



## Certification and Conformity Assessment Policy

Certification and Conformity Assessment Body  
of Telekom Security

## Foreword

Telekom Security operates a certification body accredited by DAkkS<sup>1</sup> in accordance with ISO/IEC 17065 and ETSI EN 319 403, DAkkS Registration No. D-ZE-21631-01 (former Certification Body of T-Systems, DAkkS Registration No. D-ZE-12025-01).

The aim of this document is to inform interested parties about the following:

- The rules for certification and conformity assessment
- The certification/conformity assessment procedure
- The framework conditions to be taken into account

This document is regularly updated based on requirements and made available to download online at [www.telekom-zert.com](http://www.telekom-zert.com) ("Service Area").

To perform a specific procedure, the version valid at the time of signing the related contract must always be applied.

A description of the Telekom Security certification programmes can be found in the related "Certification Practice Statement" (CPS), which are published in the same place.

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Distribution: public

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<sup>1</sup> Deutsche Akkreditierungsstelle (German Accreditation Body), [www.dakks.de](http://www.dakks.de)

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## Revision list

Revision	Date	Activity
0.9	September 8, 2000	Initial creation (debis Systemshaus)
1.0	February 28, 2001	Update
1.1	July 4, 2001	Update
1.2	August 1, 2001	Update based on new services
1.3	January 9, 2002	Renaming into T-Systems International GmbH
1.4	June 1, 2002	Services updated, minor corrections
1.5	January 2, 2003	Name changes, corresponding adjustments; addition of s4b
1.6	August 7, 2003	Additions in Sections 4.3 and 5.6
1.7	October 27, 2003	Changes: © and address specifications
1.8	July 22, 2004	Comparison with web
1.9	March 4, 2005	Assessment principles and procedure names updated
2.0	April 4, 2005	Addition of ETSI 101.456
2.1	July 25, 2005	Update due to BNetzA
2.2	October 31, 2005	Minor corrections
2.3	February 23, 2006	Standards updated
2.4	January 18, 2007	Programme adjustments, various updates
2.5	June 6, 2007	Adjustments for procedure 08
2.6	July 19, 2007	General Terms and Conditions updated
3.0	March 18, 2008	Division into CPS and Policy
3.1	June 1, 2010	Address change and editorial modifications; termination of programme 06
4.0	June 2, 2016	Modifications in the context of ISO 17065 and ETSI EN 319 403 accreditation by DAkkS
4.01	June 22, 2016	Editorial adjustments
4.02	June 24, 2016	Management Board, Section 3.5
4.03	August 11, 2016	Editorial adjustments
4.04	January 2, 2017	Address change
4.05	July 1, 2017	Phone number change
4.06	June 5, 2018	Editorial adjustments, sec. 1.1, 1.2
4.07	July 17, 2018	Glossary supplemented
4.08	April 17, 2019	Alignment with Corporate-ID
5.00	July 1, 2020	Renaming into CB of Deutsche Telekom Security GmbH
5.01	January 4, 2022	Technical changes
5.02	August 23, 2023	Editorial changes
5.03	March 11, 2024	Editorial changes
5.04	April 8, 2024	Reflection of R-17065 (herein ch. 7.4.5) in sec. 1.4
5.05	March 12, 2025	Chap. 3.2: editorial changes 'Organisational incorporation' added as a new chapter (chap. 3.5) Chap. 1.1: Additional provisions for application review if a certification programme is to be applied in the flexible scope.
5.06	August 14, 2025	Fax dial number deleted.
5.07	November 10, 2025	Chap. 2.1: clarification that consultancy in the sense of ISO/IEC 17065, ch. 3.2 does not take place.
5.08	March 07, 2026	Chap. 3.5 'Organisational incorporation' extended to include information about 'Telekom Trust Centre' (Telesec) and TCOS as well as Telesec smart card products. Chap. 2.2.1: Retention period for documents and records.

# 1 Procedure

The following sections describe the typical procedure for certification.

## 1.1 Preliminary Discussions and Application for Certification/Conformity Assessment

In this phase of the procedure, the interested party is provided with all the necessary information prior to deciding whether to carry out a certification. Preliminary discussions are formally considered as application for certification/conformity assessment.

