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AG TRANSPORT, s.r.o.

AUDIT REPORT

Recertification

Report issued at 19:24 GMT on 15-Oct-2023

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AG TRANSPORT, s.r.o. AUDIT REPORT

Client ID#:	CMPY-039925
Client/Address:	AG TRANSPORT, s.r.o. Průmyslová 1141 686 01 Uherské Hradiště Czech Republic
Audit Criteria:	ISO 9001:2015
Audit Activity:	Recertification
Date(s) of Audit:	Uherské Hradiště , Czech Republic: 02-Oct-2023 to 03-Oct-2023
Auditor(s) (level):	Elena Stibůrková (Lead Auditor, Lead Auditor, Uherské Hradiště , Czech Republic)
Scope of Audit and Scope of Certification:	***Site: AG TRANSPORT, s.r.o., Uherské Hradiště , Czech Republic*** **ISO 9001:2015:** International road haulage. Crane services. Rigging services. Heavy and oversized transport. **Exclusions from scope:** Design & development

OVERALL RESULT: No Action Required

The management system was found to be fully effective. (no nonconformities issued)

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EXECUTIVE SUMMARY

In the organization AG TRANSPORT s.r.o. a quality management system is applied to ensure a balanced management of the organization's operations, especially with regard to the needs and expectations of customers and all other stakeholders. The identification of these needs and expectations is shared throughout the organisation. A process approach to management is applied in the organisation.

The management are aware of their responsibility for the quality in business. Therefore investment decisions are made with respect to the quality;day-to-day operations, servicing of are done in an environmentally-friendly way;the company ensures preventive maintenance so as to minimise negative impacts on the environment;the company follows legal and other environmental regulations so as to preserve natural resources and provide safe working environment;the company continually improves the ISŘ documented in the ISŘ manual and other guidelines;the company trains employees to act responsibly in relation to the environment and promotes the awareness of the quality policy.

In harmony with Application of ISO 9001:2015 the company excluded chapter 8.3 Design and development. Considering the scope of business services .

The Company uses a certification body logo and an accreditation mark in harmony with defined rules. Copies of the Certificate are used for selective procedures.

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SWOT ANALYSIS

Strengths	Tradition and family background, Fast decision-making – small circle, Own car fleet not burdened with a leasing contract including parking lots, Own service, ISO and GMP certification, Customer base, long-time relationship, Transportation know-how, Own financial resources. Wide range of crane technology 40t-800t. Experienced staff, which, thanks to their knowledge in the field, allows us to provide high quality services. Diversification of services - international road transport, crane work and bindery work, which reduces income losses in case of a drop in demand in one of the services provided.
Weaknesses	The transportation industry is undergoing a crisis – lack of drivers, the struggle to retain the existing ones, the impossibility of sanctions for breakthrough due to labour shortages - drivers, lack of experience of heavy traffic. Higher sensitivity to possible sharp increases in energy and fuel prices (diesel, adBlue). Conservative approach to innovation and environmental processes. Dependence on key employees. Dependence on key industries.
Opportunities	Modernisation of the fleet of conventional and oversized transport. Purchase of new GOLDHOFER MPA heavy transport vehicles. Operation of a crawler crane .... the only one in the Czech Republic and unique in Europe. Cooperation with new suppliers. Cooperation with construction companies in the construction of skeletons. Distribution of activities to different transport sectors, not only expansion to AT, DE, HU, PL. Promotion of renewable energy - services in the construction of wind power plants, Growth of international trade.
Threats	The crisis growing more serious, unfavourable business conditions, Lack of drivers, Employee fluctuation – people eaving for competition, loosing know-how. Rising energy and fuel prices. Family relations (mistrust, disputes, quarrels). Changes in laws and regulations concerning the organisation's activities. Deepening of the COVID pandemic and related restrictions. Continuation of the Russian invasion of Ukraine. Economic instability.

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INTERTEK MATURITY MODEL

The score descriptions are generic to all management systems and cannot be customized by the auditor, thus allowing for the consistency of interpretation and standardization of audit results worldwide. The scores provided to your organisation are for benchmarking purposes only and are based on the audit team's evaluation.

Management

Mature

Consistent evidence of management commitment, customer and/or interested party satisfaction, knowledge/awareness of policy and objectives being demonstrated by the majority of staff. Responsibility and authority is evident and supported via data, trends and related KPI's. Management reviews are complete and demonstrate support by the majority of personnel. Records are complete and demonstrate positive trends in improvement and lessons learned.

