



ISO CERTIFICATION AGREEMENT

FOR

GLOBAL WINGS FOR PASSENGER CHARTER BUS LLC

Abu Dhabi , United Arab Emirates

A photograph of three business professionals in an airport terminal. Two men in suits are seated at a table, looking at documents and laptops. A woman in a white shirt is standing and looking at a laptop. The background shows the curved glass and metal structure of an airport terminal.

CONTRACT

AL TAIR QUALITY SERVICES LLC

P.O.Box: 108967, Abu Dhabi, UAE. -Tel: 02- 6713980 - Fax - 02-6713982

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1. INTRODUCTION LETTER

To,

M/S: GLOBAL WINGS FOR PASSENGER CHARTER BUS LLC

Abu Dhabi , United Arab Emirates

ATTN: Ms. Nanditha

Sub: Certification AGREEMENT (CA) for **ISO 9001:2015 Quality Management System.**

Thank you for your interest in **AL TAIR QUALITY SERVICES LLC**, we have the pleasure to provide our services to your esteemed company

We take this opportunity to wish you success and it will be our privilege to work with you on the proposed agreement. We are confident of delivering our services up to your expectations and look forward to a continuing the business relationship.

Enclosed, please find the following

- ISO AGREEMENT for certification services
- The Standard Terms & Conditions.

The standards certificates, which we offer are ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007, ISO 45001:2018, ISO 22000, HACCP, ISO 27001, ISO 50001 and others

Based on the requirements expressed by **GLOBAL WINGS FOR PASSENGER CHARTER BUS LLC** .We would like to formally submit to you our agreement for **ISO 9001:2015.** for the ISO certification requirement of your company

To confirm, kindly send us the stamped and signed AGREEMENT

“Thanking you and assuring you of our best services / attention at all times”

2. CERTIFICATION PROCESS/ GUIDELINES

Accredited Management System Certification Rules

Purpose

The purpose of this description of the AL TAIR QUALITY SERVICES LLC Certification Rules is to provide relevant information regarding AL TAIR QUALITY SERVICES LLC services for conducting our impartial and competent assessment of a company's management system for issue and maintenance of an accredited certification Standards.

Purpose

It covers the following scope

- Preliminary meeting to establish scope of registration and the applicable standard.
- Conduct of stage 1 & stage 2 audits for certification.
- Issue of accredited certifications as per accredited scope sectors.
- Surveillance visits for verification of conformance of quality systems to certification standard.
- The organization need to develop a system in respect to ISO standards as per the applicable management system for which they need the certification.

Certification Procedure

Enquiry and Fee Quotation: Upon receipt of an enquiry, The AL TAIR QUALITY SERVICES LLC Questionnaire is Required to be completed by the applicant company. Based upon the information provided, a detailed offer Is submitted for client's consideration also check M/D's Acceptance.

Application: Upon confirmation of acceptance of AL TAIR QUALITY SERVICES LLC fee offer and the Receipt of client's application together with the Application fee, the process of certification commences With scheduling of audits on mutually agreeable dates.

Extension of Certification: Whenever the clients apply For the extension of Scope/ addition of sites, facilities etc. The same is verified during a special visit or at the Next surveillance audit and based upon the recommendations Of Lead Assessor and verification of audit reports a decision is Taken for issue of amended certification for scope extension



Audit Process

Documentation Review and Stage 1 Audit: The purpose of this description of the AL TAIR QUALITY SERVICES LLC Certification Rules is to provide relevant information regarding AL TAIR QUALITY SERVICES LLC services for conducting our impartial and competent assessment of a company's management system for issue and maintenance of an accredited certification Standards.

Stage 2 Audit: Following the Stage-I audit, AL TAIR QUALITY SERVICES LLC will conduct a Stage-II certification audit to assess conformity with the requirements of the applicable ISO standard.

Corrective Actions and Follow-up: The Company is required to submit a Corrective Action Plan addressing the non-conformities within a given time frame.

Issue of Certificate

Upon completion of the review of all audit documentation and corrective actions being closed out, AL TAIR QUALITY SERVICES LLC will proceed the Certificate.

VALIDITY AND RENEWAL OF CERTIFICATE: Certificates issued by AL TAIR QUALITY SERVICES LLC remain valid for three years subject to found satisfactory during periodical surveillance audits.

Surveillance Audit

Surveillance audits shall be conducted at periodic interval at least once a year during the three-year term of validity of the Certificate followed by a re-assessment of the quality systems for renewal of the certification prior to its expiry. The frequency of the surveillance audits has to be at least once in 12 months from the date of closing meeting of the certification audit i.e., two surveillance audits to be conducted during the three-year period of validity at annual interval.

