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## 1. Purpose and entry into force

The purpose of this document is to supplement the General Regulation for the Certification of Management Systems (RSSG) adopted by TÜV Italia s.r.l. (hereinafter referred to as TÜV Italia) for the certification of management systems for work-life balance.

## 2. Scope

This regulation applies both to the certification of management systems for work-life balance carried out under ACCREDIA accreditation.
The regulations (or similar documents) applicable as a reference for management systems for work-life balance are:

- the international standard ISO 9001;
- the UNI/PdR 192:2026 standard;
- the international standard ISO 30415
- the international standard UNI EN ISO 26000
- The Family Audit Standard
- In Code for companies in favor of maternity

The criteria for formulating the purpose of the certificate are the same as those already applied for UNI EN ISO 9001, with particular attention to the field of application of the management system, which must mention the Management System for work-life balance – Requirements for the well-being of families

Reference is also made to the following documents issued by ACCREDIA and available on the www.accredia.it website:

RG-01 Regulations for the accreditation of Certification, Inspection, Verification and Validation Bodies – General Part

RG-01-01 Regulation for the accreditation of certification bodies for management systems

TECHNICAL CIRCULAR DC N° 29/2026 – Provisions for accreditation, MS scheme, for the Certification of the Management System for work-life balance – Requirements for the well-being of families – pursuant to UNI/PdR 192:2026

## 3. Terms and definitions

The terminology used in this regulation is in accordance with the following rules:

- UNI EN ISO 9000:2015 "Quality management systems – Fundamentals and vocabulary"
- UNI/PdR 192:2026

For the definition of:

- Deficiency (CA)
- Nonconformity (NC)
- Observation (OSS)
- Comment (COM)

see the RGSG General Regulations.

## 4. Liability

The provisions of the RGSG General Regulations, paragraph 4, apply.

## 5. Control of the regulation

These special regulations are available to interested parties on the website https://www.tuvsud.com/it-it
In any case, organizations can request a copy in paper or digital format.
In addition, the provisions of the RGSG General Regulations, paragraph 5, apply.

## 6. Certification Process

### *6.1 General*

The provisions of the RGSG General Regulations, paragraph 6.1, with the following additions, apply:

*In addition to the provisions of the RGSG Regulation, in order to obtain certification by TÜV Italia in accordance with the requirements of the ISO/IEC 17021-1:2015 standard, a Management System for work-life balance must initially and over time meet the requirements of the UNI/PdR 192:2026 standard in the current edition, as well as the additional ones provided for by the Accreditation Bodies (Example: ACCREDIA documents TECHNICAL CIRCULAR DC N° 29/2026, ...).*

Certification pursuant to UNI/PdR 192 can be requested by any type of organization, of any size and legal form, operating in the public or private sector.

The certification is issued to a legal entity or, with the clarifications described below, to "a group of companies", and must consider all the sites, branches, secondary offices, activities and processes actually carried out by the organization. It is possible to issue a "group" certification that includes several legal entities, but only in the presence of a "centralized" organizational structure that manages and controls compliance for all the companies in the group (see IAF MD01). Exclusions of processes/functions are not allowed, while it is possible to exclude, in a group certification, individual legal entities. Finally, considering the regulatory and employment context, which can change from country to country, it is possible to limit the certification to a single country.

### *6.2 How audits are carried out and audit program*
The provisions of the RGSG General Regulation, par. 6.2 and UNI/PdR 192:2026 apply.

### *6.3 Start of the certification process*
The provisions of the RGSG General Regulations, par. 6.3, apply.

### *6.4 Pre-audit visit*
The provisions of the RGSG General Regulations, par. 6.4, apply.

### *6.5 Stage 1 of the audit (Initial examination of documentation + initial visit)*
The provisions of paragraph 6.5 of the RGSG General Regulations apply, with the clarification that the 1st stage audit is normally carried out in the field at the organization's headquarters, but can also be conducted remotely in accordance with the IAF MD 4 Document and the accreditation rules in force.
In addition, at the beginning of the stage 1 audit, the organization is required to make the following documentation available to the audit team:
- Copy of mandatory documentation / documented information.
- Copy of the internal audit plan, with evidence of its progress and a summary of the results, with evidence of the Non-conformities detected and the progress of the related Corrective Actions
- List of complaints received by employees, with evidence of their management.
- Summary of company data relating to the performance indicators of the management system relating to UNI/PdR 192:2026
- Copy of the implemented strategic plan
- Copy of the latest Management Review.
- Copy of the Documentation of the Chamber of Commerce Registration, and/or copy of the Statute valid for Associations, Cooperatives, etc.
- the scope and applicability of UNI/PdR 192, with the definition of the legal and operational guidelines of the organisation's headquarters(s),
- the mapping of processes (internal and external) and the list of related applicable laws, rules and regulations relating to work-life balance,
- the analysis of episodes or threats of violation of rights relating to work-life balance as well as the countermeasures adopted,
- court cases concluded or in progress, relating to the areas covered by UNI PdR 192:2026,
- systemic requirements such as: the definition of the policy, objectives, strategic plan and the result of the monitoring of the system,
- operational requirements: the definition, methods and frequency of measurement of qualitative and quantitative indicators

