Revision History

Date	Revision #	Description of Changes
17.04.2020	000	Initial

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1. Purpose & Scope:

This procedure aims to describe the steps adopted by RACS to control the use of its license, certificate and Mark of Conformity to regulate the use of the mark by RACS clients.

2. Responsibilities:

It is the responsibility of the Management representative to:

- Approve and maintain the steps taken to control the use of the license, certificate, and Mark of conformity.
- Ensure the communication of policy and procedures related to best practices in each department.
- Continue to review and update all related procedures.

3. Definitions:

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

4. Applicable Certification marks of Conformity:

RACS acts as an Independent certification body (Issuing RACS Certificates); In addition, it acts as a notified body for Emirates Authority for Standardization & Metrology; and a 3rd party conformity assessment body authorized by Saudi Standards, Metrology & Quality Organization (SASO)

For all 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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5. Procedures of use Certification marks:

- RACS owns its Certification mark of Conformity as part of its Certification system, along with RACS 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.
- 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 procedures of control of RACS license, certificate & mark conformity and scheme owner certificates.
- RACS makes it clear to its clients that it owns exclusively its certification mark of conformity as part of its certification system, along with RACS 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 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 ensures the control and accurate usage of its certification mark by continuous certification auditing (surveillance audits in 1st and 2nd year and re-certification audit in the 3rd year). Furthermore, the market is constantly being monitored in a way that if any Intentional misuse of the mark happens, a swift and appropriate corrective actions will be taken against the client.
- Client using RACS 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 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.
- Once certified, RACS agrees that the related certified facilities and products manufactured, shall 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 certification mark
- It is the applicant's responsibility to ensure that the products (for which the license is granted) are always produced under the same conditions to meet the specifications and quality of the samples tested by RACS and must be in conformity with applicable standards.
- Printing of certification mark shall be performed within the specifications 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.

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- Upon signing this certification agreement, applicant declares of fully understanding the requirements, terms and conditions, usage policy of safeguarding RACS 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.
- For promotional and marketing purposes, (either constant: brochures, letterheads, flyers, website, etc.…, or variant events: exhibition, etc.….) using RACS Certification mark is accepted by RACS 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 sought from RACS to prevent misuse and subsequent corrective action.

6. Specifications of RACS Mark of Conformity

a. Color: Specified below: RACS Certification mark should be reproduced in exactly the same color and proportion

b. Size
   - The size of the logo shall be in the 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 and misuse being committed. Identifying the corrective actions and list of disciplinary actions to implement should the client not adhere or act within the time frame within which the necessary and suitable corrective actions should take place **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: - Public announcement (whenever needed). - To recall, rebuild, replace or destroy all defective products 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 of RACS Mark of Conformity for other than the certified client 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, picked up during 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 extra care and attention.	
Refusal of client to comply with monitoring and supervision rules and the frequency of the necessary re-certification audits to be performed. Thus, 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 and misuse being committed. Identifying the corrective actions and list of disciplinary actions to implement should the client not adhere or act within the time frame within which the necessary and suitable corrective actions should take place **2.** Disciplinary actions • Determination by RACS of corrective actions needed to be implemented and inform the client
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.	about it to eliminate the consequences of the misuse. Corrective action taken by client should be: - Public announcement (whenever needed). - To recall, rebuild, replace or destroy all defective products 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)
If the products (for which the license is granted) are found not to be always produced under the same conditions to meet the specifications and quality of the samples tested by RACS and deemed to not conform 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 by 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 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 of the conformity mark during the Promotional and marketing purposes (either constant: brochures, letterheads, flyers, website, etc.…, or variant events: exhibitions, etc.….)	
Un-authorized use of the certification mark on products not approved to bear the mark.	
Violating one of the requirements available in ISO 17030, ISO guide 23, ISO Guide 27.	
Certified products bearing 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)	

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9. 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.
- ISO17067, 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 Manual RACS-GER/QM01
- All controlled QMS records-Please refer to Quality Master List.

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