

**BUREAU VERITAS CONSUMER PRODUCTS SERVICES – Corporate Social Responsibility Services
TERMS & CONDITIONS**

Terms	Definition / Condition	Unit Price
Audit Site Access	The ability of BV CPS auditors to conduct a credible audit depends on factory management's cooperation and willingness to provide auditors access to employees for confidential interviewing, documentation for review (including payroll and attendance records), and access to all areas of the factory for visual observation.	n/a
Booking Lead Time	Request for audit should be made at least 30 calendar days prior to the desired audit date(s).	n/a
Scope	Audit findings are based on crosschecking data gathered from visual observation, confidential worker interviews, management interviews, and documentation review.	n/a
Distribution of Worker Interview Information	To effectively execute the audit confidential worker interviews are undertaken. It is BV's position to ensure that workers of factories will not be retaliated against due to comments or information obtained during the auditing process. In absence of objective evidence and to ensure the integrity of the audit process, BV reserves the right to non disclosure of information obtained from workers to the factory. Therefore, information obtained from interviews will be kept confidential and may not be included in the final audit report. By accepting these terms and conditions you authorise BV to communicate where applicable worker interview information that may not be contained in the final report to the payee of the audit and/or the master client/retailer who owns the COC programme. If the factory is the payee of the audit and the audit is NOT part of a master client/retailer programme then the worker interview information will NOT be communicated to any parties without the expressed permission of the factory.	
Man-day	8 hours spent on working and/or traveling with 1 hour break and in compliance with local labor law.	As per agreement with client
Normal Working Days	Mon – Fri (or in compliance with local labor law and customs)	n/a
Working on Weekends	If express service or other request requires that BV auditors work on weekends.	20% surcharge (of total Man-day fees)
Working on Holidays	If express service or other request requires that BV auditors work on Public Holidays.	30% surcharge (of total Man-day fees)
Express Service	Rush / ASAP booking within 7 days from desired audit date.	50% surcharge (of total Man-day fees)
Access Denied Charge	Scheduled audit or assessment was not performed due to factory management not allowing BV staff to enter or conduct the audit or assessment for reason outside the control of BV staff.	Invoiced in full including Man-day fee(s) and all expenses incurred
Late Cancellation Charge	Cancellation of the audit less than 48 hours from scheduled audit day if auditors cannot be re-assigned to alternate audit. For US and Canada, cancellation of the audit less than 10 business days from scheduled audit day if auditor(s) cannot be re-assigned to alternate audit.	Invoiced in full including Man-day fee(s) and all expenses incurred
Extra Traveling Time Charge	1. If travel is required on the day before or the day after the audit 2. Waiting time day before or day after the audit date due to the lack of transport resources.	Up to 4 hours: additional 0.5 Man-day More than 4 hours: additional 1.0 Man-day
Flight Charge	Cost of air travel for standard coach	Invoiced at cost
Traveling Expense	Cost of travel expense other than air	Invoiced at cost or in accordance with pre-approved travel cost matrix
Accommodation Expense	1. If travel is required on the day before or the day after the audit 2. If the audit requires 2 or more days to complete.	Invoiced at cost or in accordance with pre-approved travel cost matrix
Liability	Neither party will be liable to the other party for indirect, incidental, special, punitive or consequential damages, including damages for lost opportunities, lost profits from this Agreement or any other transaction, or lost savings, even if such damages were foreseeable or result from a breach of this Agreement. (General Conditions of Service – Section 8(A))	n/a
CPS Conditions of Service	All services of Bureau Veritas Consumer Products Services Division are strictly offered, and can only be accepted, under the CPS Conditions of Service. Any party that requests said services, confirms said services, or makes any payment for said services does so agreeing automatically that: (a) it irrevocably accepts and agrees to the CPS Conditions of Service; (b) it waives all rights to change or challenge the CPS Conditions of Service; and (c) the CPS Conditions of Service are final and, unless expressly agreed otherwise by Bureau Veritas, any additional conditions sought to be imposed on any service or payment shall be invalid. The CPS Conditions of Service can be accessed through this link: https://www.cps.bureauveritas.com/terms-conditions	n/a
Confidentiality	BV CPS will maintain all information gathered during the audit process and any related reports confidential at all times. Information will only be shared with pre-approved parties.	
Payment Terms	Prepayment is required for all invoice payers unless otherwise specified. The credit terms of net 30 days from the invoice date may be offered to program clients based on the size of the program as per BV senior management's approval. Late payment might result in a change of payment conditions from credit to prepayment. Invoices are payable whether the product/shipment is accepted, rejected, shipped, or unshipped.	n/a
All services will be performed according to Company's generic protocols / standard operating procedures should the client not provide their own specific requirements.		
When invoices for Company's Services are issued to parties other than the Client (agent, vendor, factory, etc.), the other party must meet local credit requirement for the country where the invoice is issued, which may include partial prepayment or full prepayment. The Client will be notified of any unpaid invoices by their vendor/factory over 40 days from invoice date. The Company reserves the right to suspend services and/or change payment terms to full prepayment for Client's account being overdue. All remittance charges, commission & bank charges, telegraph transfer, and any particular country tax charges shall be strictly borne by the invoice recipient/remittance party.		
TO ENFORCE OUR INTEGRITY POLICY, WE MAY SEND MYSTERY AUDITORS TO PERFORM SERVICES AND REPORT ANY CASES OF SUSPECTED BRIBERY TO THE LEGAL AUTHORITIES FOR FURTHER INVESTIGATION AND ACTION AS PER LOCAL LAW.		