

**Contents**

|       |  |   |
|-------|--|---|
| 1     | Aim and scope .....  | 2 |
| 2     | Obligations when using conformity marks .....                    | 2 |
| 3     | Conformity marks.....  | 3 |
| 3.1   | The appearance and scope of application of conformity marks..... | 3 |
| 3.1.1 | EU trust mark for qualified trust services .....                 | 3 |
| 4     | Mode of application.....   | 4 |
| 4.1   | Application in combination with other marks .....                | 4 |
| 5     | Incorrect graphic representations of marks .....                 | 4 |
| 6     | Publications in relation to conformity marks .....               | 4 |
| 7     | Surveillance .....   | 4 |
| 8     | Misuse of conformity marks.....                                  | 5 |
| 9     | Withdrawal/cancellation of a certificate .....                   | 5 |
| 10    | Distribution list .....  | 5 |

**Summary of changes:**

First translation.

PREPARED BY: PREGI, CERTIFICATION MANAGER

REVIEWED BY: LIKAR, MANAGING DIRECTOR

APPROVED BY: LIKAR, MANAGING DIRECTOR

## **1 Aim and scope**

This document lays down the procedures for use of conformity marks for services applicable to customers. Management systems certificates are not dealt with in this document.

Conformity marks are the certification marks laid down in the regulation/certification schemes and of which the use is allowed in compliance with the conditions described in this document.

A conformity mark in documents of a customer (in e-form or on paper) indicates that the requirements of standards, regulation and certification schemes applicable to the service concerned have been met. The use of a conformity mark by a customer is a method of making reference to the issued SIQ certificate. The use of conformity marks is laid down in documents for services concerned. Customers may use conformity marks as long as the issued certificates concerned are valid.

A customer using a conformity mark may only be a legal entity assuming all the responsibility for the services marketed under its name.

A conformity mark may be used by a customer once:

- service assessments have been completed;
- the application/agreement has been signed by the customer and SIQ;
- an audit has been carried out and concluded successfully (if required by a procedure);
- an SIQ certificate has been issued.

A customer shall obtain a written approval of SIQ for any potential deviation from the rules for the use of conformity marks.

## **2 Obligations when using conformity marks**

By signing the application for a service, the customer/signatory to the agreement undertakes:

- to comply with the requirements of the certification scheme, standards and regulation, and with potential changes to the certification scheme, standards and regulation according to which the certification procedure was carried out, and to maintain the compliance of certified services with the requirements according to which the certification procedure was performed;
- to observe the terms of use of conformity marks as laid down in this document, published information for applicants (e.g. "Service certification" (CP207), SIQ webpages...), legislation and SIQ forms;
- in case of cancellation or expiration of issued certificates, not to market any services marked with a conformity mark and to remove the conformity mark from places/documents of its use;
- not to state in informative publications for customers functions, rights and similar data in a manner misleading to customers, e.g. to let them erroneously believe that the characteristics of a service are covered by a licence/certificate.

### 3 Conformity marks

The appearance of marks is prescribed.

#### 3.1 The appearance and scope of application of conformity marks

The correct shape, colour and size of the marks shall be maintained. The conformity mark shall be printed dark on a light background or light on a dark background to ensure appropriate contrast (at least 50% between the symbol and the background).

##### 3.1.1 EU trust mark for qualified trust services

The EU trust mark may be used in colour or in black and white.

The reference colours of the EU trust mark for qualified trust services are the following:

– in four-colour process printing:

- Pantone no. 654 and no. 116; or blue (100% cyan + 78% magenta + 25% yellow + 9% black) and yellow (19% magenta + 95% yellow),

– in RGB printing:

- blue (43 red + 67 green + 117 blue) and
- yellow (243 red + 202 green + 18 blue).

The EU trust mark for qualified trust services in black and white may be used only in cases when the use of colours is not possible in practice.

If the EU trust mark for qualified trust services is used on a dark background, the mark may be used in negative, using the colour of the background.

If the EU trust mark for qualified trust services in colour is used on a coloured background which makes it difficult to see, a delimiting outer circle around the EU trust mark for qualified trust services may be used to improve contrast with the background colours.

EU trust mark for qualified trust services in colour:



EU trust mark for qualified trust services in black and white:



#### **4 Mode of application**

The customer may use the mark on the accompanying service documentation (information leaflets, webpages, etc.). However, the mark shall not be used on business cards, vehicles, buildings, flags, and similar items of the customer. SIQ shall not assume responsibility for misuse of marks.

