Procedure of Control the Use of RACS Quality License, Certificate and Mark of Conformity & Scheme Owner's Certificates and Mark of Conformity

1. Purpose and Scope:

This procedure aims to describe the steps adopted by RACS Quality to control the use of its license, certificate and mark of conformity to regulates the use of the mark by RACS Quality clients.

2. Responsibilities:

It is the responsibility of the Management representative to:

- Approve and maintain the steps taken for the control of use the license, certificate, and Mark of conformity
- Ensure the communication of policy and procedures related for best practices in each department.
- Continuous review and updates for the related procedures.

3. Definitions:

QAM	Quality Assurance Manager
QP	Quality Procedures
MR	Management Representative
QM	Quality Manual
QMS	Quality Management System
SOP	Standard Operating Procedures
QML	Quality Master List

4. Applicable Certification Marks of Conformity:

As detailed in RACS Quality manual. For various scopes RACS acts as Independent Certification Body (Issuing RACS Certificates); In addition, it acts as Notified body for Emirates Authority for Standardization& Metrology (ESMA)-(Issuing ESMA Certificate of Conformity and Emirates Quality Mark); and 3rd Party Conformity Assessment Body authorized by Saudi Standards, Metrology& Quality Organization (SASO)- (Issuing SASO Certificate of Conformity and Saudi Quality Mark)

For each acting above, Specific Certification Mark of conformity is granted to client as following:

4.1. Independent Certification Body (Issuing RACS Certificates):

- All Scopes Except HALAL: RACS Certification Mark:

- HALAL Scope

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4.2. Notified body for Emirates Authority for Standardization & Metrology (ESMA) (Issuing ESMA Certificate of Conformity and Emirates Quality Mark)

- All Scopes:





- Specific Scopes- Oxo Biodegradable:



- Specific Scopes-Organic



- Specific Scopes- Energy Efficiency Standardization and Labeling (EESL) labels:
  Please see Annex 1 attached to this procedure for every category EESSL Label design and the product star rating related to its classification.

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4.3. 3rd Party Conformity Assessment Body authorized by Saudi Standards, Metrology & Quality Organization (SASO)- (Issuing SASO Certificate of Conformity and Saudi Quality Mark)

All Scopes:

4.4 Notified body for GCC Standard Organization (GSO) (Issuing G-Mark Certificate)

5. Procedures of use Certification Marks:

- RACS owns its Certification Mark of Conformity as part of its Certification system, along with RACS QUALITY final Product (the certificate), and applicable scheme owner certification scheme. Once certified by RACS, client has the right to use RACS Mark of Conformity. Client using RACS Mark of conformity shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030.
- For Certification Marks belonging to Scheme owners (ESMA, SASO), the same rules and obligations and restrictions detailed in this procedure, related to Certification Marks use are applicable on the use of these marks as well. Those marks are not RACS Property obviously, rather it is the scheme owner property, however RACS has the right to grant those marks to client in accordance with the authorization of both schemes owners to RACS to be notified body and 3rd party CAB respectively. Once certified, client has the right to use those Marks of Conformity and shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030.
- As per ESMA's (Scheme Owner) Usage Policy, after obtaining the Certificate of Conformity (CoC), the licensee shall use the ECAS Mark of Conformity on the certified products, with the NB number NB-000X.
- Control the use of RACS certificates & marks of conformity and scheme owner's certificates and marks of conformity by its clients by following ISO Guide 23; methods and procedures are documented and communicated to client through the Procedure RACS/SOP/01Procedures of Control of RACS QUALITY License, Certificate & Mark Conformity and scheme owner certificates and Mark of conformity.
- RACS Quality makes it clear to its clients that it owns exclusively its Certification Mark of Conformity as part of its certification system, along with RACS QUALITY final Product (the certificate), and its certification scheme and the right to use RACS Mark of Conformity is authorized only to the certified clients who signed the certification agreement and are approved for certification
- RACS Quality Certification Mark is granted to Products or services meeting the applicable standards or requirements. It should be very clear that the certification mark will be used exclusively on certified products, so no confusion should happen between certified and non-certified products. Furthermore, usage of certification mark should be handled with extra care and attention.
- RACS Quality assures the controlled and accurate usage of its certification mark by continuous certification auditing, 1st and 2nd year annual surveillance and re-certification audit, besides Market monitoring, in a way that if any Intentional misuse of the mark happen by client necessary corrective actions will be taken on immediate basis.
- Client using RACS QUALITY Mark of conformity shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030, and ISO Guide 23, and ISO guide 27.
- RACS Quality entitles its client to use Certification Mark on products covered by the appended license, as approved by RACS for such products in accordance with the standards.
- The stipulations of the general rules for the applicable certification scheme and all applicable related standards shall apply to the use of Certification Mark.