Auditor Comments:

A list of stakeholders and their requirements is clearly listed in the Context-Risk and Opportunity Analysis table. Here, an analysis and evaluation of the stakeholders' requirements and expectations that the management of the organisation has assessed as relevant to the organisation's activities is made. The Stakeholder Register was reviewed and updated on January 11, 2023.

To implement the policy, the Managing Director set the following for 2023 on 3.1.2023 (update 13.01.2023). The defined processes are applied in practice. Performance is monitored in the areas of overall quality, environmental performance as well as the organization's HSE performance. The company's targets for 2022 have been evaluated and new targets for 2023 have been set. The targets are continuously met in line with the company's policy.

Customer satisfaction was verified through a customer satisfaction analysis (see separate document). Questionnaires were sent to clients on 15.9. 2023.The evaluation was carried out from the views of 53 customers. The results of the survey are positive - more than 92% of the respondents described the reliability of the service as above average (values "excellent" and "good") (e.g. the Dutch company Business In Wind awarded the truck crane team with a written commendation and satisfaction with 20 jobs - specifically with the implementation of the project in Gols - Austria).

The report for the Management Review for the period 01-09 2023 was prepared on 20/09/2023 period and an update made on 26/09/2023 as part of its approval. The submitted report assesses the integrated quality management system which includes the requirements of ISO 9001, ISO 14001, 45001 and GMP+ standards.Management reviews are held in defined terms. The processed report does evaluate all areas requested by a system standard. The evaluation includes data analysis, vendor rating and training efficiency evaluation. The report contains sources used for particular reviewed areas, actual evaluation and proposals of action to be taken in the following periods, potentially targets and ideas for improvement. Any annual review is recorded including attitudes to individual areas and corrective actions in the form of time-framed objectives given to responsible personnel, or recommendations for improvement.

Internal Audits

Mature

Internal audits are being performed at planned intervals and are based on status and importance of the Management System. Data is being collected analyzed and reviewed by senior management on a regular basis. There exists a link between the internal audit results and the overall health of the Management System. Audit teams are trained, impartial and objective in their approach. Audit reports are clear, concise and supported with applicable correction

actions. Management is involved in the corrective action process ensuring timely implementation and overall effectiveness of resolution.

Auditor Comments:

The internal audits system monitored services providing efficiency in the scope of the quality management system. It is aimed at verifying the concord with specific requirements and based on gained results, efficiency of these processes is evaluated by the AG transport management. Internal Audit ISO 9001 - carried out 18.09.2023. Internal Auditor. Audits reports are prepared in harmony with ISO 19011 requirements. Audit findings are reviewed. Consequently, causes are analysed and corrective actions defined with completion periods and responsibilities. A company's owner shall perform efficiency checks as often as defined and according to problem's complexity. Audits are carried out in harmony with a 2023 program and defined audit methodology.
(Supplier Audit ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 uskutečněn 20.10.2022. Firmou realizující zakázky v oblasti větrných elektráren - FairWind. Hl. auditor Daniel Jastrzebski, Olaf Tomaszewski. Audit dopadl pozitivně. Best in class dosaženo výsledku hodnocení , více než 90%).

Corrective Action

Mature

The corrective action process has demonstrated to be effective in practice. Data from sources such as customer and/or interested party complaints, internal audits, warranty analysis, defects, internal metrics and supplier performance show stability over time as the system matures. The process includes a thorough review of the effectiveness of the actions taken. There is evidence of problem solving tools being used to support the process.

Auditor Comments:

Inputs from interested parties (including complaints) are analysed in the meeting minutes and e-Book for corrective and preventive actions . Within the previous period no complaints with significant impacts on the IMS were identified. Complaint handling system is clearly defined and efficiently applied. All complaints are dealt with without delay. Causes are properly analysed and corrective measures are determined. Their control is conducted in the scope of meetings. The follow-up efficiency check is conducted by a management representative in dependence on the complexity of the issue.A company representative is responsible for the summary analysis that is one of the inputs for management review. Based on the information thus acquired (e.g. trends) corrective actions are defined, or improvement programmes. Other competing analyses may be used in improvement programmes. Collection of data's for data analysis and the improvement defined and realized. Entries of these observations have been shown. System of corrective actions actions clearly defined in the system documentation and in practice understood and used improved. (Non-compliances - statistics of non-compliances - statistics include - most often delays at loading/unloading, missing goods, includes internal and external – Non-compliance report - e.g. No. 617 - 4.4.2023. eBook).

