

Audit General Terms & Conditions

1 General

- 1.1** The 'Terms and Conditions' is applicable to all clients audited by **AEON DS GLOBAL CERTIFICATION PTE. LTD.**
- 1.2** **AEON DS GLOBAL CERTIFICATION PTE. LTD.** is a private limited company, financed via paid-up shares. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** is a SAC accredited Auditing Organisation providing Workplace Safety and Health (WSH) auditing services acceptable to the Occupational Safety and Health Division (OSHD). **AEON DS GLOBAL CERTIFICATION PTE. LTD.** offers Safety & Health Management System and Risk Management auditing services ("the Services"). The Services provide an independent audit of an applicant's workplace safety and health management system against a recognised and appropriate criteria/standard.

2 Request & Application for Auditing Services

- 2.1** Clients can request for the Services by sending an email to **AEON DS GLOBAL CERTIFICATION PTE. LTD.** to request for an Audit Application Form, or contact us via telephone to speak with our sales representative. Clients will complete the application form with detailed information of the scope of their operations and return it for review on their request for the Services.
- 2.2** If **AEON DS GLOBAL CERTIFICATION PTE. LTD.** accepts the request, **AEON DS GLOBAL CERTIFICATION PTE. LTD.** will prepare a quotation for clients' acceptance. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** reserves the right to decline any request for the Services, stating reason for non-acceptance.
- 2.3** Upon acceptance of the quotation, clients must endorse the confirmation section of the quotation and return it to **AEON DS GLOBAL CERTIFICATION PTE. LTD.** The Audit General Terms & Conditions, together with the Quotation upon mutual acceptance by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** and clients, serves as a legally binding contractual agreement between **AEON DS GLOBAL CERTIFICATION PTE. LTD.** and clients.

3 Rights and Responsibilities

- 3.1** **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall be responsible for and shall retain authority for its decision relating to its auditing. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** understands the importance of and is committed to impartiality in providing the Services. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall not allow external pressures to compromise impartiality, and will not market or offer the Services as being linked with the activities of an organisation that provides management system consultancy. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** will take action to correct inappropriate claims by any consultancy organisation stating or implying that audit would be simpler, easier, faster, or less expensive. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** will not indicate that audit would be simpler, easier, faster or less expensive if any specified consultancy organisation is used.
- 3.2** **AEON DS GLOBAL CERTIFICATION PTE. LTD.**'s audit is based on review and audit of information, documents and samples provided by clients during the performance of the Services. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** cannot be held liable for any inaccuracies, omissions or errors in the audit reports and/or any documents issued to clients in the performance of the Services.
- 3.3** Clients to be given all the relevant information on auditing processes and/or requirements and subsequent changes and course of actions.
- 3.4** **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall take appropriate actions with clients to deal with incorrect references to auditing status and/or misleading use of audit documents, marks, score and audit reports. Such actions include requests for correction and corrective actions and, if necessary, legal action.

- 3.5 The audit conducted by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** does not exempt clients from their legal obligations required of the services or products. Client is solely and fully liable for any defects in their services and products and shall protect and indemnify **AEON DS GLOBAL CERTIFICATION PTE. LTD.** from any and all claims, costs, expenses, loss or damage and liability made by audited clients as a result of their failure to maintain their management system and /or of any negligent act. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall not be liable for any cost, losses or charges incurred by the clients in the event that the performance of the Services and/or **AEON DS GLOBAL CERTIFICATION PTE. LTD.**'s obligations under the agreement is hindered or is caused to be delayed by any default, act or negligence of the clients.
- 3.6 **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall give its audited clients due notice of any changes to its requirements for auditing. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall verify that each audited client complies with the new requirements.
- 3.7 Client shall grant **AEON DS GLOBAL CERTIFICATION PTE. LTD.** permission to use client's Management Representative's signature on the Audit Report.

4 Clients' Rights & Responsibilities

- 4.1 Clients shall comply with all auditing requirements.
- 4.2 Clients have the right to object to the inclusion of any auditor proposed by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** for the performance of the Services, on the grounds of competency or possible conflicts of interest.
- 4.3 Clients shall, with reasonable diligence, co-operate with **AEON DS GLOBAL CERTIFICATION PTE. LTD.** in its provision of the Services by making all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of audit and resolution of complaints for the proper conduct of the Services. Clients shall obtain necessary consents to facilitate **AEON DS GLOBAL CERTIFICATION PTE. LTD.**'s auditors' entry into its premises and to accommodate, where applicable, the presence of observers e.g. SAC accreditation assessors or trainee auditor. Clients shall also ensure a safe and secure working condition on site during the performance of the Services. Clients shall inform **AEON DS GLOBAL CERTIFICATION PTE. LTD.** and its auditors of requirements to comply with any health, safety and security regulations applicable to its premises.

If the client does not allow SAC assessor to witness the audit, the client may not be provided with a SAC accredited report. SAC will also inform all its accredited auditing organisation of the client. If the client chooses to seek auditing services from another auditing organisation, SAC will inform the new auditing organisation that it wishes to witness the audit.

