



Lloyd's Register
LRQA

LRQA Service Agreement
Scope of Services and Fees scale for Management System Certification
(QMS)

1. Agreement

This agreement is made between (1) Lloyds Register Quality Assurance Limited (LRQA), whose registered office is at 71 Fenchurch Street, London, EC3M 4BS, United Kingdom, and its UKAS accredited office at 1 Trinity Park, Bickenhill Lane, Birmingham, B37 7ES, United Kingdom ('LRQA') and (2) Hydro Bond Engineering Ltd

Address:
Aberdeen Science and Energy Park
Hydro House
Claymore Avenue
Bridge Of Don
ABERDEENSHIRE
AB23 8GW
Plus other sites as agreed (refer to certificate of approval)

2. Services

LRQA will carry out an assessment of the Client's management system to establish compliance with the Assessment Standard(s) and in accordance with the Scope of approval. LRQA will provide regular surveillance visits and a certificate renewal visit before the end of the three year cycle to confirm the validity of the approved management system and the certificate of approval.

Where the services comprise a change to an existing approval the document review activity, change to approval and or surveillance visits may all be provided as extra visits.

Assessment Standards
ISO 9001:2015

Proposed Scope
The scope of approval is dependent upon those activities satisfactorily assessed during assessment and subsequent visits. The definitive scope of approval is the scope printed on the current certificate of approval.

3. Special Visits

Where a Special Visit is required to verify conformance to the applicable standard, this needs to be conducted within 90 calendar days from the issuance of a Non Conformity Report (NCR).

In the event that non conformances are reported during assessment, surveillance visits or certificate renewal visits, these will be issued to the Client and where necessary additional follow up visits will be scheduled and carried out to verify corrective actions.

Any additional time added to the duration of scheduled visits to verify the effectiveness of actions taken to close an open NCR will be charged at the day rate applicable at the time of the visit.

4. Fees

Six Monthly Surveillance Duration: (Chargeable at the day rate applicable at the time of each visit)	1 Day
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Note: The duration for the Initial assessment stages, the on-going surveillance visits and certificate renewal visits are based upon the requirements of the accreditation mandatory document(s) for the duration of audits – IAF MD 5:2015 and EA-3/13M: 2016 and other related accreditation guidelines. Any increases or reduction in duration to the maximum permitted are made using the factors permitted by these documents. A detailed justification of the factors to confirm the assessment duration in line with accreditation requirements will be included in the Stage 1 assessment visit report after completion of on-site verification of the relevant factors.



- 4.1 A certificate renewal visit is due prior to the expiry of the existing certificate; the duration for this visit is to be advised on completion of the prior surveillance visit and chargeable at the day rate applicable at the time of visit.
- 4.2 Unless specified elsewhere in this Agreement LRQA fee rates will be subject to an annual review and will be increased in line with cost increases. Any such fee increases will be advised prior to work being carried out.
- 4.3 The cost of providing one accreditation mark is included in the above fees. Any additional marks requested will be charged at £350.00 per mark per annum, which covers the cost of administration and levies imposed by accreditation bodies.
- 4.4 There will be a fee charged for any changes in the Clients company name or address which result in the issue of a new Certificate. This will be charged at the rate applicable at the time of issue.
- 4.5 Short Notice visits
In the event of complaints against the Client within the scope of this Agreement, or in the event that the Client notifies LRQA of significant changes which are likely to affect the management system's compliance with the criteria referred to and the approvals issued under this Agreement, LRQA will carry out either an unannounced or short notice visit to the Client for the purposes of investigating the complaint or reviewing the changes made, and the chargeable rates for such visits will be the day rate applicable at the time of each visit.
- 4.6 Travel and Expenses Costs:
Fees quoted are inclusive of travel costs and expenses but excluding flights (unless stated otherwise in fee table above).
- 4.7 Payment by Invoice:
Payment of LRQA's services will be as detailed in section 4 of the Agreement.
Invoices for visits not covered by the scope of this contract will be rendered after the visit and will be due for payment within 30 days.
- 4.8 Cancellation/Postponement Charges
If the client postpones or cancels a visit within 6 weeks of the scheduled date, LRQA reserves the right to levy a surcharge equal to the fees for the cancelled visit.
- 5. Standard Contract terms and conditions
This Agreement is governed by the terms and conditions as detailed within the "Agreement" Ref GMS03-11-78 of which this forms a part.

Signed by authorised representatives of LRQA and the Client:

For and on behalf of Hydro Bond Engineering Ltd

Signed: K. Holste

Title: Head of QHSE

Name: KASIA HOLSKA
(BLOCK CAPITALS)

Date: 26/03/2018

For and on behalf of Lloyd's Register Quality Assurance Limited

Signed: _____

Title: UK & Ireland Client Services Manager

Name: NICK GIBBONS
(BLOCK CAPITALS)

Date: _____

Ref No:

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Date: 5th March 2018

Produced By: Julie Hutchings