which also contains verification that they shall declare to The VMC Group, any prior and/or present association with:
- a. A supplier or designer of products, or
 - b. A provider or developer of services,
 - c. An operator or developer of processes
- 6.7. Resources for evaluation
- 6.7.1. Laboratories used for testing
- a. Test lab shall be accredited by IAS, ILAC, or APLAC MRA and comply with ISO 17020 and/or ISO 17025 as applicable, or be successfully audited by a third party to the requirements of ISO 17025.
 - b. Where the manufacturer provides their own data, the requirements above are to be met.
- 6.7.2. Internal resources
- a. When the CB performs evaluation activities, it shall meet the applicable requirements of the relevant International Standards and, as specified by the certification scheme, of other documents. Example: For management system auditing, the CB must meet the applicable requirements of ISO/IEC 17021. The impartiality requirements of the evaluation personnel stipulated in the relevant standard shall always be applicable.
 - b. Should the CB decline to undertake a customer's product certification due to insufficient data, the CB shall notify the applicant/customer.
- 6.7.3. External resources (outsourcing)

Outsourcing may be done to bodies that meet the applicable requirements of the relevant International Standards and, as specified by the certification scheme, of other documents. Where evaluation activities are outsourced to non-independent bodies (e.g. customer laboratories), the CB shall:

- a. Ensure that the evaluation activities are managed in a manner which provides confidence in the results, and that records are available to justify the confidence.



- b. The CB shall have a legally binding contract with the body that provides the outsourced service, including provisions for confidentiality and conflict of interest.
- c. Take responsibility for all activities outsourced to another body.
- d. Ensure that the contractor is not involved, either directly or through any other employer, in such a way that the credibility of the results could be compromised.
- e. Have documented policies, procedures and records for the qualification, assessing and monitoring of all bodies that provide outsourced services used for certification activities.
- f. Maintain a list of approved providers of outsourced services.
- g. Implement corrective actions for any breaches of the contract or other requirements of which it becomes aware.
- h. Inform the customer in advance of outsourcing activities, in order to provide the customer with an opportunity to object.

NOTE: If the qualification, assessing or monitoring of the bodies that provide outsourced services are performed by other organizations (e.g. by accreditation bodies, peer assessment bodies or governmental authorities), the certification body can take this qualification and monitoring into account provided that:

- It is provided for within the scheme requirements;
- The scope is applicable to the work being undertaken;
- The validity of the qualification, assessing and monitoring arrangements is verified at a period determined by the CB.

7. Ownership of the scheme

7.1. Scheme Owner: The VMC Group is the owner of this scheme.

- 7.1.1. Only those CB's who have received written approval from the scheme owner shall utilize this scheme to provide certifications.
- 7.1.2. CB's wishing to operate the scheme shall notify the scheme owner of their intention.
- 7.1.3. Any CB may request to utilize the scheme.
- 7.1.4. Approval to use the scheme will be based upon a satisfactory audit by the scheme owner of the CB's quality systems.
- 7.1.5. All CB's approved to use the scheme shall be subject to all aspects of the scheme, including an annual audit by the scheme owner to ensure impartiality.

7.2. Obligations of The Scheme Owner

- 7.2.1. The scheme owner shall:
 - a. In cooperation with the CB (if applicable), notify applicants and certified companies of any changes to the scheme rules or scheme standards, and give them enough time (as per the scheme owner), to adjust their processes and relevant procedures to meet the revised requirements.
 - b. Notify the CB, at its discretion, of customer complaints known to the scheme owner, and receive any complaints from a customer regarding the operation of the scheme by the CB.
 - c. Not disclose any information of a confidential nature concerning customers without the permission of the relevant customer, unless otherwise required by relevant laws and regulations.



8. Eligibility and Obligations Under The Scheme

All companies are eligible to apply for certification in accordance with the rules of this scheme.

These scheme rules form the basis for how companies' products become certified and maintain their certification over time.

8.1. Obligations of the Customer

- 8.1.1. These scheme rules must be fulfilled at all times by every customer (as relevant), including implementing any necessary changes when the scheme owner or CB communicates changes to the scheme standards or these scheme rules. Failure to do so may result in cessation of the certification process for the customer or withdrawal of certification for customers' product(s).
- 8.1.2. Customers shall:
 - a. Make all necessary arrangements for the conduct of the assessment and surveillance, including provision for the examination of documentation and records, access to the relevant equipment, site location(s), locations within the site(s)/building(s), and personnel (including contractors).
 - b. Provide access to all documents and records in relation to product bills of materials, product specifications and instructions, control of document changes, continual improvement and quality management, such as quality policies and procedures, management reviews, internal audits, corrective and preventive actions.
 - c. Keep records of all complaints and make these records available to The VMC Group and the CB when requested, including details of what actions were undertaken with respect to each complaint.
 - d. Give evidence during the certification/recertification audit process that is consistent with the scope of certification.
 - e. Not use its certification in such a manner as to bring the scheme, the PCA, scheme owner or CB into disrepute and not make any statement regarding its certification that may be misleading.
 - f. Upon suspension, expiry, withdrawal, or termination of certification, discontinue its use of the symbol, advertising matter and other communications that contains any reference to certification under the scheme or its symbol, and take any other action that is required by the scheme owner, the PCA or the CB.
 - g. If providing copies of the certificate of compliance to others, ensure that it is reproduced and communicated in its entirety.
 - h. Inform the scheme owner and the CB, without delay, of changes that may affect its ability to fulfill the certification requirements, including changes to the certified product, the quality management system, the organization, management and manufacturing location(s).

