



DESCRIPTION OF THE PROCEDURE FOR EVALUATION AND CERTIFICATION

Information for Clients

The Management Systems Certification Body (MSCB) at OTC is accredited for certification of management systems according to EN ISO / IEC 17021-1 by the Executive Agency "Bulgarian Accreditation Service" - Certificate, reg. № 6 OCC with scope of accreditation: "Certification of the quality management systems according ISO 9001, environmental management systems according to ISO 14001, Occupational health and safety management systems according BS OHSAS 18001/ISO 45001, Energy Management Systems according ISO 50001".

MSCB provides assessment and certifies according the following international standards requirements:

- EN ISO 9001 - QMS (Quality Management Systems);
- EN ISO 14001 - EMS (Environmental Management Systems);
- BS OHSAS 18001 - OHSMS (Occupational Health and Safety Management Systems).
- EN ISO 50001 – EnMS (Energy Management Systems)

All systems are fully compatible and this is a prerequisite for joint development and certification of integrated systems.

EN ISO 9001 is a standard that lays the foundation for successful business and guarantee that high quality products and services will remain unchanged over the time. As a result of certification, OTC testifies that the Quality Management System meets the EN ISO 9001 requirements.

EN ISO 14001 is an international standard suitable for any organisation that seeks optimal use of natural resources and energy, protection and conservation of nature in its uniqueness and limit the risks of environmental disasters. As proof of compliance with the legal requirements for environmental, OTC account your commitment to reducing the risk of environmental accidents according to EN ISO 14001 requirements.

BS OHSAS 18001 is useful for all companies that want to ensure secure and safe working conditions, rely on preliminary assessed risks of accidents and emergencies and practically work aiming for their elimination or minimization. BS OHSAS 18001 is a guarantee of compliance with all legal and operational control requirements and improvement of health and safety at work.

ISO 50001 is an international standard for energy management that enables organizations to identify the systems and processes needed to improve energy performance, including energy efficiency, use and energy consumption. The application of this International Standard aims to reduce greenhouse gas emissions and other associated environmental and energy costs through systematic energy management.

As a result of the assessment of the management system in your company, you achieve a Certificate of Conformity, issued in Bulgarian and English.

CERTIFICATION STAGES

In ten days of signing the contract, the Customer is obliged to submit to MSCB current management system documentation (Manual, Description of the processes, respectively procedures), Report of internal audit and Management Review.



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Before conducting of the certification audit, the Customer is required to provide internal audit, covering all standard' requirements, as well as overall Review of the system by the Top management. Certification audit can be conducted only when the Client has a documented Management Review, that the system is documented, implemented and fulfils all requirements of the standard and the organisation.

The Head of the Certification Body (HCB) assigns the specific procedure for the application of filed lead auditor and define a team, possessing the necessary competence (lead auditor, auditors, experts, respectively if necessary, translators, interns and observers).

The team must declare its independence from the audited entity and for this purpose everyone complete and sign the "Declaration of Production and Trade Secrecy Protection". After setting the team, is requested the consent of the Client.

The Client has a right to reject members of the nominated team (if the refusal is duly justified) and inform MSCB not later than five days. MSCB have three days from receipt of the notification to inform the Client in writing of its adoption and to designate new team members.

The Appeals and Complaints are referred to the Appeal Committee and are resolved by the manner specified in the "Procedure for appeals and complaints on certification activities" that is available to the Applicant.

The Evaluation and certification of the management system is implemented in accordance with ISO / IEC 17021-1, based on the audit carried out in two stages.

AUDIT STAGE 1

The audit stage 1 is performed at the Client' site.

The audit objectives on stage 1 are:

- a) To review the documented information of the Client' management system;
- b) To assess the specific conditions of the Client and to hold interview with the Client' staff to determine the level of the readiness for the audit stage 2;
- c) To review the status of the Client and understanding of the standard requirements especially as regards the identification of the most important results or significant aspects, processes, objectives and performance of the management system;
- d) to collect the necessary information regarding the management system scope, including:
 - The locations of the Client' organisation;
 - The processes and technical devices used;
 - The levels of control as is stipulated (especially in the case of multiple sites);
 - Applicable statutory and regulatory acts.
- e) To review the allocation of resources for audit stage 2 and agreed with the Client details of the audit stage 2;
- f) To direct and focus over the planning stage 2 audit, after sufficient understanding of the management system and its performance on place under the standard' requirements for Management System and other key documents;
- g) To evaluate whether internal audits and Management Review are planned and carried out and whether the extend of implementation of the Management System proves that the Client organisation is ready for stage 2 of the audit.

