

QP-01

USE OF LICENSE, CERTIFICATES AND MARKS OF CONFORMITY

1. OBJECTIVE

This document aims to establish procedures concerning the misuse of certificates/marks or the handling of fraudulent certificates, as outlined in the Quality Manual. Its purpose is to ensure that the communication methods employed by certificate/mark recipients/holders align with the certification field and comply with the certification schemes.

2. SCOPE

This procedure is applicable for addressing instances of certificate/mark misuse and fraudulent certificate handling, extending to all companies that have received or hold a certificate/mark from the XDS Solutions.

3. RESPONSIBILITIES

The Managing Director (MD) is responsible with initiating actions against recipients of certifications in cases of certificate/mark misuse or fraudulent certificate usage, following recommendations from the Certification Director (CD).

The CD is responsible for reviewing and verifying instances of certificate/mark misuse or fraudulent certificate usage, implementing necessary actions, and advising the MD on further steps.

The Operations Liaison Officer (OLO) is responsible for coordinating and instructing XDS staff to detect and report any instances of certificate/mark misuse or fraudulent certificates during visits to fairs, trade shows, surveillance by XDS and scheme owners and organizing follow-up verifications for rectification.

4. WORK PROCEDURES

4.1 Control of the Use of License, Certificates/Mark

- 4.1.1 XDS owns its certification mark of conformity within its certification system, inclusive of the final product of XDS (the certificate), and the applicable scheme owner certification scheme. Upon certification by XDS, clients gain the privilege to utilize the XDS mark of conformity. Any client utilizing the XDS mark of conformity must adhere fully to the requirements outlined for the use of third-party marks as stipulated in ISO/IEC 17030.
- 4.1.2 For certification marks owned by scheme owners (such as GSO), the regulations, obligations, and limitations specified in this procedure regarding the use of certification marks also apply to the utilization of these marks. Although these marks do not belong to XDS, but rather to the scheme owner, XDS retains the authority to grant these marks to clients, subject to the authorization of both scheme owners to XDS as a notified body and third-party CAB, respectively. Upon certification, clients are entitled to use these

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marks of conformity and must adhere fully to the requirements for the use of third-party marks as outlined in ISO/IEC 17030.

- 4.1.3 In accordance with the GSO (Scheme Owner) Usage Policy, XDS, authorized by GSO to issue certificates of conformity including the relevant mark of conformity, assumes full responsibility for any decisions arising from the issuance of the certificate of conformity and the mark of conformity. Additionally, XDS is responsible for monitoring and ensuring that the mark of conformity issued to the client is affixed to certified products only, or in a manner that does not mislead consumers or users of the certified product.
- 4.1.4 The provisions outlined in the general rules of the applicable certification scheme and all relevant related standards shall govern the utilization of the certification mark.
- 4.1.5 Upon achieving certification, XDS acknowledges that the certified facilities and manufactured products conform to the requirements specified in the license's applicable standards. This recognition and authorization permit the applicant to mark the products covered by the license using the XDS certification mark.
- 4.1.6 The applicant bears the responsibility of ensuring that each time the products, for which the license is granted, are produced, they adhere to the same specifications and quality as those tested by XDS and found to be compliant with applicable standards.
- 4.1.7 The printing of the certification mark must adhere to specified guidelines regarding size, colors, and dimensions, using materials that ensure accurate and sharp production of the mark.
- 4.1.8 To ensure compliance with the requirements, the certification mark is provided to the client in a soft copy format upon approval for certification and before certificate issuance.
- 4.1.9 By adhering to the certification agreement, the applicant attests to fully understanding the requirements, terms, and conditions, as well as the usage policy for safeguarding the XDS certification mark, committing to full compliance and refraining from making any statements or actions that could be construed as misleading. Moreover, the applicant acknowledges and accepts the use of its certification mark upon certification approval decision.
- 4.1.10 For promotional and marketing purposes, the use of the XDS certification mark is permitted by XDS without objection, provided the certificate is not included alongside the mark in such activities. This use must adhere to accepted conditions and can include display on certified product panels, packaging, company promotional materials (brochures, profiles, reports, exhibition materials, flyers, banners, roll-ups, etc.), corporate electronic media (website, internet), internal walls and doors of

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facilities/offices, company vehicles, and communication documents (letterheads, stationery, etc.).