Topics include:

- Object of certification
- Certification programme (procedure type) to be applied and the relevant assessment criteria as well as the applicability of the certification programme to the object of certification
- Roles of participants in conjunction with the certification programme to be applied
- Rights and duties (responsibilities) of participants
- Documents available/to be supplied
- Technical, organizational and legal environment of the ordering party including sites to be included and outsourced processes
- Procedure and subsequent monitoring to maintain the mark of conformity
- Confidentiality of information
- Milestone plan, timeframe and costs

If certification/confirmation of conformity is applied for on the basis of a certification programme in the flexible scope, the following additional provisions apply (EA rule 2/15, 6.1.4, 6.1.5):

- The certification body shall inform the interested party that it will only be able to issue a report/certificate under accreditation until the activities have been established and approved within its system under its flexible scope validation process.
- It will inform the interested party of the appropriate consequences (amongst other things, turnaround time, price).
- If the validation process of an activity result in the conclusion that the Certification Body is not capable of issuing valid reports/certificates, it shall inform the interested party that while the analysis and any consequent actions are being progressed, the

Certification Body will not be able to issue accredited reports/certificates and the reasons for this.

If the certification body reaches the conclusion, based on the assessment of the information received, that the desired certification procedure is unfeasible from the outset, it will not provide the interested party with an offer, but will instead explain the reasons for its decision.

## 1.2 Certification Agreement

On request and taking account of the preliminary discussions, the certification body draws up an offer for the desired certification/conformity assessment.

The offer specifies:

- The object of certification
- The certification programme to be applied (publicly accessible “Certification Practice Statement” document; this specifies standards and/or other normative documents based on which the ordering party requires certification)
- The general features of the ordering party, including the ordering party’s name, the address(es) of the ordering party’s physical site(s), and significant aspects of the ordering party’s processes and operations (if required by the certification programme concerned)
- General information regarding the ordering party that is relevant for the requested certification area, such as the ordering party’s activities, human resources and technical resources (including laboratory and/or certification facilities), functions and, where appropriate, relationships in a larger corporation
- Information regarding all outsourced processes that are used by the ordering party and affect conformity with the requirements. If the customer has specified a legal entity (or legal entities) to produce the certification object other than the ordering party, then the certification body can impose corresponding contractual controls on the legal entity (or legal entities) if this is necessary for effective monitoring. If such contractual controls are necessary, they can be determined prior to provision of the formal certification documentation.
- All other information that is required in accordance with the certification requirements concerned, such as information regarding initial evaluation and monitoring activities (e.g., the sites at which the certification object is produced and contact persons at these sites)
- Responsibilities of the certification body and the ordering party (applicant) as well as all significant legal obligations
- A rough schedule and other commercial conditions

The “ordering party” (“applicant”) represents a dedicated role in each type of procedure and is responsible, among other things, for making it possible for the certification body (and any evaluation facility that it has commissioned) to implement the requested procedure. If the requested procedure is completed with the issuance of a mark of conformity, the applicant becomes the holder of the mark of conformity. The certification body is and remains the owner<sup>2</sup> and issuer<sup>2</sup> of all marks of conformity (certificates, confirmations, test seals) that it has issued.

The offer is signed by an authorized representative of the operator of the certification body.

The application to issue a mark of conformity becomes effective through the legally binding acceptance of the offer. A corresponding letter, to be signed by an authorized representative of the ordering party, is required and should contain, in particular, the ordering party’s company name, legal form and address.

This “Certification and Assessment Policy” document is to be regarded as an integral part of the offer and the contract.

### 1.3 Commencement of the Procedure

A procedure is started as soon the certification application has been accepted, i.e. after the certification agreement has come in force.

The certification body assigns a unique certification ID to the procedure, which can be used by the applicant (ordering party) as a reference. If the applicant agrees, the certification procedure can be announced at [www.telekom-zert.com](http://www.telekom-zert.com).

If required, a joint kick-off meeting is held with all participants. A schedule for the procedure is defined in mutual agreement.

The procedure is carried out at the business premises of the certification body in Bonn – with the exception of audits and inspections at the premises of the ordering party and service providers commissioned by the ordering party, if such audits and inspections are part of the certification programme.

The certificate is generally handed over at the premises of the certification body. The certificate can also be handed over elsewhere on request.

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<sup>2</sup> In accordance with ISO/IEC 17030

If required, all parties involved in the project jointly decide on any necessary modifications to the certificate request (e.g., the object of certification and the course of the assessment).