Leading auditor assesses the compliance of the Client documentation according the requirements of the present description of the procedures along with the standard and make an Audit Report for stage 1. At registration of potential nonconformities on audit stage 1, which could lead to nonconformities on the audit stage 2, they could be closed during the audit stage 1 or is closed until evidence before the audit stage 2. The audit stage 2 is draw up after the Client declares in written that potential nonconformities are corrected.



The interval between the audit stage 1 and stage 2 audit must not be more than three months.

AUDIT STAGE 2

The purpose of the audit stage 2 is to verify the implementation, including Client Management System (MS)' effectiveness.

It includes at least the following elements:

- Verification of information and evidence of compliance of the MS to the audit criteria;
- Evaluation the MS' capability to ensure compliance with applicable regulatory and contractual requirements;
- Monitoring of performance, measurement, reporting and reviewing of the objectives achievement for the most important indicators and tasks;
- Evaluation of operational management of the Client' processes, internal audits, Management Review and management responsibility on the policy;
- Identification of areas for potential improvement of the MS.

The audit plan of phase 2 is prepared on the basis of the results obtained of the stage 1. When the company carry out activities at number of sites/subsidiaries/branches, certification and surveillance audits are conducted in accordance with MS' requirements:

- The main quarter office is visited at each audit cycle;
- The audits are carried out in one of the subsidiaries / branches / sites randomly, in cases where the multiple sites perform the same activity and it is documented in the relevant process;
- All activities are audited, in cases where the multiple sites perform miscellaneous activities (sequential or parallel).

The plan should be agreed with the Applicant. During the audit, the audit team checks the fulfilment of the requirements of the applicable standard to assess the MS. The auditing team record all observations and findings. If during the audit nonconformities are found in some of the requirements, the Client shall be informed and is coordinated follow-up activities. In case they identify major nonconformities in the MS or inability to conduct the audit, a decision for subsequent action is made, including termination of the audit or follow-up visit (additional audit), with consistent of HCB.

In the ordinary course of the audit leading auditor presents observations during the closing meeting. Audit team summarizes the observations and documented its recommendations in the audit report of Phase 2, which is provided both to the MSCB and the Client.

Grading of Nonconformities:

For the purposes of certification MSCB has set the following levels of nonconformities and areas for improvement:

Major nonconformity – is needed a review, examination and approval of corrections and corrective action by the applicant by documents or additional follow-up audit (full or partial) within three months.

Discrepancy, which affect the management system (MS) ability to achieve expected results is classified as essential and under the following conditions:

- where there is serious doubt for the implementation of effective control of processes or products or service compliance to the specified requirements;
- a series of minor discrepancies related to the same requirement or problem, can prove systematic error and therefore represent a major nonconformity.

In case that during the audit are found major nonconformities, they can be removed and close:



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- during the Audit stage 2 / Supervisory / Renewal Audit, if sufficient objective evidence is presented;
- within three months after the closing date of the audit stage 2 / Supervisory / Renewal Audit are presented documented and other objective proof of the elimination of the discrepancies at the MSCB' office;
- within three months after the closing date of the audit stage 2 / Supervisory / Renewal Audit is carried out additional full or partial audit on-site (if the evidence cannot be traced on paper and is needed on-site audit);

Minor nonconformity – is needed a review and approval of the Client' plan for corrections and corrective actions within one month. The result is checked during the next audit.

Non-compliance which does not affect the MS' ability to achieve expected results is classified as minor nonconformity.

In case that during the audit are found minor nonconformities, they can be removed and close:

- during the Audit stage 2 / Supervisory / Renewal Audit, if plan for corrections and corrective actions is presented;
- if plan for corrections and corrective actions is presented at the MSCB' office within one month after the closing date of the audit stage 2 / Supervisory / Renewal Audit.

The results of the implementation and effectiveness of the corrections and corrective actions are checked at the next audit (Supervisory / Renewal audit).

