

Procedure to Control the Use of Conformity Certificate / License and Conformity Mark / Logo

1. Purpose and Scope:

This procedure aims to describe the steps adopted by RACS Quality to control / regulate the use of conformity license / certificates and conformity mark / logo issued to certified clients.

2. Responsibilities:

It is the responsibility of the Management Representative or his delegate to:

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

3. Definitions:

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

4. Applicable Conformity Marks / Logo:

As detailed in RACS Quality manual, for various scopes RACS acts as an independent third-party certification body (Issuing RACS Certificates). In addition, it acts as notified body for Ministry of Industry and Advanced Technology (MOIAT) to issue Emirates Scheme for Certificate of Conformity (ECAS) and Emirates Quality Mark (EQM), as notified body for GCC Standardization Organization (GSO) to issue G-Mark, as notified body and/or third party conformity assessment body authorized by Saudi Standards, Metrology & Quality Organization (SASO) to issue SASO / SABER - Certificate of Conformity and Saudi Quality Mark, as accredited body by GCC Accreditation Center (GAC), as accredited body by Ministry of Industry and Advanced Technology - Emirates National Accreditation System (MOIAT-ENAS) and as accredited body by Emirates International Accreditation Centre (EIAC).

The term symbol or mark here is used as synonymy.

For each acting above, Specific Conformity Certificate / License and Mark / Logo are 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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Procedure to Control the Use of Conformity Certificate / License and Conformity Mark / Logo**4.2. Notified body for Ministry of Industry and Advanced Technology (MOIAT) to Issue Emirates Scheme for Certificate of Conformity and Emirates Quality Mark (ECAS & EQM):**

- ECAS Mark:



- Emirates Quality Mark (EQM):



- ECAS - Oxo Biodegradable:



- Specific Scopes – Organic:

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- Specific Scopes-Energy Efficiency Standardization and Labeling (EESL) labels:

Please see Annex 1 (folder) for every category ESSL Label design and the product star rating related to its classification.

4.3.Third 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 Standardization Organization (GSO) (Issuing G-Mark Certificate)****4.5. Accredited body for GCC Accreditation Center (GAC's Accreditation symbol/mark for Halal Certificates)**

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4.6. Accredited body for Emirates International Accreditation Centre (EIAC's Accreditation symbol/mark for Halal Certificates)



4.7. Accredited body for Emirates National Accreditation System (ENAS's Accreditation symbol/mark Product COC)



4.8. Accredited body for GCC Accreditation Center (GAC's Accreditation symbol/mark Product COC)



5. Procedures for 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, the client has the right to use RACS Mark of Conformity. A client using RACS Mark of conformity shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030.
- For Conformity Marks / logos belonging to Scheme owners (MOIAT, SASO & GSO), the same rules and obligations and restrictions detailed in this procedure along with requirements of applicable scheme owner requirements for use of conformity mark / logo. 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 the scheme owners to RACS to be notified body and recognized 3rd party CAB. Once certified, the 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 and applicable scheme.
- As per MOIAT's (Scheme Owner) Usage Policy, after obtaining the Certificate of Conformity (CoC), the licensee shall use the ECAS / EQM Mark of Conformity on the certified products as per applicable scheme requirements.

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- Control the use of RACS conformity certificates & marks and scheme owner's conformity certificates & marks of conformity by its clients by following ISO / IEC 17030; methods and procedures are documented and communicated to client through this Procedure.
- 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 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 all conformity certificates and conformity mark / logo by continuous monitoring and ongoing auditing, especially during 1st and 2nd year annual surveillance and re-certification audit, besides market monitoring, in a way that if any Intentional misuse of the conformity mark / log happen by client necessary corrective actions will be taken on immediate basis.
- A client using RACS Quality Mark of conformity shall fully comply with requirements for the use of 3rd party marks available in ISO/IEC 17030.
- RACS Quality entitles its client to use Conformity Mark on products covered by the appended license, as approved by RACS for such products in accordance with the applicable standard / scheme.
- 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 Quality agrees 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, the 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 not 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 websites, internet, on the internal walls and doors of the factory/offices, on company vehicles, on company communication documents such as letterheads, stationery etc.
- RACS will conduct continuous monitoring of certified products to ensure correct use of its Certification Mark.
- Instructions or another user information accompanying the product and related to the certification scheme

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shall be approved by RACS.

