





TUVSUD-ME-MOIAT-SOP-003	Rev. No.: 02	Revision Date: 25-07-2024	Initial Date: 15-08-2017
TITLE:	<b>Procedure of Control the Use of TUV SUD Mark of Conformity</b>		

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### Revision History

SL #	Rev.	Date	Change Made by	Reason for change	Content of Change
1	0	15-08-2017	Dept	Introduction	NIL
2	1		Dept		
3	2	25-07-2024	Dept	Change to new control format	Throughout the document

#### 1. Purpose & Scope:

This procedure aims to describe the steps adopted by TUV SUD MIDDLE EAST Quality to control the use of its license, certificate and Mark of Conformity to regulates the use of the mark by TUV SUD MIDDLE EAST Quality clients

#### 2. Responsibilities:

It is the responsibility of the Quality Manager 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 Manager  
 QP      Quality Procedures  
 QM      Quality Manual  
 QMS      Quality Management System  
 SOP      Standard Operating Procedure  
 QML      Quality Master List

#### 4. Applicable Certification Marks of Conformity:

As detailed in TUV SUD MIDDLE EAST Quality manual. For various scopes TUV SUD MIDDLE EAST acts as Independent Certification Body (Issuing TUV SUD MIDDLE EAST Certificates); In addition, it acts as Notified body for Emirates Authority For Standardization & Metrology (MOIAT)-(Issuing MOIAT Certificate of Conformity and

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Emirates Quality Mark); and 3<sup>rd</sup> 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 TUV SUD MIDDLE EAST Certificates):**

- All Scopes :TUV SUD MIDDLE EAST Certification Mark:

**4.2. Notified body for Emirates Authority For Standardization& Metrology (MOIAT)-(Issuing MOIAT Certificate of Conformity and Emirates Quality Mark)**

- All Scopes:
- Specific Scopes- Oxo Biodegradable:



علامة الجودة الإماراتية  
Emirates Quality Mark

- 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.




**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:



**5. Procedures of use Certification Marks :**

- TUV SUD MIDDLE EAST owns its Certification Mark of Conformity as part of its Certification system, along with TUV SUD MIDDLE EAST QUALITY final Product (the certificate), and applicable scheme owner certification scheme. Once certified by TUV SUD MIDDLE EAST, client has the right to use TUV SUD MIDDLE EAST Mark of Conformity. Client using TUV SUD MIDDLE EAST Mark of conformity shall fully comply with requirements for the use of 3<sup>rd</sup> party marks available in ISO/IEC 17030.
- For Certification Marks belonging to Scheme owners (MOIAT, 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 TUV SUD MIDDLE EAST Property obviously, rather it is the scheme owner property , however TUV SUD MIDDLE EAST has the right to grant those marks to client in accordance with the authorization of both schemes owners to TUV SUD MIDDLE EAST 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.
- Control the use of TUV SUD MIDDLE EAST certificates & marks of conformity and scheme owners 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 TUVSUDPC/SOP/01Procedures of Control of TUV SUD MIDDLE EAST QUALITY License, Certificate & Mark Conformity and scheme owner certificates and Mark of conformity.
- TUV SUD MIDDLE EAST Quality makes it clear to its clients that it owns exclusively its Certification Mark of Conformity as part of its certification system, along with TUV SUD MIDDLE EAST QUALITY final Product (the

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certificate), and its certification scheme and the right to use TUV SUD MIDDLE EAST Mark of Conformity is authorized only to the certified clients who signed the certification agreement and are approved for certification

- TUV SUD MIDDLE EAST 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.
- TUV SUD MIDDLE EAST 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 TUV SUD MIDDLE EAST 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.
- TUV SUD MIDDLE EAST Quality entitles its client to use Certification Mark on products covered by the appended license, as approved by TUV SUD MIDDLE EAST 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, TUV SUD MIDDLE EAST 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 TUV SUD MIDDLE EAST 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 TUV SUD MIDDLE EAST 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 TUV SUD MIDDLE EAST 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 : exhibitions ,etc....) using TUV SUD MIDDLE EAST Quality Certification Mark are accepted by TUV SUD MIDDLE EAST 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.
- TUV SUD MIDDLE EAST will conduct continuous monitoring on certified products to ensure correct use of its Certification Mark.
- Instructions or other user information accompanying the product and related to the certification scheme shall be approved by TUV SUD MIDDLE EAST
- In case of any doubts regarding the use of the logo, prior written approval shall be granted by TUV SUD MIDDLE EAST Quality to prevent misuse and subsequent corrective action.

**6. Specifications of TUV SUD MIDDLE EAST Mark of Conformity**


- a. Color : Specified below (Page 10&page 11): TUV SUD MIDDLE EAST 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.