## 1.4 Assessment Activities

Depending on the type of procedure (also referred to as certification programme), assessment steps are carried out by the external evaluation facility commissioned by the applicant (monitored by the certification body), or by the certification body itself.

Assessment, audit, inspection and monitoring reports are drawn up to report on the assessments performed and the corresponding results. These reports are submitted to the applicant for inspection.

The assessment, audit, inspection and monitoring reports address every single aspect of assessment that is required in the selected certification programme and is applicable to the specific procedure, and clearly document the assessment results for each aspect. For example, the applicant is informed of any non-compliance that is determined.

If one or more cases of non-compliance have been determined, and the applicant expresses an interest in continuing the certification process, then the certification body provides information regarding any additional evaluation tasks that are necessary in order to verify that the non-compliance has been corrected. If the applicant agrees to complete the additional evaluation tasks, then the evaluation is repeated to the extent necessary to complete the additional evaluation tasks.

If the applicant has no objections, then the report is regarded as formally approved. If the applicant has objections, the certification body will make a decision regarding these objections according to its best judgment and inform the applicant of the decision.

The certification body may accept the results of conformity assessment activities (test, inspection or audit results, etc.) that were completed prior to the application for certification, subject to the following conditions:

- 1) The certification programme provides for such an inclusion of pre-existing results of other conformity assessments;
- 2) The certification body can use suitable records to prove that all relevant requirements of the applicable ISO 17000 series standards have been met;

- 3) Records can be used to establish the compatibility of the selection function, on which the result was based, with the evaluation activity to be replaced;
- 4) There must be technical equivalence in the narrower sense, which requires, for example, that the measurement uncertainty of the result to be adopted is within the permissible range in the adopting body or that other programme requirements are comparable.

## 1.5 Completion of the Procedure

Once the assessment activities have been completed, the certification body reaches a decision regarding certification.

If all assessment activities have been completed successfully, a positive certification decision can be made, meaning that the conformity aimed for by the applicant can be confirmed and a mark of conformity issued. With certain types of procedures, an additional certification/confirmation report or an annex/supplement to the mark of conformity issued may be provided. These documents are submitted to the applicant in electronic and printed form.

If the applicant agrees, these documents and certificates may be published at [www.telekom-zert.com](http://www.telekom-zert.com).

Depending on the type of procedure, it may be necessary to forward these documents to supervisory bodies (Federal Office for Information Security (BSI), Federal Network Agency, accreditor) or allow these institutions to view the documents.

With regard to these institutions publishing the results of the procedure, the Telekom Security certification and assessment body is bound to their deadlines and cannot guarantee any specific publication dates.

If the entire procedure could not be completed successfully, the final report explains the essential reasons for this. After addressing the shortcomings, the applicant may apply for a reassessment, see Section 1.4 above.

The certification body archives all documents relevant for the project. If it has been agreed that the certification body will archive the certified object (e.g., in the case of products), appropriate measures will be taken. Details will be discussed with those involved.

## 1.6 Maintenance of the Mark of Conformity following Changes

Following modifications to the object of certification/confirmation, changes to the underlying assessment criteria or new technical findings that may be relevant to the object of certification, a decision must be reached with regard to maintaining, changing, extending/restricting, suspending/reinstating or withdrawing the mark of conformity.

In detail, this means:

- If the object of certification/confirmation is modified or extended, depending on the nature of the changes, it may be possible to extend the mark of conformity to the modified version (possibly with additional stipulations) or restrict the mark of conformity to the old version.  
An extension of the mark of conformity through an annex/supplement to the existing mark of conformity can only be requested by the party who requested the mark of conformity to be extended (by the holder of the mark of conformity).
- The certification body will inform the applicant as soon as possible about changes to the underlying assessment criteria (to the relevant certification programme). The certification body will explain to the applicant the impact of these changes on the object of certification and its certification/confirmation. It is possible that the mark of conformity cannot be maintained based on the changed underlying assessment criteria and requires another assessment.
- If new technical findings that may be relevant for the object of certification lead to the conclusion that a mark of conformity can no longer be justified for technical reasons, the applicant may eliminate identified weaknesses in a reasonable time frame. This must be documented appropriately for the procedure, and the certification body must be informed accordingly. Based on this information, the certification body decides whether the certificate/confirmation may either be maintained (possibly with further stipulations) or restricted or – subject to corrective measures by the applicant – needs to be suspended or withdrawn.

