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***PCPL - Inspection and certification programme for rope parks / Program  
inspekcji i certyfikacji parków linowych***

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**Legal Scope:**

TÜV Rheinland Polska Sp.zo.o.

**Business Scope:**

P.02 Hardlines

**Process Scope:**

6.3 Service Delivery : 6.3.3 Certification

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**1. Objectives**

The purpose of this document is to set up uniform rules of conduct during certification processes, in accordance with the certification program offered by the Product Certification Body TÜV Rheinland Poland Sp. z o. o. - Poznan.

The TÜV Rheinland Group is one of the world's leading certification bodies. It has offices and laboratories in more than 60 countries in 6 geographic regions. The origins of our testing and certification services date back to 1872.

In Poland TÜV Rheinland Polska Sp. z o. o. (TRP) has been operating since 1994. It employs several hundred employees in several branches throughout the country and cooperates with many external experts. Specialists from various industries certify management systems, conduct inspections, test the quality and safety of: products, technologies and people's working conditions, i.e. certify products, technologies and personnel, carry out laboratory tests as well as issue opinions and expert opinions.

Many years of experience and continuous improvement of our employees' competences allows us to provide our clients with services of the highest quality. We always perform reliable and objective compliance assessments supporting scientific expertise. Thanks to this, our customers can be sure that their management systems, products and technologies do indeed meet international standards and that the certificate is not just a decoration in the cabinet, but a real certificate of quality. The value of our certificates is demonstrated by the fact that they are recognised worldwide.

TÜV Rheinland Polska Sp. z o.o. employees have knowledge, experience and skills that guarantee professionalism and quality of service. At every stage of the task, they care about the culture and comfort of mutual cooperation and compliance with the principles of impartiality. Thanks to these features our brand is associated worldwide with prestige and reputation in accordance with the TR Group slogan "Precisely Right".

Our motto: "Together we change the world by caring for the quality of life" reflects the main goal that TÜV Rheinland Polska Sp. z o.o. has set itself.

**2. Terms and Abbreviations**

### ***PCPL - Inspection and certification programme for rope parks / Program inspekcji i certyfikacji parków linowych***

Terms/Abbreviations	Description
TRP	TÜV Rheinland Polska Sp. z o. o.
JCW / CU	Product certification body - Poznan
PCPL	Inspection and certification program for rope parks
PCA	Polish Centre for Accreditation

### 3. Scope of Application

TRP carries out certification of products within the scope of voluntary certification for conformity with national, European, international, regional normative requirements and other documents (e.g. internal research basis of TR Group).

#### 3.1 Basis for development

- PN-EN ISO/IEC 17067 Conformity assessment - Product certification basis and guidelines for product certification programs
- PN-EN ISO/IEC 17065 Evaluation of conformity - Requirements for bodies certifying products, processes and services
- PN-EN ISO/IEC 17020 Conformity assessment - Requirements for performance of various types of bodies performing inspection

#### 3.2 Programme type

This program offers conducting certification process based on certification program type 1a, in accordance with PN-EN ISO/IEC 17067.

<b>Functions and conformity assessment activities of the type-certification programme 1a</b>	
<b>I</b>	<b>Selection</b> involving planning and preparation activities to gather the necessary data and information for the process
<b>II</b>	<b>Determination of characteristics</b> - testing, evaluation of documentation, inspection
<b>III</b>	<b>Review</b> - expert evaluation of information and evaluation results
<b>IV</b>	<b>Decisions on certification</b>
<b>V</b>	<b>Attestation, authorisation - granting of a certificate</b> , granting of the right to use the certificate

Table 1a of the certification programme (according to PN-EN ISO/IEC 17067).

The certificate is issued for **1 year**. The certificate confirms the compliance of products with the normative requirements specified in the offer. It applies to one rope park.

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Together with the certificate the customer receives a sign indicating the date when the next inspection of the rope park should be carried out.



### **3.3 Impartiality, confidentiality**

The Product Certification Body (PCU) of TÜV Rheinland Poland Sp. z o.o. (TRP) ensures that its services are performed impartially, objectively and ethically. The principles guaranteeing the impartiality and independence of the TRP have been defined in the Quality Policy.

All customer information obtained at all stages of the certification and surveillance process and testing is treated as confidential and is adequately protected by TRP.