- 4.4 Clients shall pay the fees for the Services invoiced by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** in full and promptly on the due date. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** may impose an interest charge of 10%, compounded monthly on the sum of outstanding until the payment is made.
- 4.5 Clients shall inform **AEON DS GLOBAL CERTIFICATION PTE. LTD.** without delay, of matters that may affect the capability of their management system to continue fulfilling the required standard used for auditing. These changes include, but not limited to:
- Legal, commercial, financial, organisational status or ownership;
 - Organisation and management, e.g. Top Management, decision-making or project staff;
 - Contact address and sites;
 - Scope of operations;
 - Major changes to the management system and processes.

4.6 Clients who are audited shall:

- Not use or permit the use of the **AEON DS GLOBAL CERTIFICATION PTE. LTD.**'s audit report or testimony or the **AEON DS GLOBAL CERTIFICATION PTE. LTD.**'s mark in communication media such as the Internet, brochures or advertising, or other documents.
- Not make or allow any misleading statements pertaining to audits and do not use or allow the use of audit documents or any part of it in any misleading manner.
- Not use or permit the use of an audit report or testimony or any part thereof in a misleading manner
- Not use auditing activities in any manner that brings **AEON DS GLOBAL CERTIFICATION PTE. LTD.** and its auditing system into disrepute and loss of public trust.

4.7 Clients shall fully indemnify **AEON DS GLOBAL CERTIFICATION PTE. LTD.** against any costs, losses or charges sustained or incurred by the Clients arising from their judgement, decision and/or actions taken on the basis of the information given in the audit report provided by **AEON DS GLOBAL CERTIFICATION PTE. LTD.**

5 Confidentiality

- 5.1 **AEON DS GLOBAL CERTIFICATION PTE. LTD.** to safeguard clients' information obtained or created during the performance of the Services.
- 5.2 **AEON DS GLOBAL CERTIFICATION PTE. LTD.** to inform Clients in advance, of confidential information required to be made available by law and/or governing regulations to third party, e.g. government agencies and accreditation bodies.

6 Professional Service Fees and Payment

6.1 The auditing service fees payable for the Services are as follows:

- Administration fee;
- Auditing fee;
- **Revisit of workplace for reverification of documents or physical work activities or conduct of interview, if applicable.**

6.2 Clients shall pay **AEON DS GLOBAL CERTIFICATION PTE. LTD.** for the fee agreed as per signed quotation in the course of cancellation of services without any good reasons.

6.3 The fees payable will be invoiced accordingly and must be paid as per invoices.

6.4 **Audit Report will only be released upon payment received from clients.**

7 Audit Process

7.1 All audits to be conducted at clients' premises.

7.2 Prior to the audit, the appointment of the auditor(s) will be made known to the clients. Clients have the right to object to the inclusion of any auditor proposed by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** on the grounds of competency or possible grounds. Audit objectives shall be determined by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** The audit scope and criteria, including any changes, shall be established by **AEON DS GLOBAL CERTIFICATION PTE. LTD.** after discussion with the clients.

7.3 Clients to be given an audit plan prior to the audit and the dates of the audit shall be agreed upon in advance with the client.

7.4 The audit team to review with the client on any changes to the audit scope which becomes apparent as on-site auditing activities progress. **AEON DS GLOBAL CERTIFICATION PTE. LTD.** may amend the agreement with clients if it determines that adjustments to the audit are necessary, e.g. scope, sites, audit man-days and audit fee.

- 7.5 The auditor(s) will prepare an audit report detailing the findings of the audit to the clients' management after the audit.
- 7.6 Ownership of the audit report shall be maintained by **AEON DS GLOBAL CERTIFICATION PTE. LTD.**

8 Complaint/ Feedback

- 8.1 Clients who may wish to make a complaint could submit in writing to the management of **AEON DS GLOBAL CERTIFICATION PTE. LTD.**, stating specific details of the nature of the complaint. The management of **AEON DS GLOBAL CERTIFICATION PTE. LTD.** will conduct internal investigations and conclusion with corrective actions where deemed necessary.
- 8.2 **AEON DS GLOBAL CERTIFICATION PTE. LTD.** shall determine, together with the audited client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution.
- 8.3 Audit Report shall only be released upon submission of fully filled up Complaint/ Feedback form signed by Auditee's Representative/ Director to **AEON DS GLOBAL CERTIFICATION PTE. LTD.**

9 Validity of Auditing Agreement

- 9.1 These terms and conditions are valid for as long as the client remains an audited client with **AEON DS GLOBAL CERTIFICATION PTE. LTD.**
- 9.2 **AEON DS GLOBAL CERTIFICATION PTE. LTD.** reserved the right to amend the Audit General Terms & Conditions when required and with the mutual agreement of the client.

Company Name			
Acknowledge By		Signature	
Designation		Date	