**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.

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### 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)
<p>Claiming the ownership of Certification Mark of Conformity.</p> <p>Use TUV SUD MIDDLE EAST Mark of Conformity for other than the certified clients exclusively authorized and mentioned in certification agreement and approved for certification.</p> <p>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</p> <p>The minor non-conformities, fixed as a result of the audits, are not eliminated within the established terms, Auditing fees are not paid.</p> <p>Products or services for which the license is granted are not meeting the applicable standards or requirements. Usage of certification mark should is not handled by care and attention with extra care and attention.</p>	<ol style="list-style-type: none"> <li>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</li> <li>2. Disciplinary actions <ul style="list-style-type: none"> <li>• Determination by TUV SUD MIDDLE EAST 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 : <ul style="list-style-type: none"> <li>- Announced publicly (whenever needed).</li> <li>- Defective products have been recalled, rebuilt, replaced or destroyed under supervision.</li> <li>- Client continues the required corrective actions until non conformity is eliminated, and the action continues to cover the future produced items.</li> </ul> </li> <li>• Removing the certification mark from the product</li> <li>• Accreditation organization is informed.</li> <li>• Notification of parties authorized and responsible for instituting a recall</li> <li>• Suspension of the Certificate(Certification is suspended; after which withdrawal of certificate will be applicable if no action is taken by applicant)</li> <li>• Withdrawal of the certificate is released to the public</li> <li>• Civil liability -Claim for damages</li> <li>• Legal proceedings are initiated (within limitation of Federal Law 28:2001)</li> </ul> </li> </ol>
<p>Client does not enable TUV SUD MIDDLE EAST Continuous monitoring/certified customer does not allow performance of supervision or re-certification audits with necessary frequencies: Certification Auditing , 1<sup>st</sup> Year Annual Surveillance, 2<sup>nd</sup> Year Annual Surveillance, re-certification audit, Market monitoring</p> <p>Use of Mark of conformity does not fully comply with requirements for the use of 3<sup>rd</sup> party marks available in ISO/IEC 17030.</p> <p>Breaching the general rules for the applicable certification scheme and all applicable related standards shall apply to the use of Certification Mark.</p> <p>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 TUV SUD MIDDLE EAST Quality and found to be in conformity with applicable standards.</p> <p>Printing of certification mark is not performed within exactly the same presentation specified (size, colors &amp; dimensions).</p>	<ol style="list-style-type: none"> <li>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</li> <li>2. Disciplinary actions <ul style="list-style-type: none"> <li>• Determination by TUV SUD MIDDLE EAST 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 : <ul style="list-style-type: none"> <li>- Announced publicly (whenever needed).</li> <li>- Defective products have been recalled, rebuilt, replaced or destroyed under supervision.</li> <li>- Client continues the required corrective actions until non conformity is eliminated, and the action continues to cover the future produced items.</li> </ul> </li> <li>• Removing the certification mark from the product</li> <li>• Accreditation organization is informed.</li> <li>• Notification of parties authorized and responsible for instituting a recall</li> <li>• Suspension of the Certificate (Certification is suspended, after</li> </ul> </li> </ol>

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<p>Not using materials assuring the accurate and sharp production of the mark while printing the certification Mark</p> <p>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 TUV SUD MIDDLE EAST 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.</p> <p>Misuse the conformity mark during the Promotional and marketing purposes (either constant: brochures, letterheads, flyers, website, etc..., or variant events: exhibitions, etc...)</p> <p>Products bearing the certification mark are not authorized to bear the certification mark</p> <p>Violating one of the requirements available in ISO 17030, ISO guide 23, ISO Guide 27.</p> <p>Certified products bear unauthorized form of the mark</p> <p>Certified product is in violation of TUV SUD MIDDLE EAST policies under which the product was tested and certified(, hazardous not complying with applicable certification requirements)</p>	<p>which withdrawal of certificate will be applicable if no action is taken by applicant)</p> <ul style="list-style-type: none"> <li>• Withdrawal of the certificate is released to the public</li> <li>• Civil liability -Claim for damages</li> <li>• Legal proceedings are initiated (within limitation of Federal Law 28:2001)</li> </ul>
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**9. Related Forms:**

Listed Agreements, SOPs, Records related to the SOP26 as follows:

Quality Master List	TUVSUD-PS-GEN-REC-001
Quality Manual	TUVSUD-PS-GEN-QM-001
Certification Agreement/ TUV SUD MIDDLE EAST Quality- Client	TUVSUD-ME-GEN-AGR-003
Certified Clients/Products Registry	TUVSUD-ME-GEN-REC-003

**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..
- GAC Document: FAD- 4.0: Supplementary accreditation requirements for Product certification Bodies.
- R105: Requirements when making reference to A2LA Accredited Status
- R307: General Requirements Accreditation of ISO /IEC 17065 Product Certification Bodies
- 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

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- General Requirements for Notified Bodies issued by Emirates Authority For Standardization and Metrology (MOIAT).
- TUV SUD MIDDLE EAST Quality Manual TUVSUD-PS-GEN-QM-001