

Intertek Certification Notice

September 22, 2020

2020-2021 Updates to ETL Certification Program

We would like to draw attention to a few updates to the processes and requirements of the ETL Certification Program.

Intertek maintains independent Accreditations in support of the continued recognition of the ETL Mark. As part of that maintenance, our laboratories are routinely audited for compliance to ISO/IEC 17020 (Inspection Body); ISO/IEC 17025 (Testing Laboratory) and ISO/IEC 17065 (Certification Body). As a result of these audits, we have the following items to provide in this Notice:

1. ISO/IEC 17065 contains specific client responsibilities that are required to be included in the Certification Agreement. In effort to ensure continued compliance, we may be contacting you to secure the current Certification Agreement (8 May 2018).

ISO/IEC 17065 requires our clients to comply with the following:

- fulfill the Certification requirements, including implementing appropriate changes when they are communicated by Intertek
- make all necessary arrangements for (1) the conduct of the evaluation and manufacturing facility surveillance, including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors; (2) investigation of complaints; (3) the participation of observers
- do not use your product Certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification that Intertek may consider misleading or unauthorized
- if copies of your certification documents are provided to others, the documents shall be reproduced in their entirety
- in referring to your product certification in communication media such as documents, brochures, or advertising, complies with Intertek requirements
- keeps a record of all complaints received relating to compliance with certification requirements and makes these records available to Intertek when requested, and (1) takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification; (2) documents the actions taken

- inform Intertek, without delay, of changes that may affect its ability to conform with the certification requirements. (example can include the following: changes to the legal, commercial, organizational status or ownership, key managerial, decision-making or technical staff, modifications to the product or the production method, contact address and production sites, major changes to the quality management system)
2. Intertek is required to advise the Regulatory Bodies in the US and Canada of any known safety-related product hazards or safety-related product recalls.
- Our Agreement requires that your product continues to meet the Certification requirements. It also requires that complaints received regarding the certified product are recorded and made available to Intertek.
 - As part of Intertek's control of our Certification Mark and compliance with accreditation requirements, we require immediate notification whenever a safety-related hazard has been identified or a safety-related product recall is being initiated subject to the US Consumer Product Safety Commission or Health Canada regulations. Those notification should be directed to product.incidents@intertek.com.
3. Regarding complaints with Intertek Certification Services as well as appeals for adverse decisions related to complaints, the Standards Council of Canada (SCC) serves as the final level of appeals for all Canadian (cETL) Listings.