Opportunities for Improvement

It is based on a finding, which is not mandatory for closing. The audit report may contain "Opportunities for improvement", but should not contain any specific solutions.

Opportunities for improvement are documented in the audit report. The Client can evaluate and decide whether to implement the proposals made by the audit team. The Client' decision does not affect the outcome of the audit.

For detected nonconformities is drawn "Nonconformity Report", which is signed by the auditor and an Authorized person by the Client. The authorized person completes corrective actions in the "Nonconformity Report".

During the closing meeting of the audit, the leading auditor communicates the results of the audit and the proposal, which will be given in its report to the Head of Sector "QMS" / "EMS" / "OHSAS".

The closing meeting of the audit essentially represent a final meeting between the audit team and the Client management and is chaired by the leading auditor.

ISSUING A CERTIFICATE

Certificate is issuing under the following conditions:

- Positive conclusion and recommendation of the audit stage 1 and stage 2 of the Client' MS by the audit team.

The audit team leader makes a proposal for issuing a certificate in the certification report to the Head of Sector "QMS" / "EMS" / "OHSAS" in case of compliance with the applicable standard for presentation of the Client' system.

Decision for Certification is taken by the Head of Sector "QMS" / "EMS" / "OHSAS", on the base of the specialist "Technical Review" advise not later than twenty days from the completion of the audit stage 2



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from the team auditors and presentation of their report. The Client is informed for the decision of the Head of Sector within five days from the decision date.

The certificate is issued for the scope of activity, agreed with the Applicant and verified by the auditors, Specialist "Technical Review" and Head of Sector "QMS" / "EMS" / "OHSAS". The Certificate is valid for three years at the condition that is provided supervisory audits, that confirm continued compliance with the standard' requirements and the terms under which the certificate was issued.

The certificate is issued in Bulgarian and English language for the agreed with the Client scope of activity. At the Client' request, the certificates can be issued on different languages, which is specified in the contract. Besides certificates, the Client receives an Audit Report, a surveillance program for the period of Certificate' validity, "Rules for use of the certification mark of OTC" and the Certification Mark.

Upon refusal for issuing a certificate, the Client has the right to file an objection or complain to the Appeals Committee according the Management of Appeals and Complaints Procedure, that is publicly available to the Applicants. If the Committee's decision on the objections at MSCB don't satisfy the Client, he may plead to court.

SURVEILLANCE AUDITS

The surveillance audits are performed on-site at least once a year. They are not necessarily audits of the whole system and therefore are planned in a way that MSCB can maintain confidence, that the certified Client' management system continues to be in compliance with the certification requirements between the two audits for renewal of certification. For this purpose, in the plan for the supervisory audit includes a review of at least:

- a) Internal audits and Management Review;
- b) Review of the corrective actions regarding identified and documented from the last audit nonconformities;
- c) Review of the appeals and complaints to the Client;
- d) MS' efficiency in terms of achieving objectives of the certified Client;
- e) The progress of the planned activities, foreseeing continuous improvement;
- f) Continuous operational control;
- g) Review of any amendment;
- h) Usage of symbols (logo) and / or any other reference to the certification.

The date of the first surveillance audit following initial certification one, shall be determined within a maximum of 12 months, taking into account the last day of the stage 2 audit (control date).

The date of the second surveillance audit after the first supervisory audit, is defined within a maximum of 24 months, taking into account the last day of the stage 2 audit (control date).

The leading auditor shall be drawn "Surveillance Audit Report" and "Nonconformity Report" (if necessary) for the performed surveillance audit.

After completion of the supervisory audit, the lead auditor shall submit within five days "Surveillance Audit Report" to the Head of Sector "QMS" / "EMS" / "OHSAS", which contains the findings of the team for compliance with the standard, with a proposal for continuation of the certificate. Head of the Sector decides on the continuation of the certificate based on the opinion of experts "Technical Review".

The Client is informed in writing within ten days of the decision. The client has the right to claim within seven days of the decision.

Upon refusal of the Client for planning and conducting the planned surveillance audit and / or if it is not held by his fault within a maximum of 12 months, taking into account the last day of the audit stage 2,



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HCB decides to suspend the certificate. The validity of the certificate is renewed only if is conducted the successful unforeseen audit within six months.