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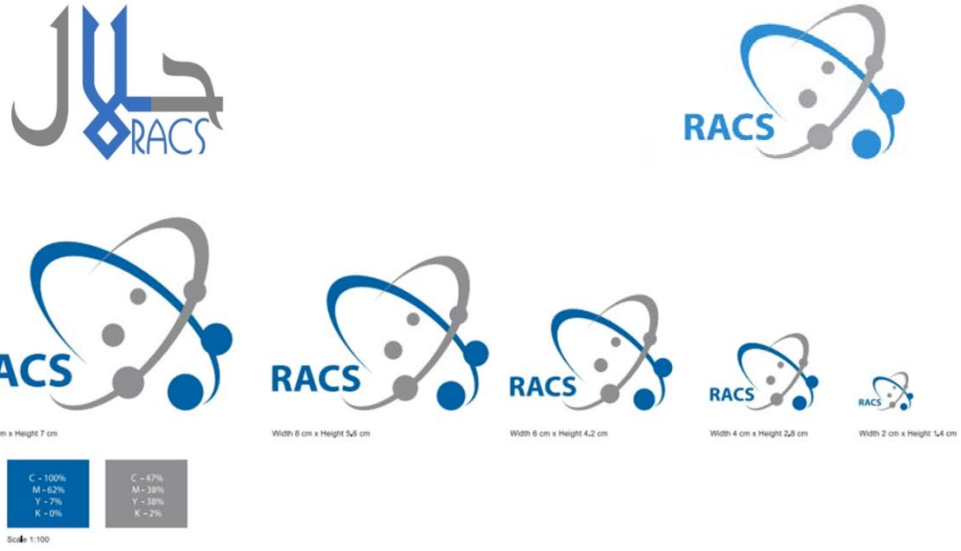
- Once Certified, RACS Quality agrees that that the related certified Facilities and products manufactured comply with the requirements of applicable standards specified in the license. Accordingly, it is a recognition and authorization for the applicant to mark the products covered by the license using RACS Quality Certification Mark
- It is the applicant responsibility to assure that for every and each time the products (for which the license is granted) are available, they should be produced within the same specifications and quality similar to the conditions and samples tested by RACS Quality and found to be in conformity with applicable standards.
- Printing of certification mark shall be performed within exactly the same presentation listed below (size, colors & dimensions), using materials assuring the accurate and sharp production of the mark.
- To ensure the above is met, upon approval for certification and prior to issuance of certificate, the certification Mark is handed over to client in a Soft Copy format.
- Upon signing this certification agreement, applicant declares of fully understanding the requirements, terms and conditions, usage policy of safeguarding RACS Quality Certification Mark and commit to fully comply

  with them and not to make any statement or act in any way that may be considered misleading. Furthermore, applicant agrees and recognizes the use of its certification mark upon certification approval decision.
- Promotional and marketing purposes (either constant: brochures, letterheads, flyers, website, etc., or variant events: exhibition, etc. using RACS Quality Certification Mark are accepted by RACS Quality with no objection under the condition of providing the certificate no along with the certification mark in case of such activities. This use shall be done within the accepted conditions mentioned above, such advertisements can be placed on display panel of the certified products, on the secondary or packaging , on company publicity materials such as brochures, company profiles, reports, exhibition materials, flyers, banners, roll-ups etc. ,on corporate electronic media such as in website, internet ,on the internal walls and doors of the factory/offices, on company vehicles ,on company communication documents such as letterheads, stationeries etc.
- RACS will conduct continuous monitoring on certified products to ensure correct use of its Certification Mark.
- Instructions or another user information accompanying the product and related to the certification scheme shall be approved by RACS
- In case of any doubts regarding the use of the logo, prior written approval shall be granted by RACS Quality to prevent misuse and subsequent corrective action.

6. Specifications of RACS Mark of Conformity

a. Color: Specified below (Page 10&page 11): RACS Certification Mark should be reproduced exactly the same color and proportion
b. Size
   - The size of the logo shall be in following ratio and of size variations (decreasing or increasing) mentioned below
   - Size must always follow and respect the proportions of the logo.



