

# FR04 USAGE POLICY FOR CERTIFICATION AND LOGO



**CERTPLUS**

Certification and Inspection Service

## PURPOSE

Certplus Certification and Inspection Services Limited Company will hereinafter be referred to as "**CERTPLUS**". This policy aims to explain the steps adopted by **CERTPLUS** to control/regulate the use of the license, certificate and conformity mark issued to certified customers by **CERTPLUS** with the right to use.

## CERTIFICATE AND LOGO USE CONDITIONS

The certificates provided by **CERTPLUS** are used only by the certificate owner and for the products within the scope of the certificate. If the method of use includes activities outside the scope, it should not constitute an adaptation. The certificate owner cannot transfer or use his certificate to anyone else in any way.

If the **CERTPLUS** logo is desired to be used, the logo must be requested from our company. The places of use must be declared to our company and they must not be used except in agreed places.

Whether the certificate and logo are used in accordance with the terms of the contract and/or misleading and unfairly is determined by informing other certified companies about the mislead and unfair use of the certificate and logo, organizations, the consumer courts and companies questioning the content of the certificate, follow-up of **CERTPLUS** in the written and visual media and observations during the audit process.

In case of misleading and unfair use of the certificate, corrective action is applied in accordance with the analysis of the use pattern. If necessary, related subject is evaluated by the Quality Manager and the decision taken is implemented with the approval of the General Manager. If it is determined that the certificate owner violates the terms of the contract, damages the reputation of **CERTPLUS** and does not heed the written warnings, the subject is referred to the Quality Manager. The decision taken by the Quality Manager is notified to the certificate owner in writing and the result is followed.

The logos and certificates of the product certification programs of **SASO** and **SFDA** institutions which are the governmental institutions in Saudi Arabia, are used according to the specifications determined on the websites of the relevant institutions.

## RESPONSIBILITIES OF CERTIFICATE OWNER

The certificate owner can only use **CERTPLUS's** certification service for the products which are in sound condition and produced in the place of production written in the certificate.

The certificate owner has to follow the rules regarding the logo on the web page of **SASO**, **SFDA** and **CERTPLUS** and fulfill the requirements within the specified processes throughout the validity of the certificate he has received. Failure of the certificate owner to follow the announcements and warnings does not relieve him of his responsibility for these announcements and warnings.

The responsibilities arising from the unfair use of **CERTPLUS's** certification services belong to certificate owner. The certificate owner stops the certificate-logo use in case the certificate expires, is suspended or canceled.

The certificate owner agrees in advance to fulfill and comply with these assessment requirements when a change is made in the certification program which requires an additional assessment.

The certificate owner is obliged to provide accurate and timely relevant information that the audit team will request during the audits. The certificate owner cannot make or allows any false statement on the subject. In case of false statement, **CERTPLUS** takes the necessary actions regarding the certificate.

The certificate owner cannot use the certificate in a way that damages **CERTPLUS's** reputation.

The certificate owner accepts in advance that it will comply with the revisions which can be made by **CERTPLUS** in the content/conditions of "Usage Policy for Certification and Logo."

The certificate owner or the organisation they work with are obliged to comply with the provisions of the relevant agreement as long as the certificates continues to be valid.

## RESPONSIBILITIES OF CERTPLUS

**CERTPLUS** will ensure the privacy and security of the personal information of certificate owner.

**CERTPLUS** ensures that all appeals or complaints related to certification processes are assessed objectively and in a timely manner and makes its certificates available to the public on its website.

Announces the terms of use of **CERTPLUS's** certification services on its web page and keeps it open to the access of candidates and certificate owners.

**CERTPLUS** fulfills the certification activities fairly, reliably, impartially and independently to all parties.

During the validity of the certificates received, the changes in the surveillance, change of the scope of the certificate, suspension/cancellation of the certificate, re-certification and certification program will be issued via e-mail in writing and notified to the certificate owner.

**CERTPLUS** will allow the certificate owner an appropriate transition period in order to apply the new conditions provided that it does not contradict the provisions of the legislation and does not create an unfair competition environment and the certificate will continue to be valid until the end of the transition period.

**CERTPLUS** will use the TN 6.0: GAC Technical Note 6 Policy on the Use of the GAC logo, GAC endorsement and references to accreditation document for the GAC accreditation brand logo that it deserves to use. For the use of the IAF logo, the IAF undertakes to comply with the conditions contained in the documents IAF PL 8: Rules for the Use of the IAF Logo and IAF ML 2: General Principles on the Use of the IAF MLA Mark.

## General Manager's Signature