## **4. Principles**

### **4.1 STAGES OF THE CERTIFICATION PROCESS**

#### **4.1.1 Preparation for conformity assessment**

##### **4.1.1.1 Preliminary information for the applicant for certification**

A customer interested in certification sends to the TRP JCW a completed form Request for Preparation of a Proposal for Services within a Product Certification Body (F01 to MS-0007830). The form is available at [www.tuv.com](http://www.tuv.com), or is sent by a TRP employee to the customer.

It is allowed to submit the application in another form, however it must contain at least: product identification, subject and scope of certification and applicant's data.

##### **4.1.1.2 Overview of the proposal**

The CU employee reviews the information contained in the application. It is verified that:

- information about the customer and the product is sufficient for the process,
- the scope of certification has been correctly defined.

If the review is positive, the CU employee prepares an offer for the customer.

##### **4.1.1.3 Offer and order**

The offer is prepared on the basis of the information provided in the application and sent to the client electronically. The offer contains, among others, detailed information on the agreed scope and course of certification, completion dates and costs.

Additional information concerning certification process are enclosed to the offer. A customer, accepting conditions of the offer, sends to JCW an order. Furthermore, depending on the type and specificity of certification, a customer shall provide JCW with a general agreement and other documents related to the product, necessary for conducting the assessment.

It is obligatory to sign/possess a general agreement between the parties. The agreement, together with the Certification Regulations and the General Transaction Conditions, defines the requirements for the use of the certificate and JCW TRP's supervision over its use.

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**4.1.1.4 Confirmation of order**

After delivering the order its verification follows, after positive verification the customer receives confirmation of order acceptance, containing order number and information about next steps of evaluation.

**4.1.1.5 Preparation for assessment**

Submitted documents are verified for completeness, deadlines are set and experts are appointed for the evaluation.

**4.1.2 Evaluation**

The evaluation phase includes:

- research, conducted by the TRP lab,
- acceptance inspection,
- evaluation of documentation.

The stages follow the above order.

**4.1.2.1 Laboratory tests**

The consent of the applicant shall always be obtained for commissioned work. TRP bears full responsibility for laboratory tests performed. Tests are carried out by an accredited TRP laboratory.

Rope park testing takes place at the customer's site.

JCW TRP accepts laboratory tests provided by the customer at the application stage. Tests are accepted if they are carried out by a TRP laboratory.

**4.1.2.2 Inspection**

The assessment is carried out according to the main requirements of PN-EN 15567-2:

**a) Required Documentation:**

- name and address and contact person,
- approvals and permits,
- a list of the staff (caretakers and lifeguards) employed and a description of their tasks and their training certificates,
- proof of liability insurance,
- a document confirming that regular inspections have been carried out,
- logbook (park opening and closing checks, defects found, corrective actions taken, records of potentially hazardous incidents) - records should be kept for 3 years,
- accident reports,
- list of equipment and suppliers - equipment inspection records, equipment operation and maintenance manuals,
- risk analysis and safety management plan (including evacuation plan) + rescue equipment,
- A current dendrological inspection report (parks on live trees),
- an up-to-date inspection report,
- rope park plan,
- Information for participants (description of activities and safety tips, restrictions and limitations on use, personal insurance, information on how to recognize a caregiver/rescuer, information on the evacuation process).

b) Requirements for safety instruction and practical participant assessment.

c) Requirements to assess participant's practical skills.

d) Protection requirements for park occupants (observers).

e) Requirements in child supervision.

f) Hardware Requirements.

g) Guidelines for maintenance and repair.

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h) Content requirements for the inspection report:

- date and place of inspection,
- the result with an indication of non-compliance,
- assessment of suitability for further use,
- information about the research conducted,
- name and signature of the inspecting person,
- The report should be attached to the park records and retained.

Equipment with negative results should be out of service until the deficiencies are corrected. After repair, they should be inspected again.

i) Safety and Hazard Plan. The plan must include:

- the names of the rescuers and the name and address of the body,
- modes of communication,
- emergency and rescue equipment,
- drawings showing escape routes,
- emergency exits and assembly points,
- evacuation procedures - including for injured persons,
- evacuation of persons staying in the rope park during deteriorating weather conditions (downpours, storms, strong winds, gales, floods).

j) Evaluation of periodic reviewers.