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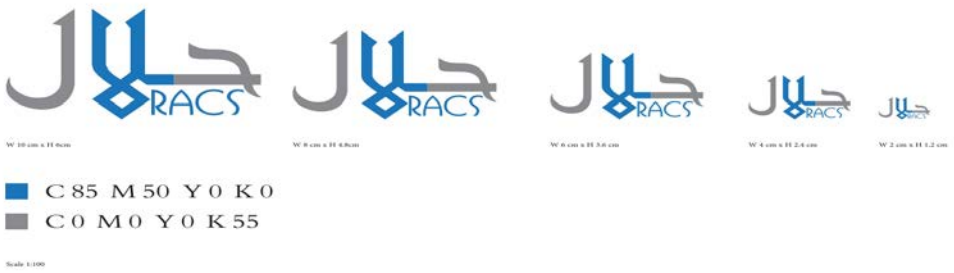

7. **Specifications of Scheme owner Mark of Conformity:** as instructed by Scheme owner and following the document given by scheme owner specifying color and size and other specifications of each of above marks.

8. **Types of Breach/Misuse of certification license & Disciplinary Actions & Liabilities**

Types of Breach/ Misuse of certification license, Conformity Mark	Disciplinary Actions & Liabilities (Scaling from Notable to Severe Non-conformities)
Claiming the ownership of Certification Mark of Conformity.	**1.** Written Warning to inform the client about the breach he is doing, and the misuse client is committing Identifying notice to correct the actions and list the disciplinary actions in case of not adhering to completing the necessary suitable corrective actions within the notice period **2.** Disciplinary actions • Determination by RACS of corrective actions needed to be implemented and inform the client about it to eliminate the consequences of the misuse. Corrective action taken by client should be: - Announced publicly (whenever needed). - Defective products have been recalled, rebuilt, replaced or destroyed under supervision. - Client continues the required corrective actions until non-conformity is eliminated, and the action continues to cover the future produced items. • Removing the certification mark from the product • Accreditation organization is informed. • Notification of parties authorized and responsible for instituting a recall • Suspension of the Certificate (Certification is suspended; after which withdrawal of certificate will be applicable if no action is taken by applicant) • Withdrawal of the certificate is released to the public • Civil liability -Claim for damages • Legal proceedings are initiated (within limitation of Federal Law 28: 2001)
Use RACS Mark of Conformity for other than the certified clients exclusively authorized and mentioned in certification agreement and approved for certification.	
The customer cannot fulfill the certification terms of the certified product effectiveness terms, constantly or severely, major non-conformities are found as a result of the audits realized	
The minor non-conformities, fixed as a result of the audits, are not eliminated within the established terms,	
Auditing fees are not paid.	
Products or services for which the license is granted are not meeting the applicable standards or requirements. Usage of certification mark is not handled with care and attention.	
Client does not enable RACS Continuous monitoring/certified customer does not allow performance of supervision or re-certification audits with necessary frequencies: Certification Auditing, 1st Year Annual Surveillance, 2nd Year Annual Surveillance, re-certification audit, Market monitoring	**1.** Written Warning to inform the client about the breach he is doing, and the misuse client is committing Identifying notice to correct the actions and list the disciplinary actions in case of not adhering to completing the necessary suitable corrective actions within the notice period. **2.** Disciplinary actions • Determination by RACS of corrective actions needed to be implemented and inform the client about it to eliminate the consequences of the misuse.
Use of Mark of conformity does not fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030.	

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Breaching the general rules for the applicable certification scheme and all applicable related standards shall apply to the use of Certification Mark.	Corrective action taken by client should be: - Announced publicly (whenever needed). - Defective products have been recalled, rebuilt, replaced or destroyed under supervision. - Client continues the required corrective actions until non-conformity is eliminated, and the action continues to cover the future produced items. • Removing the certification mark from the product • Accreditation organization is informed. • Notification of parties authorized and responsible for instituting a recall. • Suspension of the Certificate (Certification is suspended, after which withdrawal of certificate will be applicable if no action is taken by applicant) • Withdrawal of the certificate is released to the public • Civil liability -Claim for damages • Legal proceedings are initiated (within limitation of Federal Law 28: 2001)
For every and each time the products (for which the license is granted) are available, the production is not happening within the same specifications and quality similar to the conditions and samples tested by RACS Quality and found to be in conformity with applicable standards.	
Printing of certification mark is not performed within exactly the same presentation specified (size, colors & dimensions).	
Not using materials assuring the accurate and sharp production of the mark while printing the certification Mark	
Not abiding the rules mentioned in certification agreement initially signed by client prior to certification process, where client declares of fully understanding the requirements, terms and conditions, usage policy of safeguarding RACS Quality Certification Mark and commit to fully comply with them and not to make any statement or act in any way that may be considered misleading.	
Misuse the conformity mark during the Promotional and marketing purposes (either constant: brochures, letterheads, flyers, website, etc., or variant events: exhibitions, etc.)	
Products bearing the certification mark are not authorized to bear the certification mark	
Violating one of the requirements available in ISO 17030, ISO guide 23, ISO Guide 27.	
Certified products bear unauthorized form of the mark	
Certified product is in violation of RACS policies under which the product was tested and certified (hazardous not complying with applicable certification requirements).	