8.2. Acknowledgement, Indemnity and Release

- 8.2.1. The scheme is intended as a positive means of attaining and improving the quality of customer operation. Every effort will be made by those concerned to act in a professional, discreet and supportive manner.
- 8.2.2. By submitting an application, the applicant acknowledges and agrees that the CB, the PCA and the scheme owner will not at any time be held liable or responsible for any loss or damage that may arise or be incurred by the applicant, and if certification is granted,



subsequently the customer or any person claiming through the customer, whether directly or indirectly, arising because of any act, omission or statement (whether negligent or otherwise) made pursuant to, during or as a consequence of:

- a. The granting of certification under the scheme.
 - b. The failure or refusal to grant certification under the scheme.
 - c. Customer being certified under the scheme.
 - d. Removal of the certified customer's product certification under the scheme.
 - e. Any dealing with the customer or in any way related to the customer.
- 8.2.3. By submitting an application, the applicant and (where certification is granted), subsequent customer, acknowledges and agrees that each of the CB, the PCA and the scheme owner are released from all such liability and responsibility described herein.
- 8.2.4. By submitting an application, the applicant and (where certification is granted), subsequent customer, acknowledges and agrees that it indemnifies and will keep indemnified the CB, the scheme owner and the PCA to the fullest extent permitted by law against any damages or loss that may be suffered or incurred by the CB, the scheme owner or the PCA (whether jointly or severally) as a result of any act or omission by a customer in connection with the scheme.
- 8.2.5. A contract to these scheme rules is required to be signed by the customer prior to the acceptance of an application.
- 8.2.6. The scheme is a means of assessment only and is intended to assist in the improvement of quality and management of the applicant. It is not intended nor does it replace, alter, amend or increase any legal obligations or contractual agreements.
- 8.3. Consultancy
- 8.3.1. Personnel of the CB who is engaged in the review and certification of product shall not provide consultancy as defined in Section 4, for that customer for a period of no less than 12 months. This includes the design of structural enhancements to the equipment being certified.
- 8.3.2. An important part of the Scheme is to provide surveillance (see 10.8 and 11.3) that has associated fees. As such, time spent by the PCA with customers is not to be considered as consulting. No other employee may speak with customers regarding proposed or planned changes to product.
- 8.3.3. Where the certification scheme requires the evaluation of the customer's management system, the CB does not provide or offer to provide management system consultancy or internal services auditing to its customers.
- 8.4. Non-Discrimination
- 8.4.1. The CB does not discriminate against applicants that want their products to become certified. The VMC Group IBC Sales department reviews all applications. Applicants that fall within the scope of the CB's product certification process are then considered as potential customers.
- 8.4.2. Consideration shall not be conditional upon the size of the customer or membership of any association or group, nor shall certification be conditional upon the number of certifications already issued.



- 8.4.3. The CB shall not have undue financial or other conditions.
- 8.4.4. The CB reserves the right to decline to accept an application or maintain a contract for certification from an applicant or customer when fundamental or demonstrated reasons exist, such as the customer participating in illegal activities, having a history of repeated non-compliances with certification/product requirements, or similar customer-related issues.
- 8.4.5. Applications are available on the CB's website at ibcapproval.com, thereby rendering them publicly available to any interested applicant.

9. Scheme Operation

9.1. Confidentiality and Conflict of Interest

- 9.1.1. Except where agreed between the scheme owner, the CB and the applicant, all information is considered proprietary and shall be regarded as confidential. All CB-customer relationships must have a valid nondisclosure agreement.
- 9.1.2. When the scheme owner or the CB is required by law to release confidential information, the applicant shall, unless prohibited by law, be notified by email at a minimum of the information provided.
- 9.1.3. Information about the customer obtained from sources other than the customer shall also be treated as confidential.
- 9.1.4. The scheme shall be operated in a manner that is impartial and fair. This includes commercial, financial and other pressures. All parties, including top management, must declare and manage any conflicts of interest to ensure impartiality.
- 9.1.5. Due to conflict of interest, as the product certification agency, VMC cannot and does not design, manufacture, distribute, install, maintain or service certified customer products, processes or services.

9.2. Publicly Available Information

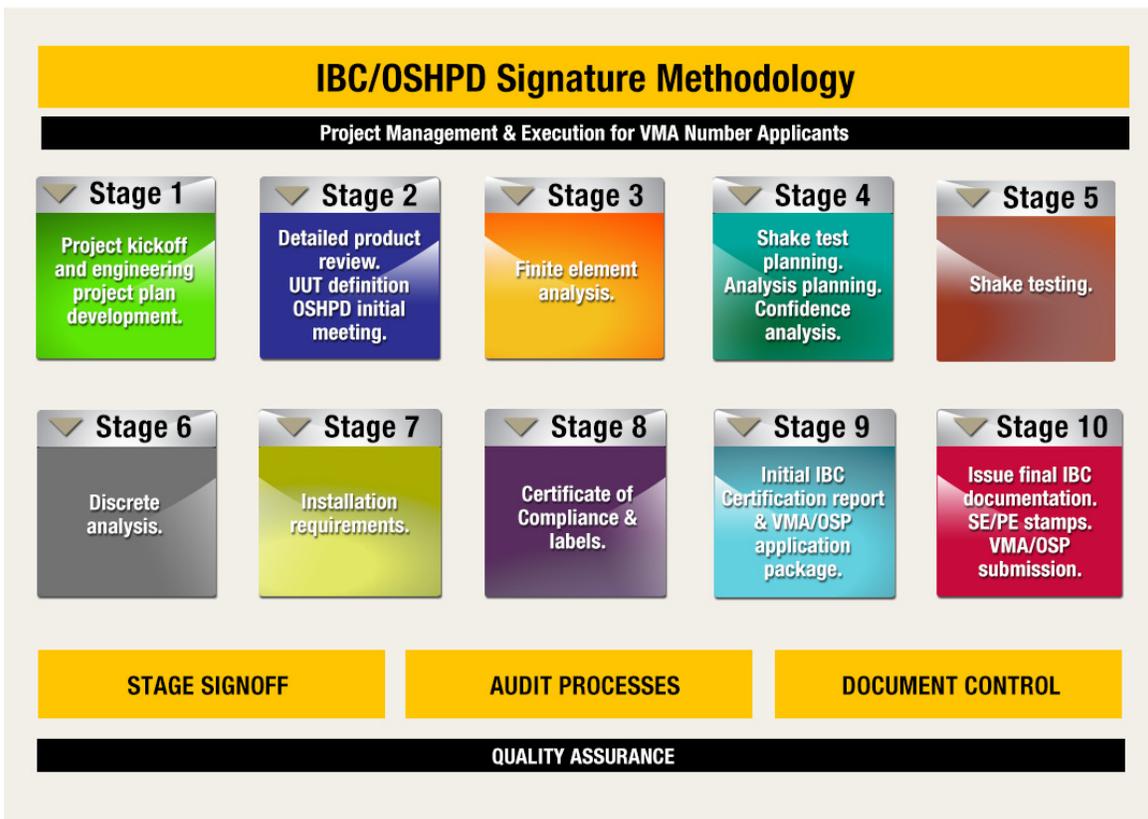
The CB maintains (through publications, electronic media or other means), and makes available upon request, the following:

