

1. To qualify for this facility, a list of specimen signatures of the authorised personnel is to be completed by the General Manager or by a legally responsible member of the Client or by the authorised logistics Firm in the form set out in Exhibit - CAP-FRM-ASL-Authorized Signatory List attached hereto. This completed form shall be submitted to Intertek.
2. Clients dealing with Logistics Firm must produce an original letter authorising the Logistics Firm to perform the shipment certification request on behalf of the Client. This letter is to be addressed to the General Manager of the Intertek Office indicated in this Service Level Agreement (SLA). Under no circumstances can any third party be allowed to operate this facility on behalf of the Client unless the authorisation letter is obtained.
3. Records of shipment certification transactions and of applications for certification processing in relation to the facility should be kept for a period of five (5) years for future audit purposes.
4. A copy of the signed original Certificate of Conformity (CoC) is to be retained in the record file held at the Client's premises for five (5) years.
5. A File Log Sheet listing details of the consignment, Certificate paper number and other relevant information of the shipment shall be completed by the Client and kept at the Client's premises for five (5) years and made available to Intertek on request for audit purposes.
6. The File Log Sheet should include records of any void CoC and Stationery. The Client should retain originals of void CoC or Stationery for five (5) years for audit purposes.
7. All Stationery is to be stored or locked in a secured area, with access limited to the authorized personnel only.
 - a. Any instances of theft or loss of Stationery must be immediately reported to Intertek. The Client or other authorised personnel is solely liable for any Stationery which is stolen or lost from their premises and any legal actions resulting from this theft or loss.
 - b. Use of software converters for amendments or changes is strictly prohibited. Any amendments or corrections to the CoC should be referred to Intertek for their action and recording.
 - c. Any reported termination of your SLA will oblige you to return all the unused Certificate paper along with the updated File Log Sheet within the next 48 hours.