Depending on the manner and scope of changes, which must be described in an impact analysis prepared by the applicant (for each individual certification procedure to maintain the mark of conformity), it may be necessary to re-certify<sup>3</sup> or re-evaluate<sup>4</sup> the object of

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<sup>3</sup> Performed exclusively by the certification body, without the involvement of an evaluation facility

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certification before a decision can be reached with regard to maintaining, changing, extending/restricting, suspending/reinstating or withdrawing the mark of conformity. The certification body reserves the right to make the final decision.

Whenever the mark of conformity is changed, extended, suspended or withdrawn, this is announced and published in accordance with the stipulations in Section 3.2.

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<sup>4</sup> Performed by an evaluation facility, with subsequent re-certification

## 2 Certification Rules

### 2.1 Responsibilities of the Certification Body

The certification body is accredited in accordance with the relevant standards

- DIN EN ISO/IEC 17065: Conformity assessment – Requirements for bodies certifying products, processes and services, latest version
- ETSI EN 319 403: Electronic Signatures and Infrastructures (ESI); Trust Service Provider Conformity Assessment-Requirements for conformity assessment bodies assessing Trust Service Providers.

by DAkkS under the DAkkS registration number D-ZE-21631-01.

Meeting the requirements of these standards and maintaining the corresponding accreditation is essential for the certification body. The following basic principles and responsibilities can be derived from this for the certification body's services:

- The certification programmes of the certification body are accessible to all external<sup>5</sup> interested parties<sup>6</sup>.
- Impartiality and objectivity are ensured and all ordering parties are treated equally. Consultancy in the sense of ISO/IEC 17065, ch. 3.2 does not take place as a matter of principle.
- Where technical assessments are performed by independent (external) assessment bodies, equal treatment of all assessment bodies is guaranteed.
- The interests and reservations of third parties have no bearing whatsoever on the procedures employed by the certification body and the results obtained.

The certification body is responsible for strictly and continuously adhering to these principles and is monitored in this regard by the accreditor and supervisory authorities. The accreditor pays particular attention to ensuring that the procedures of the certification body are

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<sup>5</sup> I.e., not from the Deutsche Telekom AG Group

<sup>6</sup> The certification body can refuse to accept or maintain a request for a contract to certify a applicant if there are fundamental or proven reasons, such as if the customer is involved in illegal activities, if the customer has repeatedly violated the certification or product requirements, or if there are similar problems relating to the customer.

accessible to all external interested parties, that impartiality and objectivity are guaranteed and that all applicants are treated equally.

The certification body uses and manages its marks of conformity in accordance with ISO/IEC 17030.

The certification body monitors the use of its marks of conformity. In the event of misleading or improper use, the certification body reserves the right to take corrective measures, make this known or, in extreme cases, take legal action.

If the basis on which a mark of conformity was issued ceases to apply, the certification body decides whether the mark of conformity can be maintained (possibly with restrictive stipulations) or must be withdrawn (revoked). The applicant, as the holder of the mark of conformity, can also request changes or the revocation of the mark of conformity.

The certification body limits its requirements, evaluations, assessments, decisions and monitoring (where necessary) to aspects that specifically and exclusively relate to the scope of application for the certification.

## 2.2 Responsibilities of the Applicant

In ordering a certificate from the certification body, the applicant (ordering party) agrees to continuously adhere to the following principles (arising from ISO/IEC 17065 and the respective assessment criteria).

If there is any significant failure on the part of the applicant to observe these obligations, the certification body reserves the right to delete announcements at [www.telekom-zert.com](http://www.telekom-zert.com), refuse to issue marks of conformity, and withdraw (revoke) issued marks of conformity.

### 2.2.1 All Certification Programmes

1. The applicant always meets the certification requirements, including the implementation of corresponding changes when informed of these by the certification body.
2. The applicant ensures that the certified product continues to meet the product requirements when the certification applies to ongoing production.
3. The applicant makes all the necessary preparations for the following:
  - 1) Carrying out the evaluation and monitoring (where necessary), including taking