- 9.2.1. Information about (or reference to) the certification scheme(s), including evaluation procedures, rules and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification. Exempt from this provision are any internal work instructions required to follow listed procedures.
- 9.2.2. A description of the means by which the certification body obtains financial support and general information on the fees charged to applicants and to its customers.
- 9.2.3. A description of the rights and duties of applicants and customers, including requirements, restrictions or limitations on the use of the certification body's name and certification mark on the ways of referring to the granted.
- 9.2.4. Information about procedures for handling complaints and appeals.



9.3. Certification Requirements

- 9.3.1. The scheme requires the ongoing fulfillment of the certification requirements by every customer.
- 9.3.2. The certification requirements comprise strict adherence to the following: (Must perform a or b, and all others)
 - a. The VMC Group’s Certification System document MGT14-001 “Performing Product Certifications per IBC/OSHPD Signature Methodology”.
 - b. VMA 1826; “Approval Standard For Special Seismic Certification”, performing the steps required per AC156 and ASCE7.
 - c. These scheme rules.
 - d. These scheme standards.
 - e. Compliance with processes, procedures and documents required by the CB.
 - f. The payment of fees.
- 9.3.3. The VMC Group’s Methodology is summarized in the below Stage chart. Details may be found at <http://www.ibcapproval.com/Approval-Process>.





- 9.3.4. Whether choosing a or b in step 9.3.2, the methodology used shall:
- a. Have a list of criteria or stages similar to The VMC Group Methodology.
 - b. Meet each of the requirements and criteria, except where a scheme stage is not applicable as deemed by the CB, such as Stages 3 and 6.
 - c. Have controlled documentation of the scheme stages.
 - d. Include initial auditing provisions to validate compliance prior to certification.

9.3.5. The scheme is based upon the principle of continual improvement across all facets of management. Certification through the scheme requires a commitment to continual improvement, which includes compliance with Appendix A.

9.4. Independent Certification Body (ICB)

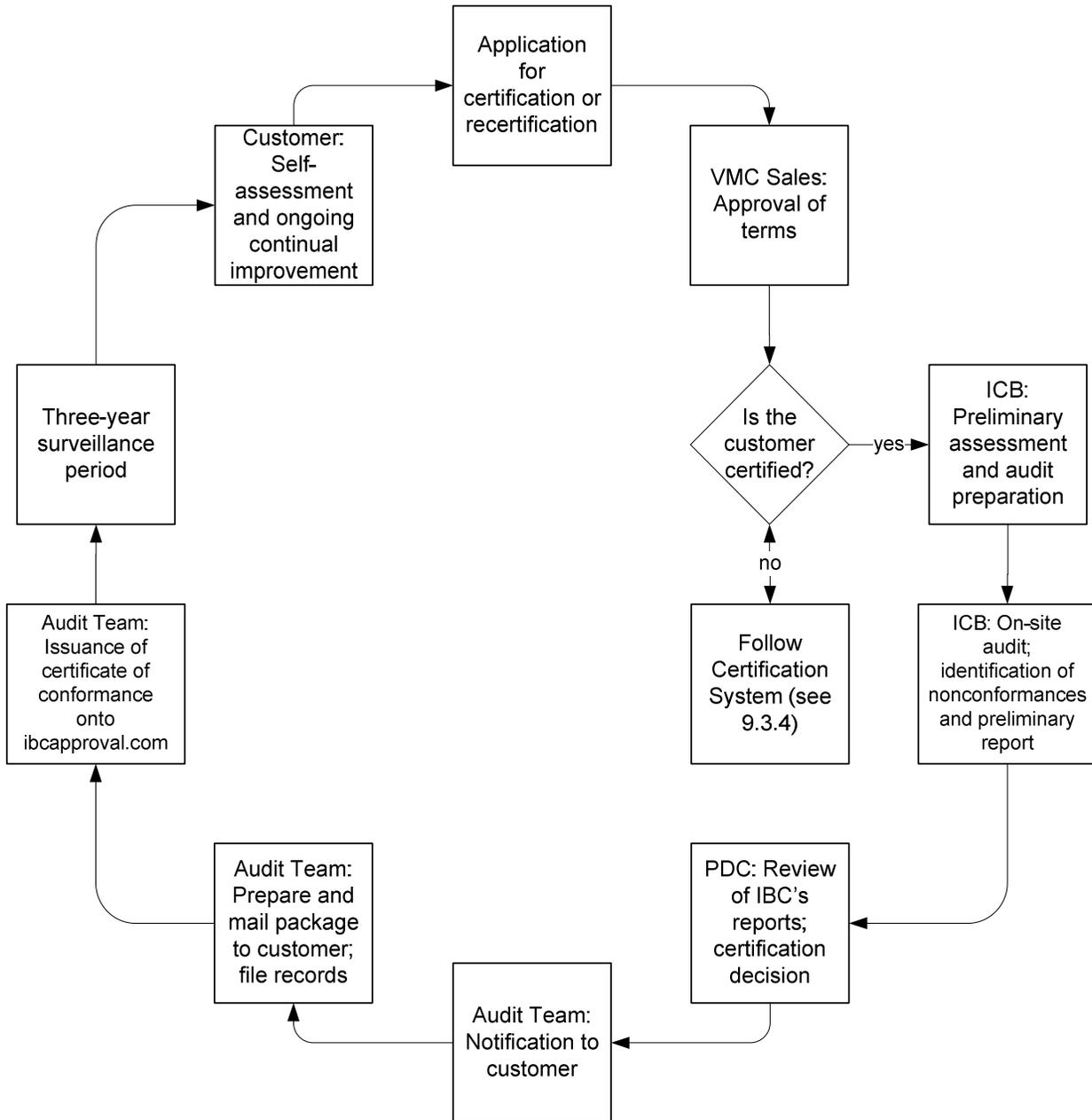
- 9.4.1. Where the customer has not engaged The VMC Group as its CB, the customer shall contract an ICB to administer and operate the scheme.
- 9.4.2. The ICB has responsibility for all aspects of the scheme's management and operations.
- 9.4.3. The VMC Group shall review all documentation from the ICB prior to granting certification.