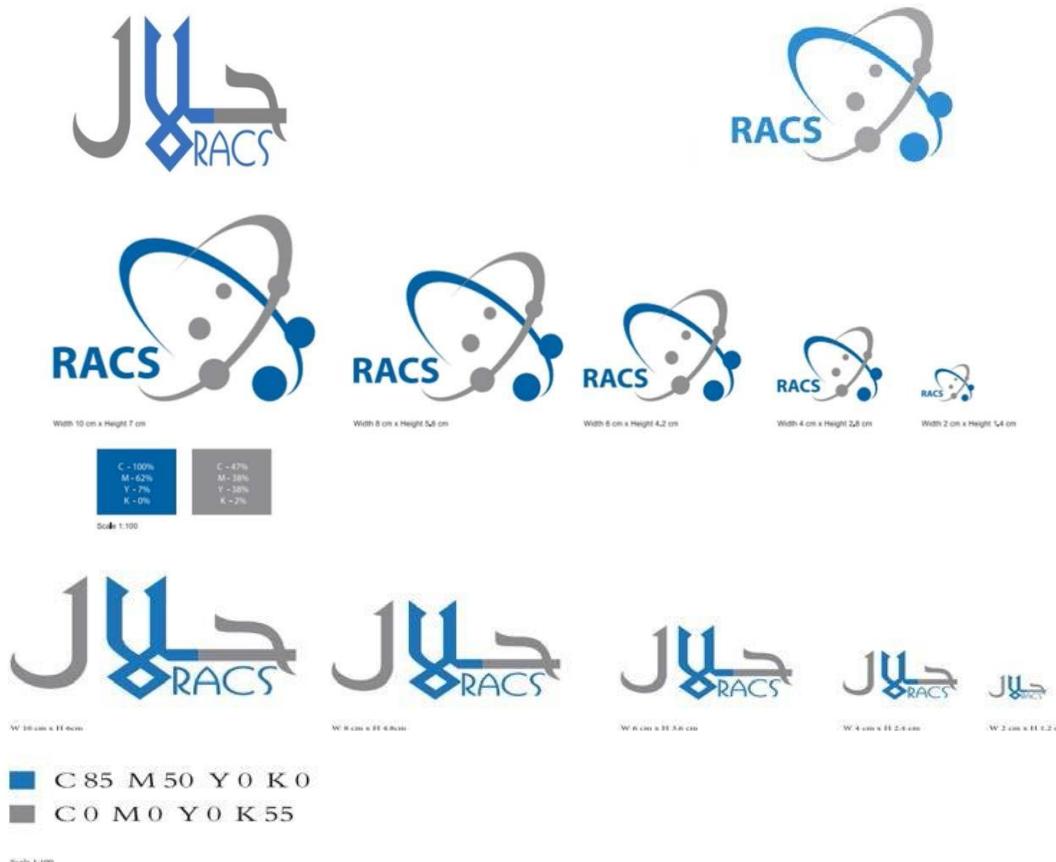
- In case of any doubts regarding the use of the logo, prior written approval shall be granted by RACS Quality to prevent misuse and subsequent corrective action.

6. Procedures for Use of Accreditation Marks:

- Any certified client of RACS Quality is not allowed to use the EIAC / ENAS / GAC's accreditation mark / logo on a product or product packaging seen by the consumer or in any other way that may be interpreted as denoting product conformity.
- RACS is committed that EIAC/ENAS/GAC accreditation or accreditation symbol is not used in a way which will not misrepresent the accreditation status or bring the accreditation process into disrepute.
- EIAC/ENAS/GAC accreditation mark/logo will be used as per defined the defined policies of the accreditation body.

7. Specifications of RACS Mark of Conformity

- Color: Specified below (Page 10 - 11): RACS Certification Mark should be reproduced exactly the same color and proportion
- 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.



8. 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

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specifications of each of above marks.

9. 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.
Use RACS Mark of Conformity for other than the certified clients exclusively authorized and mentioned in certification agreement and approved for certification.	2. Disciplinary actions:
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	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ◦ 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
The minor non-conformities, fixed as a result of the audits, are not eliminated within the established terms,	<ul style="list-style-type: none"> • The relevant accreditation body / scheme owner is informed as needed. • 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).
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:	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.
Certification Auditing, 1 st Year Annual Surveillance, 2 nd Year Annual Surveillance, re-certification audit, Market monitoring	2. Disciplinary actions:
Use of Mark of conformity does not fully comply with requirements for the use of 3 rd party marks available in ISO/IEC 17030.	<ul style="list-style-type: none"> • Determination by RACS of corrective actions needed to be implemented and inform the client about it to eliminate the consequences of the misuse.
Breaching the general rules for the applicable certification scheme and all applicable related standards shall apply to the use of Certification Mark.	<ul style="list-style-type: none"> • Corrective action taken by client should be: <ul style="list-style-type: none"> ◦ Announced publicly (whenever needed). ◦ Defective products have been recalled, rebuilt, replaced or destroyed under supervision.
For every and each time the products (for	

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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.	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
Printing of certification mark is not performed within exactly the same presentation specified (size, colors & dimensions).	• The relevant accreditation body / scheme owner is informed as needed. • 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).
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.	
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).	