Continuous Improvement

Mature

Data streams are being used as sources to drive continual improvement over time. These may include management system policy, objectives, and audit results, analysis of data, CAPA and management reviews. There is some evidence of advanced techniques being used during the improvement cycle. Economic benefits have been realized.

Auditor Comments:

The company is aware that saturating the needs of customers is crucially important to the entire organization. The

implementation of a quality management system according to ISO 9001:2015 is an understandable result of the efforts to incorporate these principles into the life of the organization.
The implementation and continual improvement of a quality management system is a task being accomplished by all the employees of the company. The key principles stand on: quality services under all circumstances, continual improvement of the services, caring for employees, environmental protection and hazard-free working environment. To ensure these principles, the company establishes resources and favourable conditions for all the employees to use. Company has demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance.

Operational Control

Mature

Operational Controls are planned and developed. Planning of operational controls is consistent with all other Management processes. Objectives, process requirements, needs for appropriate additional documents and resources, verification and monitoring activities and records requirements have been determined, as appropriate. Processes and activities run consistently. Data is collected, and reviewed to verify the effectiveness of operational controls with evidence of significant improvement trends. Some evidence linking to some key business factors.

Auditor Comments:

Every single contract and all possible amendments and alternations have a written form and are reviewed. Requirements on a product are given by a certain demand, legal terms, and internal requirements of the company. They are specified by costumer communication, reviewed and further specified by an offer. Reviewed and approved documentation is an output for a realization process. A request for a change of a contract/order that has been already placed is treated in the same ways as a new contract/order is. The request is dealt with through a new order or the change is recorded in the original order. What follows is informing all the personnel concerned. Authorized personnel pursue this.
Continual improvement is based on connection with suppliers, supplier evaluations and personal meetings with suppliers.Procedures determining purchased product requirements are identified within AG Transport as well as procedures ensuring concord of the purchased product with requirements and verification of fulfilment of specified requirements. Supplier selection procedures are applied as well as periodic vendor rating. List of approved suppliers submitted . List of major suppliers (individual vendors for materials, transportation and service – e.g. Top suppliers - OMV Czech Republic -PHM, s.r.o., Volvo Group Czech Republic - service, transport technology, spare parts, Schell Czech Republic, a.s., fuel, OL Trans CZ, s.r.o. - transport services, Jan Popelka autodoprava - dopravní služby) ... are clearly listed in the vendor list in IS. Records submitted.
There are many production-related specific documents the aim of which is to identify and monitor services. These are a „Route sheet“ and „Identification card“ into which the whole services process is recorded. Control of processes is described in processes´ cards.
Contracts were reviewed:
for Continental BARUM Otrokovice for the transport of tyres and in the sample related documents - order for expert transport dated 21.7.2023 (Otrokovice - to Rohrbach - Conti RFN D GmbH, Loading date - 25. 7.7.2022 - 8.30 a.m.); unloading 27.7.2023 until 6.00 a.m.); set - 6Z2 6861, 6Z04579 - Order 3514, Travel Order - 4499 - FA 811230138 dated 1.8.2023, CMR 7204527667 dated 25. 7.7.2023 - customer confirmation, unloading back 26.7.2023 - Norbert Palic -Order No. 3645 Travel order 4499 dated 26.7.2023 - loading date - 27.7.2023, unloading date 28.7.2023 - pallets and paper goods, CMR 0501966 dated 27.7.2023, Driving time records, Safety breaks and rest periods - 4499list A. Invoice

802230881 dated 28.7.2023.
Crane - Order No. J2023 0366 of 6.9.2023 - Max Bogl Austria GmbH (Framework contract for the period 1.1.2023 - 31.12.2023 - Contract 4400001020/140 of 8.3.2023 + Order No. 4200479814/579 of 6.7.2023)- Installation of the concrete tower of the Prottes wind power plant - Austria for 3.-12.8. 2023, LTM 200t truck crane - for the activities specified in the contractual relationship in 160t configuration. (Checklist - site survey for each order -includes type of crane, location, date, type of work, load parameters, access roads, area for crane, any necessary modifications to the terrain, ground bearing capacity, information on drains, pits, sumps, el. technical requirements for the implementation - traverse, assembly basket, tie-downs, or other specifics of the construction). Supporting documents for invoicing - Bid /Order-J20230366, Check sheet - site visit (Construction Vehicle Driving Time Record 1.8.2023 - moving from tower to tower - on site 3.8.2023, Realization Order Summary 5451 dated 12.9.2023 as supporting documents for invoicing - F 821230121- issued 27.8.2023).
Single processes run under controlled conditions according to valid methods, they also match up to costumer's demands, to appropriate legislation and they are in harmony with set policy and quality aims of the organization. All the information necessary for service is to be found in Production and Dispatch notes. Input, interstage and output control processes are described in system documentation. Notes have been defined and during the audit showed.