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- account of the verification of documentation and records, access to the relevant equipment, site(s), area (s) and staff, and the applicant's subcontractors;
- 2) The investigation of complaints;
  - 3) The participation of observers, where appropriate.
4. The applicant can only make claims with regard to the certification in line with the scope of application of the certification.
  5. The applicant must not use the product certification in any way that could discredit the certification body, or make any statements about its product certification that the certification body could consider to be misleading or unjustified.
  6. When marks of conformity are issued, the currently valid version must always be used.
  7. The mark of conformity (the certification document) must not be changed, meaning that it must be used exactly as issued by the certification body.
  8. If the certification documents, including the mark of conformity (the certification document), are made available to others, the documents must be duplicated in their entirety, or as defined in the certification programme.
  9. If the certification/confirmation is suspended, withdrawn or terminated, the use of all advertising materials that contain any reference to the certification/confirmation must be ceased and the measures required by the certification programme (for example, returning certification documents) as well as all other necessary measures must be taken.
  10. If the certified object is referred to in communication media, such as documents, brochures or advertising materials, the requirements of the certification body and stipulations defined in the certification programme must be met.  
Any reference to the certified object in publicly accessible media and materials must be clear and not misleading. In particular, the certification may only be used to indicate the conformity of the certified object with the standard applied.  
New versions of previously certified objects may only be referred to as "certified" or "confirmed" if a re-certification or subsequent confirmation has been successfully completed and a certificate issued.

11. The certification body must be informed immediately of any changes that could affect the ability of the applicant to meet the certification requirements<sup>7</sup>.
12. The applicant must label products and systems as well as process-related documentation in such a way that amended versions can be clearly recognized based on new version numbers, releases, etc.
13. If new security findings lead to the conclusion that a mark of conformity can no longer be justified for technical reasons, the applicant can eliminate any identified weaknesses in a reasonable time frame, document this and inform the certification body accordingly.
14. Records of all complaints and new findings regarding the properties of a certified object that have been made known to the applicant's customer with regard to adherence to the certification requirements must be kept and these records must be made available to the certification body on request. In addition:
  - 1) The applicant must take suitable measures with regard to such complaints as well as any deficiencies that have been discovered in the products and that affect adherence to the certification requirements.
  - 2) The measures taken must be documented.
15. All requirements must be met that may be described in the certification programme and that relate to the use of marks of conformity as well as to information relating to the product.

The certification body uses and manages its marks of conformity in accordance with ISO/IEC 17030.

The certification body monitors the use of its marks of conformity. In the event of misleading or improper use, the certification body reserves the right to take corrective measures, make this known or, in extreme cases, take legal action.

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<sup>7</sup> Examples of changes include:

- The legal, economic or organizational status or ownership
- Organization and management (e.g., key roles, decision-making processes or technical staff)
- Changes to the product or production method
- Contact addresses and production facilities
- Significant changes to the quality management system

16. If necessary, the applicant must commission an external evaluation facility suitable for the chosen certification programme to perform the technical evaluation at the latest eight weeks after the beginning of the corresponding procedure.
17. The certification body has the right to inspect any applicant documents relevant for the assessment as well as any assessment reports of the commissioned evaluation facility, insofar as this is necessary for the assessment and certification in accordance with the underlying criteria.
18. After providing notice and for the purpose of an assessment, the certification body has the right to enter and inspect the development, testing and production sites and other facilities of the applicant, third parties commissioned by the applicant, the applicant's suppliers and other parties relevant for the assessment, insofar as this is necessary for the assessment.
19. The certification body shall retain all documents and records received and collected in the course of carrying out the certification for a period of 10 years from the date of issuing the conformity assessment report.

Individual certification programmes are presented in the certification body's respective publicly accessible "Certification Practice Statement" document. There is one dedicated "Certification Practice Statement" for each certification programme or group of related certification programmes.

## 3 Miscellaneous

### 3.1 Confidentiality

A key principle followed by the certification body is to maintain the strict confidentiality of information gathered during certification procedures. This relates to both storing and transmitting all information relating to the procedures. A system of three confidentiality levels has been set up for this purpose, the selection of which is based on the offer and commission:

Standard: Access to procedure-related information stored with the certification body is granted to all certifiers and auditors of the certification body, IT administrators of Telekom Security and (if applicable) the evaluation facility involved. With regard to the electronic transmission of data, a decision on encryption is made on a case-by-case basis.

Need-To-Know: Access to procedure-related information stored with the certification body or electronically transmitted is granted only to certifiers and auditors of the certification body who are involved in the procedure and (if applicable) the evaluation facility involved. For electronic transmission, data must be encrypted using an algorithm agreed upon by the parties involved.

