

Recertification of Already Certified Companies

As a leading provider in the Life Sciences market, EXTEDO values strong and enduring partnerships. To ensure our joint customers benefit from the highest quality and expertise, our partners participate in regular training and re-certification programs. These measures keep skills up-to-date, reinforce compliance with industry standards, and maintain the excellence that defines our collaborations.

Executive Summary

The recertification program ensures that already certified companies and consultants maintain a consistently high level of expertise, remain fully aware of new product functionalities, and continue to meet EXTEDO certification standards. Recertification safeguards the credibility of certification logos and confirms that partner consultants stay aligned with ongoing product development.

Recertification applies to all consultants who hold an existing certification and wish to maintain it. A minimum of one consultant per certified competency must be recertified, and each consultant seeking recertification is required to actively participate. Recertification is EXTEDO Hub-specific and applies only to Hubs for which certification was originally granted.

The recommended recertification model is based on standard training, delivered either virtually or face-to-face. These sessions will focus on newly released features and functional changes since the last certification. Examinations may be included as a validation step. Product functionality awareness is embedded into the training.

Recertification is to be conducted at least once per year. Based on release cycles and operational constraints, the preferred timeframe is after the February release, except if otherwise warranted due to another force majeure.

Training fees for recertification follow the standard pricing model with an agreed **15% Partner discount**.

In the future, an e-learning-based recertification option may be introduced.

Policy Document

Recertification Policy for Already Certified Companies and Consultants

1. Policy Purpose

This policy defines the rules, scope, and requirements for the recertification of already certified companies and Consultants. Its objective is to ensure continued competency, up-to-date product knowledge, and consistent quality standards among certified partners.

2. Scope

This policy applies to:

- All companies holding existing EXTEDO certifications.
- All consultants currently certified under those companies.
- All EXTEDO competencies for which certification has been granted and is to be maintained.

3. Eligibility Requirements

- 3.1 Recertification is mandatory for any consultant who wishes to maintain an existing certification.
- 3.2 Each consultant must personally participate in the recertification process. Substitution is not permitted.
- 3.3 A minimum of **one consultant per certified competency** must complete recertification to maintain the company's certification status for that competency.

4. Tools Covered

- 4.1 Recertification applies only to EXTEDO Hubs for which certification was previously obtained.
- 4.2 Certification logos may only be used for competencies that are actively maintained through recertification.

5. Recertification Model

- 5.1 Training-Based Recertification
 - The primary recertification method is a **standard training course**, delivered either:
 - Virtually (remote instructor-led), or
 - Face-to-face.
 - Training content focuses on:
 - New functionalities and enhancements,
 - Relevant process or workflow changes,
 - Key updates since the previous certification cycle.
- 5.2 Knowledge Validation / Examination
 - Examinations are permitted as part of recertification.
 - Exams may be conducted as:
 - A standalone validation, or
 - Integrated into the training course.

6. Awareness of New Functionality

- 6.1 Awareness of new tool features is a mandatory component of recertification.
- 6.2 EXTEDO Product Management will provides additional release awareness sessions for partners.
- 6.3 To mitigate this, all critical new functionality is formally addressed through recertification training.
- 6.4 Additionally our Professional Services Team can offer payable upskilling courses in each version change, if required.

7. Frequency and Timing

- 7.1 Recertification must occur **at least once per year**.
- 7.2 The preferred timing is **after the February product release**, as this:
 - Captures significant functional updates,
 - Avoids summer vacation conflicts,
 - Prevents scheduling challenges in Q4.
- 7.3 It's planned to have a 1–2 day(s) recertification session per EXTEDO Hub (depending on Hub complexity)

8. Fees and Commercial Conditions

8.1 Recertification training fees follow standard training pricing.

8.2 An **agreed 15% Partner discount** applies to the Recertification training fees

8.3 Pricing for exams or e-learning-based recertification, if introduced, will be defined separately.

9. Compliance and Certification Status

9.1 Failure to meet recertification requirements may result in:

- Suspension or withdrawal of certification status,
- Loss of the right to use certification logos.

9.2 Certification status is reviewed annually based on documented participation and successful completion of recertification requirements.

Complete the (Re-)Certification successfully and show your expertise by using the following badges on your information material:

- Master Data Management
- Registration Management
- Document Management
- Quality Management
- Submission Management
- Safety Management
- Full Portfolio



For further information contact your local EXTEDO representative:

EXTEDO Germany
+49 89 189454-0
info@extedo.com
www.extedo.com

EXTEDO US
+1 (855) 328 3500
info@extedo.com
www.extedo.com

EXTEDO Croatia
+49 89 189454-0
info@extedo.com
www.extedo.com

EXTEDO