If the client refuses or prevents the implementation of unforeseen audit within these six months, the contract shall be terminated and the certificate shall be withdrawn and is declared invalid and this decision is announced on the OTC web site.

RENEWAL OF THE CERTIFICATION

The Renewal of the Certificate is provided on site and at expressed interest from the Client before the Certificate date of expiry. The purpose of the audit is to confirm maintenance of the compliance and MS' effectiveness to extend the Certificate for a new three years cycle and refers to the following:

- To confirm the MS' efficacy as a whole considering internal and external changes and its continuing relevance and applicability of the scope of the certification;
- Assessment of compliance of the management' commitment to maintain efficiency and improving the MS, in order to increase the overall performance;
- Evaluating the MS' effectiveness to ensure the objectives achievement and anticipated results of the MS.

If within three months before the control date / the date of the last day of the certification audit /, the client does not inform MSCB for the presence (or lack thereof) of amendments and send completed Declaration, MSCB assumes no guarantee that the decision for the Certificate renewal will be completed to the validity date of the previous Certificate. In case of default of validity, the audit for renewal becomes a certification audit.

If there have been significant changes in the MS in the organisation of the client or the context in which the management system operates (e.g. amendment in the legislation), activity corresponding to renewal audit of certification may require an audit of Phase 1.

Based on the positive decision of the Head of Sector, the Client can be considered as "certified with the extension". In this case, and per Customer request, in the new certificate can be saved and the date and number of the previous one. In default of validity, the next certificate can not specify the number of the previous certificate.

During the Renewal Audit of certification, auditing team examines and evaluates the effectiveness of the entire Client' management system, and the use of the OTC certification mark.

Changes in the requirements for certification

MSCB shall immediately notify the interested parties, which intends to carry out any changes to the requirements for certification.

After deciding making and announce for the amended requirements to all stakeholders, MSCB shall verified the certified organisations. The check covers the activities, resulting from the changes in requirements for certification within a period, previously agreed with the Client.

UNFORESEEN AUDIT

MSCB may be required to perform unforeseen audits of certified clients to investigate complaints or due to changes announced by the Client, or to perform follow-up of Clients with terminated certification, and also in the following cases:

- Received at MSCB written reports of faults by the certified clients;
- Published or announced critical materials for certified clients in the media;



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- Written signals incorrect reference to certification and misleading use of certification in advertisements, catalogues or information from the interested parties such as consumers.

For the Unforeseen audit is not drawn up a plan, but it is checked the reported reasons for its conducting. For this purpose, the Coordinator transmits incoming documents to the leading auditor for acquainting, and the Client is notified with short notice, without asking for confirmation on his part to coordinating team. Leading auditor shall draw up a "Audit Report" for the conducted unforeseen audit within three days. For detected nonconformities are drawn "Nonconformity Report" and findings are signed by auditor and authorized person of the Client.

EXTENSION OR LIMITATION OF SCOPE OF CERTIFICATION

The Clients fill out in the Application form the desired area of extension of already granted certification, which includes new units and / or activities and / or processes and / or products. To the Clients is given for signing of "Annex to the Contract for services" and is notified in written for the required documents that must be presented. The audit' duration for the extended part of the audit is calculated according to the number of staff for the activity extension.

Extension of the scope of certification could be done during:

- During the planned supervision;
- Before or after a surveillance audit by an unforeseen one.

Extension of the scope of certification could be done with respect to:

- New production, providing new products and services (additional processes in the scope of an already certified MS) – it is performed a full audit of the new processes, as well as all related with them processes of already certified management system.

In case of extension of the certification is issued a new Certificate with validity of issued before certificate. The new Certificate' scope includes current and that of the extension. Upon receipt of the new Certificate, the certified organisation returns the old one.

Limitation of the scope of certification could be taken at:

- a) written request from the Client;
- b) substantial modification of the processes, leading to seriously limitation of the performance of the company;
- c) failure of effective corrective actions on the part of the scope of the Certificate;
- d) disposal of state supervisory authorities for termination or limitation of part of the company's activity.

Decision to restriction the scope is performed after the spin-off or supervisory audit following the procedure. MSCB notifies the Client in written for the decision within 10 days. In dissent, within 10 days after notification, the Client may deliver written objection to the Appeal Committee.