9.5. Auditor Competence

- 9.5.1. The CB shall employ, contract or otherwise have access to a sufficient number of competent auditors to operate the scheme.
- 9.5.2. The CB shall have a legally enforceable agreement with all personnel (including but not limited to auditors, reviewers, decision makers, observers and persons considering appeals) that it uses to administer and operate the scheme.
- 9.5.3. These legally enforceable agreements shall include the following:
- a. A clear description of the role of the personnel.
 - b. A commitment to confidentiality and avoiding conflicts of interest.
 - c. Expected competencies of the personnel.
- 9.5.4. The specific competencies that are expected for each role shall be established and updated by the CB in consultation with the scheme owner.
- 9.5.5. Auditor shall not offer or intend to offer any consulting or engineering advice to the customer. Auditors responses shall be kept to a minimum and only reflect whether or not the audit findings match the control documents.

9.6. Certification Process

- 9.6.1. The following certification process shall be used to assess customers and to maintain certification after the certification process of 9.3.2 has been completed.



9.6.2. The certification process requires the customer to pay fees. Fees are discussed in Section 11.

9.6.3. The CB shall have procedures and standardized forms to enable the certification process.

9.7. Self-Assessment

9.7.1. Prior to making a formal application for certification, applicants should undertake a self-assessment of their fulfillment of the certification requirements.



- 9.7.2. A self-assessment is designed to assist the customers' management to identify achievements, gaps or deficiencies and form a basis for continual improvement.
- 9.7.3. Results may remain internal to the applicant.
- 9.7.4. When the applicant is confident of their readiness to attain certification of product(s), they should initiate the certification application process.
- 9.8. Applications
- 9.8.1. All applicants shall apply to The VMC Group for certification by submitting (hardcopy or electronically) the completed forms (see Appendix B) and information, which is known as an Application Folder. The VMC Group is responsible for design, maintenance and access to all forms included in the Application Folder, and for ensuring the receipt of the following:
- a. Completed and signed Application Form.
 - b. Relevant fees.
 - c. Purchase order (contract) to these scheme rules, completed in full and duly executed by the authorized person for the customer.
 - d. A list of the product(s) to be certified.
 - e. Clear definition of the related scheme standard.
- 9.8.2. After the application has been checked for completeness by The VMC Group IBC Sales Team, including confirmation of the forms and payment of any fees due, it will be formally acknowledged.
- 9.8.3. Applications with incomplete forms, insufficient accompanying information or non-payment of fees due, will be returned to the applicant by the CB for resubmission.
- 9.8.4. Once the formal acknowledgment is sent to the customer, the assessment process will be organized and undertaken by the Audit Team.
- 9.9. Assessment
- 9.9.1. The assessment requires the Audit Team to:
- a. Select auditor(s) to make up the audit team.
 - b. Contact the customer to arrange a suitable time for on-site audit(s).
 - c. Obtain the relevant customer file and associated documents for review prior to the on-site audit.
 - d. Enable an on-site audit at the customer.
- 9.9.2. The CB shall ensure that persons on the audit team do not have conflicting or financial interests that may influence their impartiality. Persons involved in the certification assessment and decision making process, or in dealing with appeals, must not have any management or financial interest in the customer, or have provided advice to the customer within the previous two years.
- 9.9.3. Prior to the on-site audit, the CB shall inform the customer of the persons that will be in the audit team. The customer shall inform the CB if they believe there are any conflicts of interest with any audit team member so that appropriate action can be taken. Failure to advise of any interest or conflicts of interest could lead to certification not being granted and could result in additional expense for the customer.



9.9.4. On-site audits must be performed at the site(s) identified on the Application Form.

9.9.5. Each site must be audited as a standalone audit.

10. Audits and Appeals

10.1. Methodology: The CB is responsible for administering and undertaking all audits. The methodology for on-site customer audits shall be as follows:

10.1.1. The Audit Team (managed by the CB) arrives on the scheduled date and time for the on-site customer audit and will carry identification.