#### **4.1.2.3 Evaluation of the Documentation**

Inspection of documentation includes, but is not limited to:

- verification of the supervised technical documentation,
- checking product labels,
- verification of the list of components with their description and the list of raw materials used,
- checking the guidelines on quality criteria for safety-relevant materials (e.g. permissible and impermissible defects in the raw material used, etc.).

#### **4.1.2.4 Results of the evaluation**

All results from assessment activities are documented in reports.

In case of positive results of documentation evaluation, laboratory tests and inspections, the reports are submitted for review.

In case of a negative result at any stage of the assessment, the customer shall be informed by the JCW of the irregularities identified. The customer may take corrective and/or preventive actions within the scope and within the time specified by the JCW and may undergo reassessment or discontinue the certification process, bearing the costs incurred to date.

If the customer does not make a decision regarding the above-mentioned actions, the CU shall set a deadline for making a decision. In case of lack of information from the customer, the process is terminated and the Applicant is charged with costs for previous actions.

#### **4.1.3 Overview**

A final review of the evaluation information and results is performed by a CU expert not involved in the evaluation process.

This review consists of verifying compliance of the certified rope park with the specified requirements, the correctness of the results and the scope of the tests carried out with all documents forming the basis for certification and other requirements of the CU set out in the offer.

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**4.1.4 Decision on certification**

Decision on granting or refusing to grant the certificate is made by an expert of the Certification Body who is not involved in the assessment stage.

In the case of a decision to refuse to grant a certificate, an employee of the JCW TRP shall provide the customer with a reasoned decision.

In case of a positive decision, an employee of JCW prepares a draft certificate and then sends it to the customer for approval. After approval, the original certificate is forwarded to the customer together with a set of documents (if required).

**4.1.5 Issuance of the certificate**

Certificate is issued for a period of 1 year. The Certificate is valid on condition that the obligations specified in the Rules of Certification of TRP JCW are fulfilled and the certification fee is paid within the time period indicated in the offer.

Certificate content:

- Name, address of the client and location of the rope park, optional logo of the client,
- basis for evaluation,
- the date of issue and validity of the certificate,
- acronym for certification program,
- description of the certified rope park, optional visualization,
- name, address of the CU and signature of the person authorised to issue the certificate,
- Certificate and countertop number and project and work order number,
- PCA accreditation symbol for JCW TRP.

**4.2 LIST OF CERTIFIED PRODUCTS**

The CU maintains information on certified products and provides information on the validity of issued certificates upon request.

Information on suspended or revoked certificates can be found at [www.tuv.com](http://www.tuv.com).

In addition, information on issued certificates is posted on the website [www.certipedia.com](http://www.certipedia.com). TRP is responsible for the published data.

**4.3 USE OF THE CERTIFICATE**

In the event of improper invocation of the certification program or misleading use of certificates, TRP may take appropriate legal action or suspend the certificate.

A certified rope park also receives a sign with the date when the next inspection of the park should be carried out. The sign can be placed on the park's advertising materials or in the regulations.

If the customer wishes to provide others with copies of the certification documents, these must be copied in full. The rules for use of the mark are laid down in the appendix General and common conditions of use for all variants of the TÜVRheinland mark.

**4.4 SUPERVISION OVER THE ISSUED CERTIFICATE**

Certificate is issued for 1 year. In case of the desire to obtain a certificate for another year, the procedure is described in section 4.5.2.

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**4.5 CHANGES AFFECTING CERTIFICATION****4.5.1 Change in the specified requirements**

JCW TRP certifies compliance with current requirements, therefore it constantly monitors standardisation works and other normative documents, which are the basis for certification, and in case of their change or update, it analyses those changes. Based on the results of the analysis the conditions for maintaining the certificate and the deadline for adjusting the park and documentation to new requirements are determined and the customer is informed.

The process of evaluating these activities may include: evaluation of documentation, inspection, full or partial laboratory testing. These activities may incur additional costs. In case of a positive assessment, the CU will issue a new certification document valid for 1 year.

If the product is not adjusted to the new requirements within the time specified by JCW, the certificate will be suspended.

**4.5.2 Continuation (renewal) of the certificate**

The basis for extending the validity of the certificate is submission by the customer of a new application and delivery of required documents. JCW may reassess certified products or accept assessment reports presented during the original certification. A new offer is prepared for the customer. Continuation of certification is conditioned by positive result of review, previous positive results of certificate surveillance and fulfillment of all financial obligations.