### *6.6 2nd Stage Audit (for the initial verification of the management system or audit for certification)*
The provisions of paragraph 6.6 of the RGSG General Regulations apply.

***6.7 Initial issuance of certification and subsequent renewals***

In addition to what is described in paragraph 6.7 of the RGSG General Regulation, a Management System for work-life balance must initially and over time meet the requirements of UNI/PdR 192:2026, the additional requirements provided by the Accreditation Bodies for the UNI PdR 192:2026 scheme (ACCREDIA Technical Circular no. 29:2026) and the documents published by the IAF (example: IAF MD05, IAF MD01, etc.).

The issuance of the certification automatically involves the permission for the organization to use the certificate itself and the mark issued by TÜV Italia, in accordance with the procedures described in paragraph 8 of these regulations, together with what is indicated in paragraph 8 of the RGSG General Regulations.

***6.8 Surveillance audits***

The provisions of paragraph 6.9 of the RGSG General Regulations apply.

***6.9 Renewal Audit***

The provisions of paragraph 6.9 of the RGSG General Regulations apply.

***6.10 Special audits or unscheduled audits or possible reduction of the scope of the certification***

The provisions of the RGSG General Regulations, paragraph 6.10, with the following additions, apply:

*The Accredia accreditation body may request the carrying out of checks accompanied by TÜV Italia at the certified organization, called "Market Surveillance Visits", generally lasting one day, aimed at determining the level of confidence in the compliance of the management system with specific requirements, as well as the effectiveness of the certification process.*

*These audits can be requested with a minimum notice of 7 (seven) working days, and Accredia sends TÜV Italia the audit plan with a minimum notice of 3 (three) working days from the Market Surveillance Visit, with the obligation to transmit it to the organization.*

*This visit does not coincide with a surveillance audit or recertification audit, but is a day in itself.*

**7. Register of certified organizations**

The provisions of paragraph 7 of the RGSG General Regulations apply.

**8. Methods of reference to the certification. Use of the certificate and the mark**

The provisions of paragraph 8 of the RGSG General Regulation and what is reported in UNI/PdR 192 apply.

**9. Suspension of certification**

The provisions of paragraph 10 of the RGSG General Regulations apply

**10. Withdrawal/Cancellation of Certification**

The provisions of paragraph 10 of the RGSG General Regulations apply.

**11. Handling complaints and reports from client organisations and stakeholders**

The provisions of paragraph 11 of the RGSG General Regulations apply.

**12. Documentation or documented information of the management system and its accessibility for TÜV Italia srl audits**

The provisions of paragraph 12 of the RGSG General Regulations apply.

**13. Management System Changes**

The provisions of paragraph 13 of the RGSG General Regulations apply.

**14. Changes to the rules of the certification system**

The provisions of paragraph 14 of the RGSG General Regulations apply.

**15. Special requirements for organisations already certified by another body (transfer of certification of a management system)**

The provisions of paragraph 15 of the RGSG General Regulations apply.

**16. Confidentiality**

The provisions of paragraph 16 of the RGSG General Regulations apply.

**17. Appeals (or Appeals)**

The provisions of paragraph 17 of the RGSG General Regulations apply.

**18. Complaints against TÜV Italia**

The provisions of paragraph 18 of the RGSG General Regulations apply.

**19. Litigation**

The provisions of paragraph 19 of the RGSG General Regulations apply.

**20. Economic conditions**

The provisions of paragraph 20 of the RGSG General Regulations apply.

**21. Judicial cases in areas covered by the UNI PdR 192:2026 Practice**

The organization must promptly inform TÜV Italia in the face of court cases in areas covered by UNI PdR 192. If TÜV Italia becomes aware through official acts or the press, or is informed by the organization itself, of events attributable to organizations certified by TÜV Italia that reveal violations of legal regulations, confirmed or hypothesized, pertinent to the purpose of certification, it will activate a formal and documented review of what happened, requesting, where deemed necessary, further information from the organization which must promptly make it available.
In such cases, the audit team will see the involvement of a technical labour law expert for the purpose of deepening the legal framework of reference.