10.1.2. During the visit the Audit Team will:

- a. Conduct an initial meeting with management to discuss purpose and scope.
- b. Tour the customer site to view the overall manufacturing processes and the working environment.
- c. View labeled product(s) in production, stockroom and/or shipping areas.
- d. Review documents and records to review evidence of the fulfillment of certification requirements.
- e. Determine the integrity of the quality management system, including an emphasis on the document change control process.
- f. Determine if continuous improvement activities are in place.
- g. Determine if key components of labeled products have been changed such that the product's seismic integrity has been compromised or is suspect of it.

10.1.3. At the end of the on-site customer audit, the Audit Team will hold an exit meeting with customer management to give their preliminary findings, including identification and discussion of non-conformances, and where applicable, offer observations on the applicant's continual improvement.

10.2. Multi-Site Manufacturing: For certified customers with multisite manufacturing facilities producing the exact same, labeled product, each successive surveillance assessment shall to the extent possible cover different sites than previously audited. This does not negate the need to confirm the closeout of any outstanding non-conformances associated with sites previously audited.

10.2.1. Customers that produce seismically labeled products of a single VMA number at more than one site cannot choose which site to be audited for certification of that product(s).

10.3. Non-Conformances

10.3.1. Non-conformances shall be recorded by the Audit Team against a specific requirement of the certification requirements and shall be categorized as being Major or Minor (see Section 4).

10.3.2. Corrective Action Requests (CAR's) shall be sent to the scheme owner, customer and CB documenting and detailing the Major and Minor non-conformance.

- a. Major non-conformances must be resolved, before a decision is made to grant or maintain certification.



- b. Minor non-conformances must be resolved within six months of the audit. The decision can be made meanwhile to certify or recertify the customer or customers, pending successful resolution of the minor non-conformance.
- 10.3.3. Failure to resolve non-conformances to the satisfaction of the CB, or to pay fees by the due date will result in the immediate suspension of application processing (in the case of applicants), or immediate suspension of certificates of compliance (for certified customers).
- 10.4. Final Assessment Report
- 10.4.1. If applicable, once the applicant or certified customer has provided evidence of corrective action sufficient for the CB to consider the non-conformance resolved, the Audit Team will prepare an audit report.
 - 10.4.2. The report will include, at a minimum:
 - a. Comments from the Audit Team on the extent to which each of the certification requirements are met, including reference to any supporting information or records.
 - b. A recommendation on whether or not to grant or maintain certification.
 - c. A list of any conditions to grant or maintain certification, such as a list of Minor non-conformities that must be resolved and their timeframes.
- 10.5. Review and Decision
- 10.5.1. The audit report is to be reviewed by a person(s) designated by the PCA who has not been part of the Audit Team. The review must determine whether or not certification requirements have been met.
 - 10.5.2. Based on the review, the PCA shall make a certification decision on whether to reject, grant or maintain certification. The decision shall be recorded, including clear justifications. The decision must be made after or concurrent to the issuance of the certificate of compliance.
 - 10.5.3. The PCA may not grant certification if there are outstanding Major non-conformances, but may grant certification if Minor non-conformances are outstanding. Any outstanding Minor non-conformances must then become conditions to the certification and have clearly stated due dates for close out. Failure to close out minor non-conformances by the due date shall result in immediate suspension of the certification.
 - 10.5.4. Review of the audit report and the certification decision may be made by the same person(s) in the PCA, as long as that person(s) was not involved in the Audit Team or assessment process.
 - 10.5.5. Certification decisions shall be formally communicated to the applicant or certified customer by the Audit Team in writing, including reasons for the decision and any associated conditions for granting or maintaining certification.
 - 10.5.6. Certification decisions to grant or maintain certification shall result in the issuance of a certificate of compliance by the PCA. The certificate of compliance must be stamped and dated by the applicable PE. Certificates of compliance are valid for three years, subject to conditions of the certification decision being met, and the certified customer demonstrating its ongoing fulfillment of certification requirements through surveillance.



10.6. Appeals

- 10.6.1. Within thirty days of receiving notice, the applicant or certified customer may appeal the certification or suspension decision of the CB.
- 10.6.2. The CB shall have an appeal procedure and shall administer it to ensure appeals are considered impartially. The CB must not use persons previously involved in the assessment or Audit Team or in the review and certification decision to consider appeals of that same decision.
- 10.6.3. The appeals process currently used by the CB is outlined in 10.7, below. This process relates to appeals against decisions which:
 - a. Refuse an application.
 - b. Refuse to grant or continue certification.
 - c. Suspend, withdraw or reduce the scope of certification.
- 10.6.4. Appeals against certification decisions will only be considered if full details are provided in writing.

10.7. Appeals procedure

- 10.7.1. Within thirty days of receipt of the notice it disputes from the CB, the appellant/customer may lodge a notice of appeal with the VP/QA of the CB. This notice must be acknowledged to the appellant/customer via email at a minimum.
- 10.7.2. The VP/QA shall advise the Board of Directors of the CB within 14 days of receiving the appellant's/customer's notice.
- 10.7.3. The Board shall then establish a Review Committee.
- 10.7.4. The Review Committee shall consist of three persons considered as experts in the area of technology or business relevant to the appeal. The Review Committee shall be constituted as follows:
 - a. One person in the relevant area of technology or business appointed by the Board.
 - b. Two persons selected by the appellant from a list of persons nominated as eligible by the Board.
- 10.7.5. The appellant shall represent itself, and no legal representation will be allowed unless approved by the Review Committee.
- 10.7.6. The Review Committee will carry out investigations as are required, including assessment of information supplied by the appellant and, within a reasonable time, decide by majority vote whether or not to reverse the original decision.
- 10.7.7. Notification of the decision of the Review Committee shall be given to the appellant by the VP/QA within 14 days of the Review Committee decision.
- 10.7.8. If the appeal is upheld, a Supplier Corrective Action Request (SCAR) will be written by the Quality Assurance Manager, and sent to the appropriate customer personnel for further investigation and to make internal procedure or process changes to prevent future recurrence of the issues(s) detailed in the SCAR.