When the decision for restriction on the scope of the granted certification is made, MSCB issuing a new Certificate with the same period of validity.

SUSPENSION AND WITHDRAWAL OF THE CERTIFICATE

A suspension of the certificate takes place in the following cases when there are:

- a) A written request from the Client;
- b) Certified Client' MS permanently or seriously does not meet the requirements of the certification (e.g. effective corrective action within a specified period was not provided), including requirements, related to the system efficiency;



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- c) Client refuses planning and conducting planned surveillance and / or if it is not held by the Client' fault according to the required frequency and / or financial obligations under the contract is not followed.

The suspension of the certificate should not be more than six months.

The validity is recovered by unforeseen audit and validation of the outcome of it within the same period.

The withdrawal of the Certificate shall be applied then:

- a) A written request from the Client;
- b) MSCB was not informed for the significant changes in the management system of the Client organisation and its processes, or dissolution of the company;
- c) If the deadline for conducting the unforeseen audit is failed, when certification is suspended. If unforeseen audit is not being provided, respectively the outcome is not established within these six months, the certification is withdrawn;
- d) Abuse and misuse of the certificate and MSCB' Certification Mark, including:
- the making of any misleading statements relating to the certification;
 - misuse or use of a certificate or part thereof in a misleading way;
 - no cessation of reference in promotional materials of the certification at its abeyance;
 - no changes have taken in all advertising materials in the case of limitation of the Certification scope;
 - a reference to the MS' certification in a way that implies that the certification applies to a product;
 - misleading that certification applies to activities outside the scope of certification;
 - the use of certification in a way that can lead to damage to the MSCB' reputation or on MS and compromising public confidence in the Certification Body.

The decision for withdrawal or suspension of the certificate is sent to the Client within 10 days.

Upon suspension of the Certificate, the Client must declare in written that it not invokes on the issued certificate for the term of his suspension.

At the Client request for suspension or withdrawal of the certificate, HCB issued an Order to suspend or withdraw the Certificate. MSCB notifies the Client in writing within 10 days from the date of the decision and sends one copy of the Order.

Upon withdrawal of the certification, the Client shall discontinue any reference to certification, discontinue use of the OTC' certification mark and return Certificate/s in MSCB.

For withdrawn or suspended Certificates, MSCB makes public information on the web site of the Certification Body. The interested parties may obtain information in the OTC' office and by mail.

TRANSFER OF THE CERTIFICATION

DEFINITION

Transfer of the Certification

The transfer of certification is defined as the recognition of an existing and valid management system certification, granted by one accredited certification body, (hereinafter referred to as the "issuing certification body"), by another accredited certification body, (hereinafter referred to as the "accepting certification body") for the purpose of issuing its own certification.

Note: Multiple certification, (concurrent certification by more than one certification body), does not fall under the definition above.



MINIMUM REQUIREMENTS

Accreditation

Only certifications which are covered by an accreditation of an IAF MLA signatory MSCB shall accept as eligible for transfer. Organisations holding certifications that are not covered by such accreditations shall be treated as new clients.

Pre-Transfer Review

Head of sector shall carry out a review of the certification of the prospective client. This review shall be conducted by means of a documentation review and should, normally, include a visit to the prospective client.

Reasons for not conducting a visit shall be fully justified and documented and a visit shall be conducted if no contact can be made with the issuing Certification Body.

The review should cover the following aspects and its findings shall be fully documented:

- confirmation that the client's certified activities fall within the accredited scope of the accepting certification body;
- the reasons for seeking a transfer;
- that organisation/s wishing to transfer certification hold an accredited certification that is valid in terms of authenticity, duration and scope of activities covered by the management system certification. If practical, the validity of certification and the status of outstanding nonconformities should be verified with the issuing certification body unless it has ceased trading. Where it has not been possible to communicate with the issuing certification body, the MSCB shall record the reasons;
- consideration of the last certification or recertification audit reports, subsequent surveillance reports and any outstanding nonconformities. This consideration shall also include any other available, relevant documentation regarding the certification process i.e. handwritten notes, checklists. If the last certification audit reports are not made available or if the surveillance audit is overdue then the organisation shall be treated as a new client;
- complaints received and action taken;
- the stage in the current certification cycle
and
- any current engagement by the organisation with regulatory bodies in respect of legal compliance.