9. Related Forms:

Listed Agreements, SOPs, Records related to RACS/SOP/01 as follows:

Quality Master List	RACS/REC/01
Quality Manual	RACS/QM/01
Certification Agreement/ RACS Quality- Client	RACS/AG/01
NDA/RACS Quality-Staff	RACS/AG/06
Certified Clients/Products Registry	RACS/REC/14
Suspended Certificates Tracking Form	RACS /REC/44

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10. References:

- ISO/IEC 17065, Conformity Assessment - Requirements for bodies certifying Products, Processes and services.
- ISO/IEC 17021, Conformity Assessment — Requirements for bodies Providing audit and Certification of management systems.
- UAE. GSO 2055-2 Halal products- Part two: General Requirements for Halal Certification Bodies.
- GAC Document: FAD- 4.0: Supplementary accreditation requirements for Product Certification Bodies.
- GAC document: FAD-12: Supplementary accreditation requirements for Halal Certification Bodies, in addition to applicable scheme and Standards
- R105: Requirements when making reference to A2LA Accredited Status
- R307: General Requirements Accreditation of ISO /IEC 17065 Product Certification Bodies
- R334: Specific Requirements: HALAL Certification Body Program.
- IAF Mandatory Document: Determination of Audit Time of Quality and Environmental Management System.
- ISO/IEC 17000, Conformity Assessment — Vocabulary and general principles.
- ISO/IEC 17020, Conformity Assessment— Requirements for the operation of various types of bodies performing inspection.
- ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories.
- ISO/17067, in combination with ISO Guide 28 and ISO Guide 53
- ISO/IEC 17030, Conformity Assessment — General requirements for third-party marks of conformity.
- ISO Guide 23:1982 Methods of indicating conformity with Standards for third-Party certification Systems
- ISO Guide 27:1983 Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity
- General Requirements for Notified Bodies issued by Emirates Authority for Standardization and Metrology (ESMA).
- RACS Quality Manual RACS/QM/01
- All controlled QMS records-Please refer to RACS/REC/01-Quality Master List.

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Revision History:

Date	Revision #	Description of Changes
May 2015	00	Initial
August 25, 2015	01	Adding Client Liabilities on Misuse of License
Nov 15, 2015	02	Modifying the Numbering System as per QM, rev05, add the corrective actions specification, add specification of the mark, add the photos of the mark
Dec 29, 2015	03	Adding the SOP details to the footer (SOP No., Revision No. and Date), and details of persons preparing, reviewing, and approving the document Change the responsibility from Managing director to management representative Remove the front page of the signatory and place the information of preparatory, review and approval in the footer of the document.
March 6,2016	04	Adding GSO 2055-2 Halal products- Part two: General Requirements for Halal Certification Bodies as the base of this manual in addition to ISO/IEC 17065 Adding GAC Document: FAD-4.0: Supplementary accreditation requirements for Product Certification Bodies Adding GAC document: FAD-12: Supplementary accreditation requirements for Halal Certification Bodies Using the correct terminology for ISO standards: replace ISO with ISO/IEC
July 3, 2016	05	Modified the Related form – Please refer to documentation registry.
Nov 10, 2016	06	• Modify. Related forms to include specific list of RACS' Records & SOPs related to the document. • Modify List of reference to include the last updated one.
April 25, 2017	07	Thorough Review to RACS/SOP/01 to implement the correct concept which is a clear definition of the Certification Mark belonging to scheme owner that RACS has the right to grant as notified body and based on its accreditation as well. Modify SOP name by adding (and scheme owner certificates and Mark of conformity.)
Feb 1, 2018	08	Added statement on pt.5: After obtaining the Certificate of Conformity (CoC), the licensee shall use the ECAS Mark of Conformity on the certified products, with the NB number NB-000X. Revised ECAS and EQM Logos Format revised. Added GSO Mark of Conformity; RACS as an NB of GSO.

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