10.8. Surveillance (Audit)

- 10.8.1. After granting initial certification or recertification, during the three-year certification cycle, the customer shall be subject to periodic surveillance activities to ensure the ongoing fulfillment of the certification requirements. The first audit following initial certification or recertification shall be on-site at the facility of manufacture. The subsequent two audits shall occur via at least two of the following activities:
- a. Full or partial audits of the customer's manufacturing facility
 - b. In-situ, field examination of product sold and installed
 - c. Formal, scheduled meetings between the customer and VMC to discuss any requested or pending changes to the major components of the labeled product, and to review the current revision of the drawings involved in manufacture of the product, if they have changed
 - d. As-required telephone or email conversations between the customer and the PCA
 - e. Meetings at the customer site
 - f. Review of customers change log (if available)
 - g. Follow up to ensure effective implementation of SCAR requirements (see 10.7.8)
- 10.8.2. The surveillance activity shall be formally submitted to the CB. Inputs shall include the following at a minimum:
- a. Each IBC Engineer's summary report of discussions with applicants and certified customers
 - b. Sales' summary report of same
 - c. Audit Team's summary report of same
 - d. Summary report from any other applicable VMC employees
- 10.8.3. The CB is expected to act such that no single interest predominates, and to focus surveillance assessments on the following aspects:
- a. Demonstration of resolution of all complaints
 - b. All scheme standards related to customer policy
 - c. Risk to the customer regarding decertification
- 10.8.4. The CB shall summarize all inputs, and submit a report to VMC's VP/QA. The report shall include details stated in 10.8.2 and 10.8.3. This is also part of the CB's preventive action process (see Section 18).

10.9. Recertification

- 10.9.1. Recertification after expiration
- a. Prior to the expiration of the certificate of compliance, certified customers must be recertified to maintain their certification.
 - b. Recertification shall be based on an assessment of all of certification requirements, an on-site recertification audit, and a review of topics discussed in paragraph 10.8, above.
 - c. Six months prior to the expiry date, the Audit Team shall give notice to the customer of the forthcoming expiry of the certificate of compliance.
 - d. If required, a reminder notice of the expiry of the certificate of compliance will be sent by the Audit Team to the customer three months prior to the expiry date.
 - e. It is the customer's responsibility to contact IBC Sales and arrange for recertification prior to the expiry of their certificate of compliance.



- f. If the recertification does not occur prior to the expiration of the customer's certificate of compliance, the customer's certificate of compliance status will be considered as expired.
 - g. VMC may choose to extend the customer's certificate of compliance by a period of time not to exceed three months. Prior to the end of the extension, the recertification audit must have been completed, and the PCA must have come to a decision regarding recertification. The date of the new certification will start when the new certificate of compliance is issued.
- 10.9.2. Should the customer desire recertification after suspension, the CB shall follow the requirements of Section 10.9, above.
- 10.9.3. In the event of a discovered or intended scope reduction, the customer shall follow the requirements of Section 10.10, below.
- 10.10. Expired Certification: In the event of expired certification the customer must:
- a. Remove the certificate of compliance information from its applicable labeled product in manufacturing, the stockroom, finished good inventory and units at customer location.
 - b. Remove the certificate of compliance information from its applicable production drawings, work instructions and bills of materials.
 - c. Remove any reference to the scheme from all electronic and hard copy materials, information or brochures distributed by the certified customer
 - d. Provide a statutory declaration to the CB within 14 days of the expiry date that it has completed the above requirements.
- 10.11. Suspension, Termination and Withdrawal of Certification
- 10.11.1. Unless requested by the customer, suspension of a certificate of compliance is a decision of the PCA. This decision may be appealed as provided in paragraph 10.6, above.
- 10.11.2. The PCA may suspend a certificate of compliance at any time by providing a suspension notice (via email, hardcopy or both) to the customer. The notice must include the reasons for the suspension. Reasons may include, but are not limited to:
- a. Failure of the certified customer to fulfill the scheme rules.
 - b. Failure of the certified customer to resolve any Minor non-conformances or Major non-conformances within prescribed timeframes.
 - c. Failure of the certified customer to fulfill conditions associated with a certification decision.
 - d. Failure of the certified customer to act in a manner that upholds the reputation of the scheme, PCA, the scheme owner or the CB.
 - e. Non-payment of any fees.
- 10.11.3. Suspension notices must also identify the required action(s) that must be undertaken by the certified customer and the due date(s) for those actions. Due dates cannot not exceed three months from the date of the suspension notice.
- 10.11.4. During the period that a suspension notice is in place the certified customer cannot use the scheme's symbol or make any communications or promotion on the basis that it is certified. This includes refraining from using any existing publications with the symbol and removing reference to certification under the scheme from online and other media.
- 10.11.5. Failure to complete the action(s) identified in the suspension notice by the due date(s), or failure to refrain from using the symbol or communicating about the customer in a manner



that would give the impression that the customer's certification remains current, shall result in the immediate withdrawal of the certificate of compliance.