Resources

Mature

Resources required for the effective maintenance and improvement of the management system have been defined and deployed. Improvements have been noted in areas such as customer and/or interested party satisfaction, continual improvement, process variation. Levels of competency have been defined and documented within the existing management system.

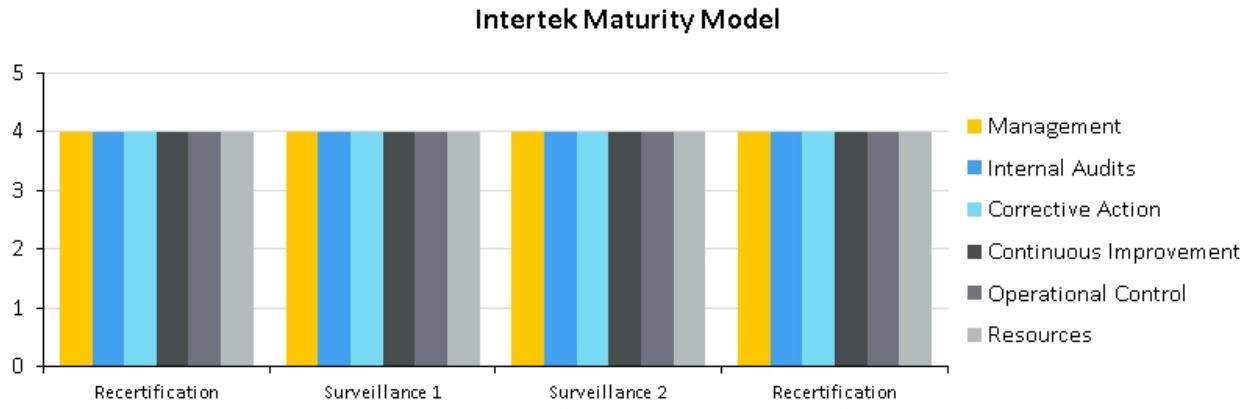
Auditor Comments:
Workers' training is aimed at gaining set qualification, introducing new technologies to them, it is also aimed at having a clue of technical novelties, informing about quality management system and at periodical courses requested by legislation. To identify maximum readiness of staff carrying out work with impact on quality of provided services, requirements for individual positions are set in job descriptions with respect to required qualification and training. Based on the requirements the company plans and organizes training courses and education of staff. Training records have been kept.(e.g. Training Schedule 2023 - 2.1.2023 - Scheduled training as per Act. 48(2) of Act 247/2000 Coll..... - training 23.12.2022 - e.g. driver. - Fr. Josef Přikryl - e.no. 0315/12-2022/Z-11/582; Protocol No. 2022/12/23/D occupational safety and hygiene in compliance and fire protection- appendix. E.g. Paragraphs of ZP No. 262/2002 Coll. - carried out 23.12.2022; Protocol A2022/12/23 on training and review of handling trolley operators dated 23.12.2022. 2022 - OZO trainer ZEKA /697/ PRE/2018 ZEKA 959 KDO/2022 0184 - Occupational Health and Safety Specialist in Risk Prevention Occupational Health and Safety Coordinator on construction sites, PO - Protocol No. 2022/12/23/D - OZO trainer in PO Z-OZO-20/2002, Last SMQ / ISR training - 11.2.2022;
Training plan dated 2/1/2023 includes: 01/2023 ISŘ; SK - Report from the professional examination of 17.5.2023 - TR number of authorization - within the EU TI 029/4/2020 - ZZ - A, Richtr - Protocol No. 2022/12/23 23.12:2022 Occupational health and safety, work at heights, driver training 2.1.2023, crane and bindery license. License - 22.12.2022).
Maintenance and repairs of technological devices. It is a crew who is responsible for usual maintenance and small repairs, including a maintenance record, according to the Book of maintenance of single devices. Maintenance is checked by an owner. Maintenance that is not specified in the Book of maintenance is guaranteed by specialized