- 4.1.11 XDS will continuously monitor certified products to ensure the correct use of its certification mark. Instructions or other user information accompanying the product and pertaining to the certification scheme must be approved by XDS.
- 4.1.12 In cases where doubts arise regarding the use of the logo, prior written approval must be obtained from XDS to prevent misuse and subsequent corrective action.

4.2 Misuse Cases

- 4.2.1 Claiming ownership of the certification mark of conformity.
- 4.2.2 Using the XDS mark of conformity for entities other than those specifically authorized and outlined in the certification agreement and approved for certification.
- 4.2.3 Failure to meet the terms of certification for product effectiveness, either consistently or severely, resulting in major non-conformities identified during audits.
- 4.2.4 Failure to rectify minor non-conformities identified during audits within the specified time frames.
- 4.2.5 Alteration, forging or any other means of creating a fraudulent certificate.
- 4.2.6 Production of products or services for which the license is granted that do not meet the applicable standards or requirements.
- 4.2.7 Inappropriate handling and usage of the certification mark.
- 4.2.8 Failure to enable continuous monitoring by XDS or refusal to undergo supervision or re-certification audits at the required frequencies by certified customers.
- 4.2.9 Usage of the mark of conformity that does not fully comply with the requirements outlined for third-party marks in ISO/IEC 17030.
- 4.2.10 Violation of the general rules for the applicable certification scheme and all relevant related standards concerning the use of the certification mark.
- 4.2.11 Production of products (for which the license is granted) that do not adhere to the same specifications and quality as those tested by XDS and found to be compliant with applicable standards each time they are manufactured.

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- 4.2.12 Printing of the certification mark that does not adhere to specified guidelines regarding size, colors, and dimensions.
- 4.2.13 Failure to utilize materials ensuring the accurate and sharp production of the mark during the printing of the certification Mark.
- 4.2.14 Non-compliance with the rules stated in the certification agreement, signed by the client before the certification process, wherein the client declares full understanding of the requirements, terms, and conditions, as well as the usage policy for safeguarding the XDS Certification Mark, committing to full compliance and refraining from any misleading statements or actions.
- 4.2.15 Misuse of the conformity mark during promotional and marketing activities, including constant (e.g., brochures, letterheads, flyers, website) or occasional events (e.g., exhibitions).
- 4.2.16 Products bearing the certification mark without proper authorization.
- 4.2.17 Presence of the certification mark in an unauthorized form on certified products.
- 4.2.18 Certified products found to be in violation of XDS policies under which the product was tested and certified, such as hazardous products not complying with applicable certification requirements.

4.3 Fraudulent Certificate

- 4.3.1 If a fraudulent certificate is detected or brought to attention, the CD and OLO are notified.
- 4.3.2 Subsequently, the CD sends a notification to the recipient of the relevant certification, urging them to promptly retract the fraudulent certificate.
- 4.3.3 The company is cautioned that:
 - Altering, forging, or engaging in any other form of creating a fraudulent certificate constitutes a breach of the law.
 - Such actions are deemed serious, and the company must cease such activities immediately.
 - Utilizing a fraudulent certificate also violates regulations.
 - XDS may take actions such as informing relevant authorities, including customs.
 - The certificate may be withdrawn, subject to applicable procedures outlined in QP-05.
 - The recipient is urged to implement necessary corrective actions.

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- Upon request, stakeholders, relevant authorities (e.g., GSO), and/or the public may be informed of the fraud.
- Legal measures may be pursued within the framework of local legislation.

4.3.4 If the user of the fraudulent certificate disregards the warning or repeats the offense, the CD recommends to the MD to take action, including:

- Withdrawing the certificate if applicable.
- Informing stakeholders and/or relevant authorities (e.g., GSO) about the fraud.
- Pursuing appropriate legal actions within the scope of local laws.

5. RELEVANT DOCUMENTS

- ISO/IEC 17065 Clause 4.1.3
- QM-01 Clause 4.1.3
- QP-05 Certification Procedure
- AG-01 Certification Agreement
- Certification Schemes developed for different types of products, certification scheme types and/or to fulfil the requirements of authorities

6. RELEVANT RECORDS

- **Application Form**

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