10. Related Forms:

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

- NDA/RACS Quality-Staff - RACS/AG/06
- Certified Clients/Products Registry - RACS/REC/14
- Certification Agreement/ RACS Quality- Client - RACS/AG/01
- Records for Suspended or Withdrawn Certificates

11. References:

- ISO/IEC 17065 Conformity Assessment - Requirements for Bodies Certifying Products, Processes, and Services.
- ISO/IEC 17020 Conformity Assessment - Requirements for the Operation of Various Types of Bodies Performing Inspection.
- UAE.S GSO 2055-2 Halal Products - Part Two: General Requirements for Halal Certification Bodies.
- ISO 17021-1 Conformity Assessment - Requirements for Bodies Providing Audit and Certification of Management Systems.
- ISO/IEC 17000 Conformity Assessment - Vocabulary and General Principles.
- ISO/IEC 17025 General Requirements for the Competence of Testing and Calibration Laboratories.

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- ISO17067 Conformity Assessment - Fundamentals of Product Certification and Guidelines for Product Certification Schemes.
- ISO/IEC TR 17026 Conformity Assessment - Example of a Certification Scheme for Tangible Products.
- ISO/IEC 17030 Conformity Assessment - General Requirements for Third-Party Marks of Conformity.
- ISO 19011 Guidelines for Auditing Management Systems.
- IAF MD 5 Determination of Audit Time of Quality, Environmental, and Occupational Health & Safety Management Systems.
- IAF MD 4 IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes.
- Ministry of Industry and Advanced Technology - Emirates National Accreditation System (MOIAT-ENAS) Requirements: General Requirements for accreditation of Conformity assessment Bodies.
- Ministry of Industry and Advanced Technology (MOIAT) Requirements: NSPOL-01 General Requirements for Notified Bodies.
- Saudi Standards, Metrology & Quality Organization (SASO) Requirements: General Requirements for Conformity Assessment Bodies.
- GCC Standardization Organization (GSO) Requirements: GSO Procedure for Designation of the Conformity Assessment Bodies (NP-01).
- GCC Accreditation Center (GAC) Requirements: FAD-4.0 Supplementary Accreditation Requirements for Product Certification Bodies.
- GCC Accreditation Center (GAC) Requirements: FAD-12 Supplementary Accreditation Requirements for Halal Certification Bodies.
- A2LA Requirements: R105 Requirements When Making Reference to A2LA Accredited Status.
- A2LA Requirements: R307 General Requirements Accreditation of ISO /IEC 17065 Product Certification Bodies.
- A2LA Requirements: R334 Specific Requirements for HALAL Certification Body.
- Emirates International Accreditation Centre (EIAC) Requirements: EIAC-GD-GEN-004 Guidance for Accreditation Process.
- Kenya Accreditation Service (KENAS) Requirements: ACC-02 Accreditation Manual.
- RACS Quality Manual (RACS/QM/01) & related Quality Documents as per Quality Master List (RACS/REC/01).
- MoIAT Usage Policy for Conformity Marks (CAPOL-26).
- TN 6.0: GAC Technical Note 6 - Policy on the Use of the GAC logo, GAC endorsement and references to accreditation

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Revision History:

Date	Revision	Description of Changes
May 2015	00	Initial
Aug. 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 a 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.
Dec. 12, 2019	09	Add EIAC in this procedure
June 10, 2020	10	Add GAC Halal mark in this procedure
May 10, 2023	11	ESMA changes with MOIAT, changed ISO/IEC Guide 23:1982 & ISO Guide 27:1983 with ISO/IEC 17030:2021 as per update from ISO, changed ISO/IEC Guide 28:2004 & ISO/IEC Guide 53:2005 with ISO/IEC TR 17026:2015 as per update from ISO.
July 15, 2023	12	Added ENAS Logo.
March 25 2025	13	Updated ECAS Conformity, ECAS Oxo-biodegradable, ECAS organic as per the latest MoIAT Usage Policy for Conformity Marks (CAPOL-26) received on dated 29-Jan-2025. Reference added for MoIAT Usage Policy for Conformity Marks (CAPOL-26).
August 20, 2025	14	Update the title of the procedure as "Procedure to Control the Use of Conformity Certificate / License and Conformity Mark / Logo". Added section 6. Procedures for Use of Accreditation Marks: EIAC/ENAS/GAC accreditation mark usage is clarified more as previously it was giving impression of scheme owner mark. Now it is elaborated as accreditation mark/symbol only. Reference added for TN 6.0: GAC Technical Note 6 - Policy on the Use of the GAC logo, GAC endorsement and references to accreditation.

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