companies according to producer's manuals. (List of vehicles submitted on 16.9.2020 - e.g. Maintenance (kit - 6Z2 6861 and 6Z04579 - STK - Protocol No. CZ-3729-23-01-0224 on technical inspection dated 25.1.2023 performed STK 37.29; Protocol No. CZ-571110-23-01-0010 dated 23.1.2023 - emission measurement 1 57.11.10; trailer Protocol No. CZ -3729-23-01-0225 on technical inspection, dated 25.1.2023. performed STK 37.29, Gauge card - registration card No. 114T v. No. 5099352 dated 24.1.2022 - see test report - 3 years validity - performed CZK 01. record of checking the low noise level of the motor vehicle (transport requirement in the case of Austria) Protocol No. 3051154 dated 9.12.2021 valid until 9.12.2023; LTM 1200t mobile crane - ZO1 7642 - Protocol No. CZ-3719-22-01-0001 dated 3.1.2022 on technical inspection - working mobile machine - validity 12/2023ů Revision of tying devices - which are listed in the Reports on inspection carried out on 11-12.3.2023; CZ -Protocol on inspection and test of lifting devices according to ČSN 27 0142/201425.4.2023. Technical inspection and examination was carried out by Expert Technician e.no. TZZZ/8, Expert lifting equipment technician e.no. OTZZ/2, Certificate RTZZ e.no. 4086/7/22/ RZ-ZZ-a,b,c,d,e,f,, Certificate e.No. 1216/9/10/ZZ-M, O, R, Z - I, II, III, I4, VI).

Gauge capability is ensured via metrological control system. Metrological order of the Company clearly determines responsibilities, distribution, submission for inspection, discard process rules and storage rules for gauges.

The management promotes and increases the awareness of employees with respect to OH&S through regular courses. Safety risks are identified according to applicable laws.

The knowledge covers information AG Transport on technologies in use, materials, procedures, jobs, customers and suppliers. Most of the information is shared via software. Other relevant information is detailed in documented procedures kept on the list of applicable documents, or in binders.



Rating: 5=Benchmark | 4=Mature | 3=Meets Intent | 2=Beginning | 1=Not Evident

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FINDING SUMMARY

	Minor	Major
Issued during current activity	0	0

Opportunities for improvement have been identified

No

STATUS OF PREVIOUS AUDIT FINDINGS

Follow-up on findings issued at previous audit:

Prior assessment resulted in no non conformities.

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EVIDENCE SUMMARY

The state of the management system is summarized below:

Conclusion of Client's Processes/Functional areas audited including KPI/Metrics

Process required by QMS, their sequences and interfaces are defined within Process Map. Criteria and methods required for the efficient operation and control of the processes are described in Process Files. Resources are provided for the support of the processes together with an information system including applicable monitoring methods. The Company continually strives to improve the quality management system. The Company management monitors functionality and efficiency of all processes within regular weekly meetings. All managers attend the meetings. The meetings are framed as regular partial management reviews. Clear and understandable minutes are kept that include information about all reviewed issues. The system of process evaluation is very well established. Support information is maintained in tables on computer. The tables are monthly evaluated and processed in the form of bar charts and pie charts. These outputs are analyzed in the scope of regular monthly meetings. Where applicable, appropriate measures are accepted.
To evaluate its performance, the company monitors: Key economic indicators and performs trend analysis. (Profitability indicators ; Cost indicators ; Profitability indicators ; Liquidity indicators ; and others). Key process metrics (KPIs) are used by the organization to measure the success of its activities. The KPIs are defined and evaluated in separate documents (e.g. Shipping Profitability; BMS - Overall performance indicators at customer Continental (performed directly by the customer); Employee turnover; Sanctions by supervisory authorities when inspecting the company; Compliance with Regulation 561/2006/EC of the European Parliament; etc.). In fuel consumption, preliminary results show a downward trend in consumption, with an increase in total costs. This is due to the high increase in fuel prices in 2022.