- 10.11.6. Withdrawal of the certificate of compliance will require the customer to cease all references to the customer being certified under the scheme.
 - 10.11.7. Customers that have had their certificate of compliance withdrawn may apply again for certification as a new applicant.
 - 10.11.8. Customers that have their certificate of compliance suspended or withdrawn shall immediately inform their customers of this status in writing.
 - 10.11.9. When a customer's certification of compliance is suspended, withdrawn, expired or terminated, VMC must so indicate this in its website at www.ibcapproval.com.
- 10.12. Certificate of Compliance and Authorization to Use Branding Material
- 10.12.1. The certificate of compliance and the associated symbol (VMA number) of the scheme and any other branding material remain the property of the scheme owner.
 - 10.12.2. The certificate of compliance shall contain the information stated in paragraph 15.1, below.
 - 10.12.3. Once a customer has received a positive audit outcome and been certified by the PCA, the Audit Team will send the customer an email of said notification, as well as a hardcopy of the certificate of compliance. The customer is authorized to use this VMA number as long as the customer continues to conform to all scheme standards and processes. Unresolved Major non-conformances that arise during the three year certification (surveillance) cycle or at recertification can result in the withdrawal of certification and hence the customer losing the right to use the certification related "branding".
 - 10.12.4. Certified customers receive a certificate of compliance from the Audit Team, which will have the VMA number and VMC logo.
 - 10.12.5. The customer will receive a certificate of compliance and right to use the certification related branding if there are only Minor non-conformances and the customer has demonstrated steps undertaken to address non-conformances when assessed at a later specified date.
 - 10.12.6. The associated use of the VMA number applies only to the site and product(s) that is covered by the certificate of compliance, and is not transferrable to noncertified sites or products.
- 10.13. Reinstatement of Certification



10.13.1. Should the CB decide that reinstatement of certification is justified, it shall do the following:

- a. If not a result of an appeal, the CB will do the following, as applicable:
 - Revise the certification status on www.ibcapproval.com
 - Notify the customer in writing
 - Revise and reissue the certificate of compliance
 - Revise and reissue the label
 - Revise and reissue the certification report
- b. If the reinstatement comes as a result of an appeal, the requirements of 10.6 shall be followed.

11. Fees

11.1. General

- 11.1.1. The scheme owner and the IBC Sales shall agree on the fees for customers to make applications and to become certified in accordance with the scheme.
- 11.1.2. When a change occurs, these fees shall be published and updated.
- 11.1.3. All outstanding fees must be paid to VMC before a customer can be certified or recertified.
- 11.1.4. Fees are not refundable.

11.2. Certification and Recertification audits

- 11.2.1. In most cases, VMC charges a daily audit rate of \$5,000 plus travel expenses for certification and recertification audits. Expenses include the cost of airfare, hotels, car rental, meals, parking, tolls and gasoline. VMC may choose to negotiate the fees for any reason. The fee includes the posting of the certificate of compliance onto VMC's website at www.ibcapproval.com.

11.3. Surveillance fees

- 11.3.1. Post-certification fees are divided into two categories:
 - a. Maintenance contract
For a time-specific period: This can range from one month to the entire three-year certification cycle. Fees are charged per the estimated number of IBC Engineering hours and effort that VMC believes will be required to maintain certification. Fees are charged as per individual contract via VMC's formal purchase order process. Fees will be based on an estimate of \$125 per hour.
 - b. Hourly maintenance rate
In lieu of a maintenance contract, a customer may choose to discuss proposed product changes or other scheme-related issues with IBC Engineering on an hourly basis. The fee for this service is \$125 per hour.

11.4. Certification website posting

- 11.4.1. Customers not certified by VMC may request their certifications be posted on VMC's website at www.ibcapproval.com. Should VMC agree, it will charge \$5,000 for a three-year posting.



12. Maintenance and Changes to the Scheme

- 12.1. At any time, the scheme owner reserves the right to modify the scheme rules, the scheme standards and all other requirements of the scheme.
- 12.2. The scheme owner shall undertake a review of the scheme standards at least once every three years.
- 12.3. Any changes to the scheme rules, scheme standards or other certification requirements shall be notified to applicants and certified customers and include a specified time period during which customers must transition to new requirements.
- 12.4. Once the transition period is completed, all applicants and customers are to be certified on the basis of the revised scheme rules, scheme standards and/or certification requirements.
- 12.5. Should the CB discover applicable changes to the standards or other normative documents listed in Section 3, it will assess applicability to existing product certifications scheme(s). The VMC Group IBC Sales department will notify affected customers.

13. Complaints

- 13.1. The scheme owner shall maintain a function for receiving applicant and certified customer complaints about:
 - 13.1.1. The IBC's operation of the scheme.
 - 13.1.2. Certified customers not fulfilling certification requirements.
- 13.2. Both types of complaints shall be referred to the CB for investigation and resolution.
- 13.3. A response shall be provided to the complainant. The scheme owner will undertake a further investigation if the complaint is not resolved to its satisfaction.
- 13.4. Complaints must be in writing and include the contact details of the complainant. The contact details are to be kept confidential by the scheme owner.
- 13.5. When investigating complaints, the scheme owner will consult with the CB and/or the applicant/certified customer.

14. Contact Details and Serving Notice Under the Scheme

- 14.1. The up-to-date contact details of the scheme owner and the CB shall be available at www.ibcapproval.com.
- 14.2. The up-to-date contact details for the applicant and customer shall be received and recorded by the CB.
- 14.3. Serving notice pursuant to these scheme rules shall be undertaken in writing, and may be communicated to the recipient via email, recorded delivery or registered mail.