**4.5.3 Extension of the scope of the certificate**

It is not possible to extend the scope of the certificate. Certificate is issued for one rope park.

**4.6 LIMITATION, SUSPENSION, REVOCATION AND TERMINATION OF THE CERTIFICATE**

In what cases a certificate may be restricted, suspended, revoked or terminated is described in detail in the Rules of Certification of CUs.

**4.6.1 Limitation**

In case of limitation of the scope of the certificate, the Ordering Party shall return the original certificate to JCW TRP. He is also obliged to cease referring to the certificate with reference to products that are no longer in the scope of certification. Then, after paying a fee for issuing a new certificate, a certificate with a changed scope is sent to the Principal.

The decision to limit the certificate is taken by the JCW informing the customer in writing.

**4.6.2 Suspension**

The decision to suspend a certificate shall be taken by the JCW, specifying the date on which the decision takes effect. Additionally, its duration and conditions for reinstatement of the certificate shall be given.

If it is found that the product may cause a risk to life or health, the JCW shall suspend the certificate with immediate effect.

The period of suspension of the certificate shall be included in the period of its validity.

Conditions for certificate reinstatement:

- presentation of corrective and preventive actions in relation to the identified non-conformities,
- presentation to the JCW of evidence confirming compliance of modified products with the requirements of standards which are the basis of certification.

**4.6.3 Revocation**

In case of certificate revocation, the Principal shall send back the original certificate to JCW TRP. Decision on certificate revocation is made by JCW. The decision shall contain, among others, information on the necessity to cease using all information referring to the revoked certificates and to cease using copies of the certificates. The certificate holder has the right to lodge an appeal with the CU within 30 days of receiving the decision to revoke the certificate.

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**4.6.4 Completion**

The Principal requesting termination of certification should return the original certificate to JCW TRP, immediately cease using copies of the certificate and conduct all advertising, sales and marketing activities related to the terminated certification, as well as all information recalling the revoked certificates and cease using copies of the certificates.

In case of termination (on customer's request), suspension, restriction or withdrawal of certification, the CU shall inform the customer in writing and make necessary changes as to the status of certification in certification documents and public information.

**4.7 RIGHTS AND OBLIGATIONS OF THE CUSTOMER, RIGHTS AND OBLIGATIONS OF JCW TRP**

Detailed information is contained in the Terms and Conditions of Certification of JCW and in the General Terms and Conditions of Transaction, which are attached to the General Agreement, which the customer receives together with the offer for certification. The Certification Regulations and General Terms and Conditions are also available on the website [www.tuv.com](http://www.tuv.com).

**4.8 COMPLAINTS AND APPEALS**

A customer has a right to lodge a complaint against actions of the Body and a right to appeal against certification decision. Information on the way of considering complaints and appeals is available at [www.tuv.com](http://www.tuv.com) under the "About Us" tab.

**4.9 PRICE LIST**

Fees are set on the basis of the current price list, available on request at the JCW TRP. After reviewing the Request for Proposal received, JCW sends the customer a proposal with a cost calculation.

The fee for the certification process depends on the number of certified products and their complexity and is calculated according to the estimated working time of JCW employees carrying out particular stages of certification, travel and accommodation costs. The costs of the certification process, irrespective of its outcome, are borne by the customer.

In case of interruption of the certification process, the settlement includes activities performed in this process until the moment of its interruption.

A client who has been granted a certificate, in the following year and in subsequent years, shall bear supervisory and licence fees, which is one of the conditions for maintaining the validity of the certificate.

**4.10 REQUIREMENTS**

The certification body shall retain all documentation supplied and prepared in accordance with the programme for a period of 10 years from the date of issue of the certificate.

**5. Roles & Responsibilities**

Roles are defined in Procedure MS-0007880 Appointment and supervision of personnel qualifications. Responsibilities are defined in Annex Z04 of Procedure MS-0007830 Certification of Utility Products.



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**6 Specifications**

N/A

**7. Attachments**

- Criteria documents
- General and common conditions of use for all variants of the TÜV Rheinland mark

**8. Related Documents**

N/A

**9. External Reference Documents**

N/A