##### **4.1 Application in combination with other marks**

Conformity marks may be displayed in combination with other marks and logotypes provided this does not create probability of confusion as regards the application of SIQ certification rules/legislation.

#### **5 Incorrect graphic representations of marks**

Conformity marks and related data shall not be designed or modified freely.

- a) The mark shall not be three-dimensional.
- b) The mark shall not be distorted (enlarged or reduced horizontally or vertically).
- c) If the mark is used on a dark background, it may be used in negative, using the colour of the background.
- d) If the mark in black and white is used in negative, the background shall not be lighter than 50% black.
- e) If the mark in black and white is used on a background, the background shall not be darker than 50% black.

The marks shall not be partly covered by other marks or logotypes. No text shall be printed over the marks.

#### **6 Publications in relation to conformity marks**

Holders of a certificate of a certification body have the right to publish that they are holders of the certificate. However, there shall be no want of vagueness in publications and marketing as to which services have been certified and which not.

Holders of a certificate shall not use the certificate in a misleading manner or in a way which would disrepute SIQ.

If certificate holders want to publish only a part of the audit report relating to certification of their service, they shall obtain a written consent of the Certification Commission.

Holders of a certificate shall not publish in informative materials for their clients functions, rights or similar data in a manner misleading to customers, e.g. to let them erroneously believe that the characteristics of the service are covered by a certificate.

#### **7 Surveillance**

SIQ conducts surveillance of the use of conformity marks during audits, and by inspecting webpages and texts used in marketing of services.

If a misleading use of conformity marks is detected, SIQ informs the customer/user of the mark of misuse in writing. If there is no reaction from the customer/user of the mark and the misuse continues, the Certification Commission takes appropriate measures for the protection of their use. These measures include, in addition to a warning to the customer, cancellation of certificates and agreements, publication of the misuse on SIQ webpages, legal proceedings, etc.

## **8 Misuse of conformity marks**

The following shall be deemed a misuse of conformity marks:

- If the mark differs in form and dimension from the standard one;
- If the service has been changed without knowledge and approval of SIQ;
- If mark is used for services other than those covered by certification;
- If the mark is used for purposes other than those covered by certification (marketing, advertising of service characteristics not covered by certification);
- If the mark is used before the agreement has been signed or after its expiration.

In case of misuse of conformity marks, the Certification Commission takes appropriate measures for their protection. These measures include, among others, a warning to the customer, cancellation of certificates and agreements, publication of the misuse on SIQ webpages, legal proceedings, etc.

## **9 Withdrawal/cancellation of a certificate**

A certificate awarded for a specific service may be withdrawn or cancelled if the audit reveals misuse of a conformity mark or any other violation of this document or provisions of certification procedure documents.

In such cases, a certificate holder is informed by the Certification Commission that after a specified period of time, usually within 30-60 days, the certificate will be cancelled. During that time, the certificate holder may eliminate detected nonconformity and submit corresponding evidence to the Certification Commission or file an appeal/complaint.

A certificate may be cancelled also in the following cases:

- if the standard/regulation has changed which served as the basis for certification procedure and the certificate holder refuses to or cannot assure conformance to new requirements,
- if the conformity mark is used in evidence of compliance with the requirements of standards which were not the basis for certification, or if reference is made to services that were not the subject of a conformity assessment procedure;
- if incomplete or false information about the service has been submitted;
- if essential changes to the service or the management system have been suppressed;
- in case of failure to fulfil the requirements recorded in the audit report;
- in case of bankruptcy or cessation of operation of the certificate holder;
- if the certificate holder terminates the contract;
- if the certificate holder fails to settle the agreed financial liabilities.

The Certification Commission may decide on the cancellation of the certificate in case of a final court decision against the certificate holder.

The Certification Commission informs the certificate holder of the cancellation of the certificate in writing.

After the withdrawal/cancellation of a certificate and after the receipt of written information on the certificate cancellation, the certificate holder shall no longer market the services marked with a conformity mark and shall remove the conformity mark from places/documents of its use.

After the withdrawal/cancellation, no reference to the certificate, including the use of a conformity mark, shall be allowed.

## **10 Distribution list**

This document shall be published among the system documents of the certification body and on SIQ webpages.