High: The procedures for handling classified governmental information are applied. The certification body maintains an organizational and technical infrastructure that is appropriate for handling classified governmental information at least up to the level “secret”.

### 3.2 Disclosure and Publication

The certification body will not disclose information to third parties regarding the status of ongoing procedures or information about the applicant itself without the explicit approval of the applicant.

As standard, the certification body publishes the results of certification procedures on its website at [www.telekom-zert.com](http://www.telekom-zert.com), unless the applicant has explicitly objected to this. If the certification body publishes the results of a certification procedure, the certification body will also announce and publish any modification, extension, suspension or withdrawal of the mark of conformity accordingly. As standard, i.e., for all certification programmes, the

certification body publishes the directory of objects that it has certified on its website at [www.telekom-zert.com](http://www.telekom-zert.com).

Irrespective of this, the certification body must give third parties (e.g., supervisory authorities and accreditors) access to the assessment results – depending on the type of procedure. The applicant is always informed of this, unless it is forbidden by law.

All marks of conformity and documents issued by the certification body are the property of the certification body. They also contain copyright notices explaining the possibility of reproduction by third parties. The operator of the certification body retains the copyright for all marks of conformity and documents (reviews, reports, appraisals, etc.) issued by the certification body. Unless otherwise agreed by contract, the applicant is authorized only to duplicate and distribute marks of conformity – provided that the content, form and origin (the certification body as owner and issuer) of marks of conformity remain unchanged.

### 3.3 Monitoring the Use of the Mark of Conformity

The certification body monitors the use of its marks of conformity. In the event of misleading or improper use, the certification body reserves the right to take corrective measures, make this known or, in extreme cases, take legal action.

Proper and appropriate use of the mark of conformity is contractually imposed on the applicant, see Section 2.2 above.

The rules with regard to (the certification body) monitoring the use of the mark of conformity are defined in the relevant certification programme. Individual certification programmes are presented in the certification body's publicly accessible "Certification Practice Statement" document.

### 3.4 Procedure Costs and Liability

Costs are charged for performing a procedure. These costs are based primarily on the type of procedure requested, the specific object to be certified, the scope of certification desired or demanded and the degree of assessment envisaged or required. However, the procedure costs are charged irrespective of the ordering party's attributes (company name, company size, registered office, division, etc.). Details are specified in the offer.

Certification fees are always charged as agreed – regardless of whether a mark of conformity has been issued or could be not issued due to technical deficiencies or other

deficiencies, the applicant cancelled the procedure, or the certification body suspended the procedure due to failure to provide the necessary information.

If the ordering party requires modifications to reports, expert opinions or marks of conformity that it has already approved, the additional effort will be charged to the ordering party. This also applies to performing re-assessments, if these become necessary due to reasons caused by the ordering party. The ordering party and certification body will jointly agree on this in advance.

The General Terms and Conditions attached to each individual offer describe the manner and scope of Telekom Security' liability.

### 3.5 Organisational Incorporation

The operator of the 'Certification Body of Telekom Security' is the Deutsche Telekom Security GmbH (Commercial Register: Amtsgericht (Local Court) Bonn HRB 15241).

Deutsche Telekom Security GmbH operates, among other things, the qualified trust service provider 'Telekom Trust Centre', which offers its trust services on the market. The 'Telekom Trust Centre' is also the manufacturer of the 'Telekom Chipcard Operating System (TCOS)' and of smart card products based on this chip card operating system, which it has certified by other certification bodies, among other standards, in accordance with Common Criteria and offers them on the market.

The 'Telekom Trust Center' is organisationally, commercially and financially separate from the certification body. The operation of the certification body, also in terms of impartiality and independence as defined in ISO/IEC 17065:2013, is not influenced by the operation of the 'Telekom Trust Centre'.

### 3.6 Procedure for Complaints and Objections

Participants (applicant, evaluation facility) may lodge a complaint against or oppose decisions made by the certification body. The procedure for considering complaints and objections is as follows:

- (i) The certification body confirms the receipt of a formal complaint or formal objection.
- (ii) The certification body looks into the content of the complaint or objection to determine whether the complaint or objection relates to certification activities

for which the certification body is responsible.

If the certification body does not accept the complaint or objection, this is explained in writing to the party lodging the complaint.

If the certification body accepts the complaint or objection, it then processes it, recording and verifying all the necessary information (as far as possible) in order to reach a decision regarding the complaint or objection.

