



RULES OF INSPECTION

The applicant organization (hereinafter referred to as Client) upon agreeing on the contract for Inspection shall abide by the rules and conditions laid down herewith and shall take necessary measures to correct any violations noticed by FCI and/or brought to the knowledge of FCI by parties concerned with the inspection.

1.0 DEFINITIONS

Where used in the rules and conditions, the terms listed below shall have the following meaning:

FCI	Frontier Certification International L.L.C.
Client	An applicant organization or an individual requesting to FCI for inspection services.
Appeal	Client request for reconsideration of a decision or judgment FCI has made relating to inspection result. Complaint: Client dissatisfaction, other than appeal, relating to the activities of FCI, where a response is expected.
Complaint	Client request for reconsideration of a decision or judgment FCI has made relating to inspection result. Complaint: Client dissatisfaction, other than appeal, relating to the activities of FCI, where a response is expected.

2.0 Introduction to FCI

FCI is an independent Type 'A' Inspection body in accordance to ISO / IEC 17020: 2012, limited by shares and is self- financing.

Independence, Impartiality, Integrity and Confidentiality

FCI management and staff are committed and work on principles of independence, impartiality, integrity, responsibility, openness, confidentiality and responsiveness to complaints.

Competence of FCI personnel shall be demonstrated by the ability to apply knowledge and skill. FCI makes decisions if there is sufficient evidence of conformity, or raise non conformity report if conformity is not sufficiently evidenced.

FCI shall not disclose any information relating to clients' business or any of their associated affairs except that information which is required to be verified and/or reviewed by FCI accreditation body. Information about the client obtained from sources other than the client shall also be treated as confidential. When required by the local regulations or for legal reasons, relevant confidential information will be disclosed to the authorities with prior information to the client. The company pledges to adopt and administer absolute non-discriminatory policy. FCI may place in public domain or include in advertising material the names of the client organizations and services provided.

3.0 Contract Review

Client Quotation is reviewed by FCI as per its contract review procedures prior to sending out a Quotation. Client shall provide necessary clarification sought by FCI during the course of Contract Review. The quote / tender submitted by FCI shall indicate the inspection man-day fee, as appropriate, and scope of work, location and payment terms, technical terms and conditions, charges related to travel and accommodation and any other expenses payable by the client. Client shall formally accept the quotation and send the purchase order / contract.



4.0 Requirements from client

The client shall:

- a) Nominate a representative to enable FCI to establish contact when desired and execute the work.
- b) Extend necessary cooperation during the inspection including providing information on specification requirements to be fulfilled by FCI inspection including arranging sample, technical help etc.
- c) Ensure that items and samples to be inspected are uniquely identified in order to avoid confusion regarding the identity of such items and samples. (Note: Responsibility of handling and storage of items and samples lies with the client / vendor).
- d) Allow FCI access to sites in order to inspect and determine compliance /continuing compliance to the designated standard document necessary for evaluation by FCI.
- e) Provide (or ensure that the Vendor shall provide) the measuring equipment which is in a good working condition and it has the calibration certificate within the validity dates confirming traceability to national / international standard.
- f) Provide the suitable and adequate facilities and equipment to permit all activities associated with the inspection activities to be carried out in a safe manner.
- g) Provide records of all communication and actions taken in relation to any NCR raised by FCI Inspector.
- h) Use the inspection report / certificate only for the scope, item and extent as mentioned in the certificate. The report / certificate shall not be used for any other scope, item or extent without prior approval of FCI. Misuse of report / certificate shall be treated as breach of contract.

FCI has top management commitment to impartiality in all activities. FCI ensures to identify, analyze and document the possibilities of conflict of interests arising from provision of inspection services including any conflicts arising from its relationships of inspectors.

6.0 Complaints/Disputes and Appeals

Processes at FCI ensure that complaints / appeals are received, evaluated and validated impartially. Validated complaints / appeals are investigated impartially to determine and ensure effective corrective action(s), where applicable. Appeals are handled and investigated impartially by Appeals Committee. The committee may hear evidence from the client representative.

FCI ensures to acknowledge the receipt of complaint / appeal and further keep the complainant / appellant informed about the status of proceedings of complaint / appeal handling process until the end of the process. FCI shall ensure that the decision to be communicated to the complainant or appellant are made by, or reviewed and approved by, individual(s) not involved in the inspection activities in question.

FCI shall be responsible for all decisions at all levels during handling complaints and appeals. FCI shall ensure that investigation and decisions on appeals do not result in any discriminatory actions.

Detailed procedures available to the interested party on website. Complaint/Appeal, may be initiated on our website www.fci-qatar.com.

7.0 Fee structure & Terms of payment

Fees and associated costs shall be paid as per rates agreed in the quotation based on FCI Standard man-day rate. All payments shall be made as per commercial terms agreed in contract.

8.0 Limits of liability

In respect of any claim, loss, damage or expense however arising, FCI's liability to the client shall in no circumstance exceed the fee amount paid by the client to FCI. Under no circumstance FCI will be liable for any consequential loss.

9.0 Revisions

FCI Management completely reserves the right to amend and/or revise this Rules of Inspection. The revised version may be made available to clients for the ongoing jobs, if the changes made affect the contract terms.