15. Document Control and Records



- 15.1. All applicable procedures and forms must be formally controlled by VMC's document control process.
- 15.2. Certificates of compliance must contain the following at a minimum:
 - a. VMA number
 - b. "The VMC Group"
 - c. Customer name
 - d. Certified product(s)
 - e. Date of issue
 - f. Revision control history
 - g. Valid Professional Engineer (PE) stamp
- 15.3. Schemes must contain the following at a minimum:
 - a. Scheme owner
 - b. Document number
 - c. Document revision level
 - d. Approval person(s)
 - e. Document references
 - f. Operative date
 - g. Pagination
- 15.4. Training records for all PCA and CB personnel shall contain the following at a minimum:
 - a. Name and address
 - b. Employer(s) and position held
 - c. Educational qualification and professional status
 - d. Experience and training
 - e. The assessment of competence
 - f. Performance monitoring
 - g. Authorizations held within the CB
 - h. Date of most recent updating of each record
- 15.5. As each product certification carries a unique identifier (the VMA number), all records must be electronically filed by this VMA number. They must contain at a minimum evidence that each of the ten product certification stages are completed and approved. These records must be legible, easily retrievable and backed up as to maintain integrity.

Records must be kept confidential such that they are accessible only to the Executives of the PCA, Audit Team and VP/QA of the PCA.

- 15.6. The scheme owner and CB shall maintain all documents for a minimum of seven years after the latest of date after their certification has termination. After this time, CB may choose to retain or dispose of the records.

16. Management Review

- 16.1. The CB's management shall review its applicable portions of its management system at least once a year to ensure its continuing suitability and effectiveness in satisfying the requirements of these criteria and the stated policies and objectives. Records of such reviews shall be maintained.
- 16.2. The review shall include:



- 16.2.1. An analysis of complaints and appeals;
 - 16.2.2. The results of external and internal audits;
 - 16.2.3. The status of preventive and corrective actions;
 - 16.2.4. Feedback from clients and interested parties;
 - 16.2.5. Feedback from the mechanism (committee) for ensuring impartiality;
 - 16.2.6. Follow up actions from previous management reviews;
 - 16.2.7. The fulfillment of objectives; and
 - 16.2.8. Changes that could affect the CB's management system, (example: changes in internal policy, external regulations, or criteria for accreditation).
- 16.3. Outputs from the management review shall include decisions and actions related to:
- 16.3.1. Improvement of the effectiveness of the management system and its processes;
 - 16.3.2. Improvement of the certification body related to the fulfillment of ISO17065;
 - 16.3.3. Resource needs (examples: human, financial).

17. Internal Audits

- 17.1. The CB conducts periodic internal audits covering all applicable procedures (see 16.1) in a planned and systematic manner to verify that the management system is implemented and is effective.
- 17.2. The audit program is planned taking into consideration the importance of the processes and areas to be audited as well as the results of previous audits.
- 17.3. Internal audits shall normally be performed at least once every 12 months or completed within a 12 month time frame.
- 17.4. The CB ensures that:
 - 17.4.1. Internal audits are conducted by personnel knowledgeable in certification and auditing;
 - 17.4.2. Auditors do not audit their own work;
 - 17.4.3. Personnel responsible for the area audited are informed of the outcome of the audit;
 - 17.4.4. Corrective action is taken in a timely and appropriate manner;
 - 17.4.5. Any opportunities for improvement are identified;
 - 17.4.6. The results of the audit are documented.

18. Corrective and Preventive Actions



THE VMC GROUP

Aeroflex International Isolators | Amber/Booth | Korfund Dynamics | Vibration Mountings & Controls

- 18.1. The CB has established procedures for the identification and management of non-conformities and potential non-conformities in its own operations and takes action to eliminate the causes and prevent recurrence.
- 18.2. The procedures define requirements for identifying the non-conformities, determining their cause, and implementing the actions needed for correction of non-conformities or preventing reoccurrence; recording the results of actions taken and reviewing their effectiveness.

19. Appendices

Appendix A Required forms

<<<insert a copy of both sides of VMC's purchase order template, OR, insert forms and contract jargon here, such as:>>>

- a. Description of contract
- b. Acknowledge of receipt by customer
- c. Limitation of liability, release and indemnity
- d. Applicant or customer name, address, etc.
- e. Applicant or customer site address, etc.
- f. Names, signatures and signature dates of applicant/customer and VMC
- g. Other

Appendix B VMC Symbol

All certified products must be labeled in accordance with Section 1703 of the applicable revision of the International Building Code, Approvals, which states verbiage exactly as or similar to "1703.5.3 Label information. The label shall contain the manufacturer's or distributor's identification, model number, serial number or definitive information describing the product or material's performance characteristics and approved agency's identification."

The VMC Group's symbol shall be reasonably similar to the label template immediately below. All of the highlighted areas must be filled in with the customer's information. The actual VMA number is considered as the symbol. Each VMA number shall be unique, and shall contain the following numbering sequence:

- a. VMA and then a hyphen
- b. A unique five-digit numerical identifier and then a hyphen
- c. A unique two- or three-digit numerical suffix
- d. A suffix containing a minimum of two numerical digits and optional alpha-numeric digits

Also required is the below-shown VMC logo and verbiage contained within the circle.



THE VMC GROUP

Aeroflex International Isolators | Amber/Booth | Korfund Dynamics | Vibration Mountings & Controls

Replace Text Box
with Customer Logo



Seismic Certification Label International Building Code

Reference Certificate of Compliance: VMA-#####-##C

Product Type: Ex. Industrial Genset

Model Number: Ex. IDLC30-3JU to 400-3JU

Equipment Rating: Ex. 30kW to 400kW

Seismic Performance Characteristics: S_{DS} (g) = ### z/h = ## I_p = ##

Examine Seismic Labels Attached To Any Non-Factory Components To Verify System Compliance

www.ibcapproval.com

VMA-#####-##B Rev ##