Certification at transfer

MSCB shall not accept for transfer certification which is known to have been suspended or under threat of suspension. If the MSCB has not been able to verify the status of the certification with the issuing certification body, the organisation shall be required to confirm that the certificate is not suspended or under threat of suspension.

Outstanding nonconformities should be closed out, if practical, with the issuing certification body, before transfer. Otherwise they shall be closed out by the MSCB.

At transfer during the first assessment and certification, the certification procedure is performed from the stage where is reached the certification audit and the Client is required to present all reports (opinions, expert reports), documented nonconformities from the previous certification audit.

If during the review no further outstanding or potential problems are identified by the pre-transfer review a certification may be issued following the MSCB procedure. The program of ongoing surveillance



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should be based on the previous certification regime unless the MSCB has conducted an initial or recertification audit as a result of the review.

Where doubt continues to exist, after the pre-transfer review, as to the adequacy of a current or previously held certification, the MSCB shall, depending upon the extent of doubt, either:

- treat the applicant as a new client
or
- conduct an audit concentrating on identified problem areas.

The decision as to the action required will depend upon the nature and extent of any problems. The justification for the decision shall be documented and the records in "Report for transfer review".

The decision is taken by respective Head of sector.

The records are storage by MSCB according requirements of the procedure MP 03.02 "Management of records".

The report is sent to the organisation for introduction within five days.

CERTIFICATION OF INTEGRATED MANAGEMENT SYSTEM

An Integrated Management System may include two or three management systems (QMS/EMS/OHSAS) according standards' requirements, respectively: EN ISO 9001, EN ISO 14001, BS OHSAS 18001: 2007. All standards are designed to be fully compatible, which creates prerequisites for certification of an integrated system. A condition to conduct an integrated audit is the Client to has developed and implemented an Integrated Management System (IMS).

Upon certification of IMS is observed the procedures for certification of various management systems included in the integrated system.

When designing the team / teams of auditors should ensure the overall competence of the team / teams, required to reach the audit objectives for each management system. An audit of an integrated management system can be performed by a team of auditors when the team has the required competence for each management system.

Where this is not possible, then any management system should provide a team of auditors with the required competence.

Conducting audits of IMS could be simultaneously or sequentially in time depending on the readiness of the audited entity. A combined audit is considering when two or more sets of audit criteria/standards are conducted at the same time. The benefits of conducting integrated audits are: reduction the audit duration and respectively the price for the Client.

In preparation, planning, determination of the team / teams of auditors, the implementation of the various stages of the certification process, the team / teams of auditors following the procedure for certification of the respective management system.

In a positive decision of the Head of sector "QMS"/"EMS"/"OHSAS/EnMS" on the advice of the specialist "Technical Review", to the Client shall be issued in a separate certificate for each standard in Bulgarian and English, as is stipulated in the contract between the parties.

PROFESSIONAL SECRECY

MSCB has a policy and take measures regarding the professional secrecy of information obtained or created during the certification activities at all levels of its organisational structure.



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MSCB announced in advance the client or with ahead of all audits by leading auditors, that information of the current status of the Clients' certification is publicly available. Any other Client information than that is considered as a professional secret.

Any other information related to a Client or to a specific person shall not be granted to a third party without prior written consent. When MSCB is obliged by law to provide information, deemed for professional secrecy to a third party (in response to a court order or requirement of the accreditation body), the Client or person shall be notified in writing in advance about the information that will be provided. Additional information can be provided upon request by MSCB in compliance to ISO / IEC 17021-1.

MSCB considered professional secrecy and information related to the Client obtained from sources other than the Client (e.g. complainants, authorized bodies).

The MSCB' staff, including all members of the Appeal Committee and committees working on behalf of certification bodies declare in writing that will protect professional secrecy, related to all information obtained or created during the performance of Certification Body' activities.

MSCB provides and uses technical equipment and facilities, allowing it to fully guarantee safety in handling and storing the information, contained professional secrecy.

MSCB informs its Clients when it is necessary to provide information containing professional secrecy to other authorities (e.g. EA "BAS").