Review and conclusion of client performance trends since last certification/recertification (at recertification audit and last surveillance audit prior to recertification)

Cooperation with key customers in the field of transport (Trelleborg tender, Continental Púchov tender, Continental Otrokovice, Tescoma) and crane work (renewal of the contract with Max Bögl, new contracts with Vestas, Nordex, Enercon, etc. ...).
The company participated in 3 trade fairs focused on heavy and oversized transport, (Bauma 2022 Vestas safety Danmark - Wind industry Hamburg). The company has managed to achieve inclusion in the list of official suppliers for ENERCON, NORDEX Group, Siemens Gamesa, GE Renewable, FairWind, Vestas. To achieve this goal, at least 70% of the suppliers had to be recruited, which was achieved. (Siemens, FairWind, Vestas - achieved, other organisations in solution).
In the area of large investments - 1.10.2021 - 30.9.2022 about 60 million CZK were invested from own resources (e.g. large scale investments. E.g. purchase - 3 x VOLVO FH D16 TRACTOR; 4 Renault express VANs; 3 x superstructure for VOLVO FH 16 6x4 SZM TE; extension of boom for new crane LR 1800-1. 0; 2 pcs of storage containers; telescopic handler MERLO; living cell; new crane LR 1.800-1.0; 3x semitrailer Goldhofer 8-axle semitrailer and other minor character - new tractor, renewal of roads, new investments are planned.
Based on the results of the analysis, 2022 was better than the previous year and this year looks even better - especially

the work with cranes.

Conclusions regarding risk assessment/risk treatment processes

Risk and Opportunity Analysis prepared February 13, 2022 last revision January 11, 2023. The analysis of risks and opportunities is recorded in the Context-Risk and Opportunity Analysis table. At regular meetings, new risks and opportunities are identified and assessed for severity. (Latest 28.2.2018) In case of significant risks and opportunities, actions are taken immediately and record is made in the meeting minutes. Focus is on operational, technological, economic, financial, business, legal, environmental and safety risks. Personnel safety – damages to property and health, personal data protection, physical safety – damages to machines, intrusion of premises and systems, information risks – safety of data, networks and IS, misuse and abuse of data, environmental risks – emissions and water, land and air pollution, leakage of hazardous materials, legal risks – new and changing laws and relevant impacts. Operational risks – risks related to interruptions and failures. This also covers electricity shortages and emergencies resulting in the production of scraps or interruption of services; substitutability of employees.

Conclusions regarding context of the organization

SWOT analysis updated on 21.9.2023 subsequently reviewed as part of the management review (area 1.2.1) of the report dated 26.9.2023.
Register of external aspects reviewed and expanded to include political aspect due to war between Russia and Ukraine. In the period since the last audit, the company's areas of operation have been expanded to include the territory of Germany and to strengthen its position in Austria and partly in Hungary. New risks and opportunities have arisen as a result of this. see document dated 21.9.2023.The context of the organisation is prepared at a strategic level and reviewed periodically as part of the management review once a year, unless another event arises that would trigger a review other than on a periodic basis.

Additional information/unresolved issues

N/A

Communication/Changes during the visit (if applicable)

During the sampling of the audit there have no risks or unexpected chances been identified. The audit has been executed as planned.

References to appendices:

Audit plan

Have all shifts been audited:

Yes

The audit has been performed according to audit plan meeting audit objectives, scopes and duration (on-site and

off-site) as given within the audit plan

The aim of Re-audit was to review continuing compliance and effectiveness of the management system, including its continuing appropriateness with respect to the scope of certification. The audit reviewed the performance of the management system for the applicable certification period together with all processes defined within the management system. On all premises the audit aimed at the efficiency of the management system with respect to both internal and external changes and its continuing relevance and acceptability with respect to scope of certification. Also the audit aimed at demonstrating the commitment to maintain efficiency and improve the management system so as to enhance the overall performance to a level to which the management system contributes to meting company policies and objectives.

Have there been any changes to Scope?

No

Have there been any changes to Headcount?

No

Have there been any Address Changes?

No

Have there been any Sites Added / Removed?

No

Have there been any Other Changes?

No

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LEAD AUDITOR RECOMMENDATION

Lead Auditor's Recommendation for ISO 9001:2015

The management system is in conformity with the audit criteria and can be considered effective in assuring that objectives will be met. Continued certification is therefore recommended.

OTHER OR ADDITIONAL LEAD AUDITOR RECOMMENDATION

During the audit no conclusion was made that would have additional recommendations regarding the certification process result.

CLIENT ACKNOWLEDGEMENT

Client Representative Name and Mailing Address:	Antonín Guriča; Průmyslová 1141, 686 01 Uherské Hradiště, Czech Republic
Acknowledged By:	Antonín Guriča

This report is based on a sample of evidence collected during the audit; therefore the results and conclusions include an element of uncertainty.
This report and all its content is subject to an independent review prior to a decision concerning the awarding or renewal of certification.