3. APPLICATION FORM/AGREEMENT SHEET

CONTROL NO	Proposal/Ref-id/2602	TQS - ASSISTANCE	Ms. Anisha C	
		POSITION	Marketing Executive	
COMPANY	GLOBAL WINGS FOR PASSENGER CHARTER BUS LLC			
ADDRESS	Abu Dhabi, UAE	CONTACT NUMBER	564115949	
CONTACT PERSON	Ms. Nanditha	DESIGNATION	ISO Incharge	
NO. OF EMPLOYEES		TYPE OF APPLICATION	Re-Certification Proposal	
STANDARD'S	9001:2015	Number of Sites	Head Office	1
			Sites	
			Branch Office	
ACCREDITATION	ASCB[E]			
CERTIFICATION STEP			COST IN AED	
Stage 1 : Document Review :			550	
Stage2: Audit(Online & Site Visit)			550	
Total Contract Price : (Inclusive of 5% VAT)			1100	
Note: Surveillance Audit --- Regardless of price it is mandatory requirement with minimum once a year surveillance audit must be performed by the certification body.				
Surveillance Audit – 2nd Year (Exclusive of 5% VAT)			250	
Surveillance Audit – 3rd Year (Exclusive of 5% VAT)			250	

4. ANNEXURE 2-DURATION

This contract is valid for a period of one month from the date of submission this contract or earlier up on satisfactory completion of services set out to deliver.

5. ANNEXURE 3- CONFIDENTIALITY

The terms and conditions of this Agreement are absolutely confidential between the parties and shall not be disclosed to anyone else, except as shall be necessary to effectuate its terms. Any disclosure in violation of this section shall be deemed a material breach of this Agreement and information security and data protection security of TQS & ISO certification body.

6. ANNEXURE 4- NON-DISCLOSURE

All information /data exposed to M/s AL TAIR QUALITY SERVICES LLC during the handling of assignment and later shall be kept confidential. Any misuse of logo, certificate need to be informed.

7. ANNEXURE 5- TERMINATION

This Valid Agreement can be terminated by any of the parties involved by a one-week advance written notice to affect the same. On termination must handover all the documents /working notes to the client. Any changes in Agreement or terms and condition of relevant documents will be terminated

8. ANNEXURE 6-VALIDITY OF THIS CONTRACT

This Agreement is valid up to 1 month

9. ANNEXURE 7-PAYMENT TERMS

Payment mode can be CASH / BANK TRANSFER /CHEQUE “cheque in favor of “QUALITY REGISTRATIONS SERVICES FZ LLC”.

Bank Details with Swift Code:

Account Title : QUALITY REGISTRATIONS SERVICES FZ LLC

Bank Name : Habib Bank AG Zurich

Address : Al Falah Branch

IBAN : AE17 0290 7902 1050 1030 431

Account No. : 02-03-07-020311-105-1030431

SWIFT ID : HBZUAEADXXX

Note:

- We kindly request that the payment be made through the Quality Registrar System, as it provides an easy, secure, and direct method to complete the certification process more efficiently and quickly.
- Please note that payment should not be made to any personal account. If you encounter any such request or attempt, kindly notify the Admin/Accounts Department immediately.
- If any changes like Bank Change, Company Name Change or any legal changes both parties should inform each other for smooth processing.

10. ANNEXURE 8-CERTIFICATION STANDARD TERMS AND CONDITIONS

• General Information

- TQS audits and certifies management systems, employees of TQS will not involve in consulting activities.

• Executing Orders

- Orders accepted by TQS shall be executed in so far as contrary agreements have not been made in writing the customary handling practiced by TQS
- **Extensions of Audit:** Audits may need to be extended due to the nature of findings of Auditors. Such situations are not covered by the Agreement and may result in extra charges. The Lead Auditor will discuss these situations with the client before any action is taken.

• Deadlines, Delay, Impossibility of Performance

- The Order Periods Indicated by TQS shall not be binding unless they are expressly agreed upon in writing
- **Scheduling and Re-Scheduling of Dates:** Dates for audits must be scheduled at least one (1) week prior to the audit. If the client re-schedules the audit without the requisite advance notice then the client may be liable to compensate AL TAIR QUALITY SERVICES LLC for any lost service charges.

• Complaints and Appeals

- **Complaints:** Any complaints can be addressed to "The Complaint Manager, AL TAIR QUALITY SERVICES LLC. OFFICE NO: 202, Najda Street Abu Dhabi, UAE or through mail on md@iicc.ae

• Terms Of Payment and Prices

- **Validity:** Agreement is valid for 60 days continuing validity of a Agreement, execution of the work must begin with two months of order acceptance unless a specific waiver is granted by TQS
- Appropriate advances on costs may be required and/or partial invoices may be submitted in accordance with services already furnished.
- **Travel & Sojourn:** Agreement includes travel, boarding and lodging for any onshore locations. Offshore locations organization has to arrange the pass, trainings, adhering to the regulations and commercial implications towards offshore visit. The travel arrangement to sites and another audit location to be organized by the client during the audit.
- **Payment Terms:** Invoices will be raised upon completion of each stage in the Agreement. Invoices must be settled within 7 days of receipt to assure uninterrupted service. All payments must be made by cheque/through wire Transfer to our account as stated in the invoice.

Al Tair Quality Services LLC



09/06/2026

Senior Marketing Manager

Nandhu P.



09/06/2026

Company Representative Signature and Stamp