- (iii) To begin with, an attempt is made to reach an agreement regarding the disputed matter with the certifier or conformity confirmer responsible for the procedure concerned.
- (iv) If this is not possible, an attempt is made to reach an agreement with the manager of the certification body.
- (v) If this is not possible, the party lodging the complaint may consult the “Lenkungsgremium zur Sicherung der Unparteilichkeit der Zertifizierungsstelle der Telekom Security” (Management board for ensuring the impartiality of the Telekom Security certification body). The address of the Management Board is: Lenkungsgremium der Zertifizierungsstelle der Telekom Security, Telekom Security International GmbH, Bonner Talweg 100, 53113 Bonn, Germany.
- (vi) If this is not possible, the party lodging the complaint and the certification body can together consult the relevant supervisory authority. Which supervisory authority is relevant depends on the certification programme in conjunction with which the certification procedure in question was/is performed (see “Certification Practice Statement” document for the respective certification programme).
- (vii) The certification body takes all necessary follow-up measures in order to deal with the complaint or objection.
- (viii) Wherever possible, the certification body formally informs the party lodging the complaint or objection about the result and completion of the complaint/objection procedure.

This arbitration procedure neither precludes nor prejudice any legal proceedings.

## 4 Glossary

Term	Definition
Mark of conformity (certificate)	<p>ISO/IEC 17030:</p> <p>“Protected mark issued by a body performing third-party conformity assessment, indicating that an object of conformity assessment (product, process, person, system or body) is in conformity with specified requirements”.</p> <p>Conformity assessments can be confirmed by the certification body in the form of certificates, confirmations and quality or test seals.</p>
Certification programme (certification scheme)/procedure type	<p>following ISO/IEC 17065 (3.9):</p> <p><i>Certification system</i> (conformity assessment system) that relates to a certain class or certain type of <i>objects to be certified</i>, to which the same defined requirements, specific rules and procedures are applied.</p> <p>The rules, procedures and management of the certification of products, processes and services are laid down by the certification programme (certification scheme).</p>
Certification/conformity assessment procedure	<p>A specific qualification procedure (conformity assessment procedure) that is applied to the <i>object to be certified</i> by the certification body by order of the applicant.</p> <p>A certification/conformity assessment procedure must be carried out as part of a <i>certification programme</i>.</p>
Certification system (conformity assessment system)	<p>Rules, procedure and management for the implementation of certifications</p>
Object to be certified (object of certification, object of the conformity assessment)	<p>Product/service/process for which the applicant aims to obtain a mark of conformity.</p>
Applicant (ordering party)	<p>Legal entity who applied at the CB for the issuing a certificate in accordance with a Certification Programme offered by the CB</p>
Holder of a mark of conformity	<p>Applicant, whose requested certification procedure is completed with the issuance of a mark of conformity.</p>

Term	Definition
Owner of a mark of conformity	ISO/IEC 17030: “person or organization that has legal rights to a third-party mark of conformity”  In the current context: The Certification Body of Telekom Security
Issuer of a mark of conformity	ISO/IEC 17030: “body that grants the right to use a third-party mark of conformity”  In the current context: The Certification Body of Telekom Security
Evaluation facility (EF)	Derived from ISO/IEC 17025 (laboratory):  body that performs evaluation of IT services and/or IT products by one or more of the following activities: <ul style="list-style-type: none"> <li>- testing;</li> <li>- audit;</li> <li>- calibration;</li> <li>- sampling, associated with subsequent testing or calibration.</li> </ul>
Operator of EF	Legal entity operating an evaluation facility
Recognition Agreement	A legally binding contract with an EF who applied for or already acts as EF with the status ‘recognised EF’ granted by the CB.
status ‘recognised EF’	A status granted by the CB to an EF, who successfully passed the EF recognition procedure laid down in the related document #040.
Consultancy (in conjunction with the activities of certification bodies, the staff of certification bodies and organizations that are related to or associated with certification bodies)	ISO/IEC 17065 (3.2):  Participation in: <ol style="list-style-type: none"> <li>a) Development, production, installation, maintenance or distribution of a certified product or a product to be certified; or</li> <li>b) Development, implementation, operation or maintenance of a certified process or a process to be certified; or</li> <li>c) Development, implementation, provision or maintenance of a certified service or a service to be certified.</li> </ol>

**End of Certification and Conformity Assessment Policy**

## **Certification and Conformity Assessment Policy**

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