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## ESTABLISHMENT AND HISTORY OF CHANGES

REV.NUMBER	PAGE AFFECTED	EFFECTIVE DATE	REASON/CONTENTS	PREPARED BY	REVIEWED BY	APPROVED BY
0	all	2008-04-01	Changes made in the outlook of the procedure  Procedure developed in accordance to ISO 17021 requirements  Misuse of logo and certification, use of certificate is added.	Melita D'Mello	Augustine D'souza	Mario Rodrigues
01	1 and 8	2008-09-15	The section for the use of NABCB logo was added	Melita D'Mello	Augustine D'souza	Mario Rodrigues
02	All	2008-11-01	Changes made in the format and in accordance to Corporate Governance	Melita D'Mello	Augustine D'souza	Mario Rodrigues
03	11 to 14	2009-02-19	The section for the use of SAAS logo was added	Melita D'Mello	Augustine D'souza	Mario Rodrigues
04	3	2009-04-18	The web link is changed	Melita D'Mello	Augustine D'souza	Mario Rodrigues

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## 1. Policy and Scope

- This policy puts forward the guidelines and general conditions to the use of the TÜV SÜD Certification Mark (logo), certificates upon successful certification. The guidelines should help certificate holders use the TÜV SÜD logo & certificates correctly when producing printed materials.

TÜV SÜD exercises proper ownership and shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports.

- This policy also addresses the use of accreditation logo by TÜV SÜD South Asia. (Ref: BCB-202 December 2005).
- *This policy also addresses the use of accreditation logo by TÜV SÜD South Asia. (Ref: SAAS PROCEDURE: 201 and 426).*

### **1.1 Use of TÜV SÜD South Asia Logo and Certificate**

#### **1.1.1 The Activity:**

The rules and regulations for correct use of Certificate and Logo is submitted to the customer along with the offer, the customer sends the acceptance to this as a part of the Certification Data sheet.

After successful completion of the audit the certificate is handed over and the details about the obtaining logo are communicated to the client.

The logo may be downloaded from the site. <http://www.tuev-sued.de/>

Path: [http://www.tuev-sued.de/management\\_systems/our\\_company/certification\\_marks](http://www.tuev-sued.de/management_systems/our_company/certification_marks)

This procedure also addresses the actions by the Central certification Unit in cases of Suspension / Reduction in the Scope, Termination.

#### **1.1.2 a) Acceptable use of Logo:**

The logo may appear on printed material such as brochures, pamphlets, letterhead and business cards. The certificate holder may use the TÜV SÜD logo and their company identifier in conjunction with one another in as long as they are clearly distinct. The certificates and the mark are effective from the day it is issued following the completion of the audit process and remains valid until the specified date of expiry.

#### **b) Acceptable Use of Certificate:**

The clients shall display the certificate only in the certified locations the copy of the certificate may be printed on marketing materials. The certificate shall be used in its complete form

### 1.1.3 a) Unacceptable use of Logo:

The certificate holder *must* not use the logo on products, product packaging, or product labeling. It also cannot be used in any way that could be misinterpreted as a TÜV product certification. The certificate holder may not use the logo on Certificates of Compliance or Calibration Reports, Inspection Certificates.

The table below provides guidance on the use of certification marks for indicating when a product has been made under a certified management system.

		On Product *1	On larger boxes, etc. used for product transport *2	On vehicles or permanent structures such as buildings for advertisement	In pamphlets, stationery, literature, etc. for advertisement
Use of marks *3	Without a statement	Not allowed	Not allowed	Not allowed	Allowed
	With a statement *4	Not allowed	Allowed	Allowed	Allowed

1. This could be a tangible product itself or product in an individual package, container, etc. This would also apply to Laboratory Test/Analysis Reports, Certificates of Compliance and Calibration Reports.
2. This could be over-packaging made of cardboard etc. that can be reasonably considered as not reaching end users.
3. This applies to the TÜV SÜD mark. A statement in words alone does not constitute a mark in this sense. Any such wording should be true and not mislead.
4. This could be a clear statement that such as: "(This product) was manufactured in a plant whose quality management system is certified to ISO 9001".

### b) Unacceptable use of Certificate:

The below mentioned points are unacceptable if,

- a) The certificate is put as a part of the brochure or pamphlet or any marketing literature with misleading statement regarding certification.
- b) The certificate is used in the manner which will imply that TÜV SÜD certifies a product (including service) or process,
- c) The Marketing documents or literature is used which implies that the activities which are not a part of the scope are also certified. (All relevant advertising material shall be amended if the scope of certification is reduced).
- d) Certificate in such a manner that would bring the certification body and/or certification system into disrepute and lose public trust.
- e) This does not conform to the requirements of the certification body when making reference to the certification status in communication media.

The clients under suspension or withdrawal shall discontinue the use of advertising matter that contains a reference to certification. This includes Use of Certificate and Logo.

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#### 1.1.4 Logo Owner

Name and location of the certification mark owner.

#### **TÜV SÜD South Asia Private Limited**

TÜV SÜD Group  
 TÜV SÜD House,  
 Off Saki Naka, Saki Naka,  
 Andheri (East),  
 Mumbai – 400072, India

#### 1.1.5 Users

The only authorized users of the logo & Certificate are organizations that have a valid TÜV SÜD South Asia certificate. Other organizations cannot use the logo; including affiliates, parent companies, subsidiaries, third party organizations, etc.

#### 1.1.6 Form

The certificate holder can only use the logo in the form indicated unless otherwise authorized in writing. The logo must be used in the specified colors. The logo must be printed on a clear contrasting background. The logo must be printed in such size that all the features of the mark is clearly distinguishable.

#### 1.1.7 Loss of Validity & Interruption of the certificate

TÜV SÜD will convey the clients to stop the usage of logo after the expiry of certificate. If appropriate corrective actions are not taken TÜV may consider the option of legal action.

The certificate holder must return all original copies of the certificate to TÜV SÜD South Asia, if the certificate is withdrawn or revoked. In this case, the logo can no longer be used.

#### 1.1.8 Misuse of the Logo and Certificate:

On receipt of intimation from any interested party following actions shall be undertaken:

The head of certification shall direct respective branch manager to issue an intimation letter to the client asking him to correct the mistake.

Incase, no action has been taken by the respective client the reminder thereafter shall be sent within 3 weeks.

The certificate shall be suspended incase of no action after 1 week of the reminder.

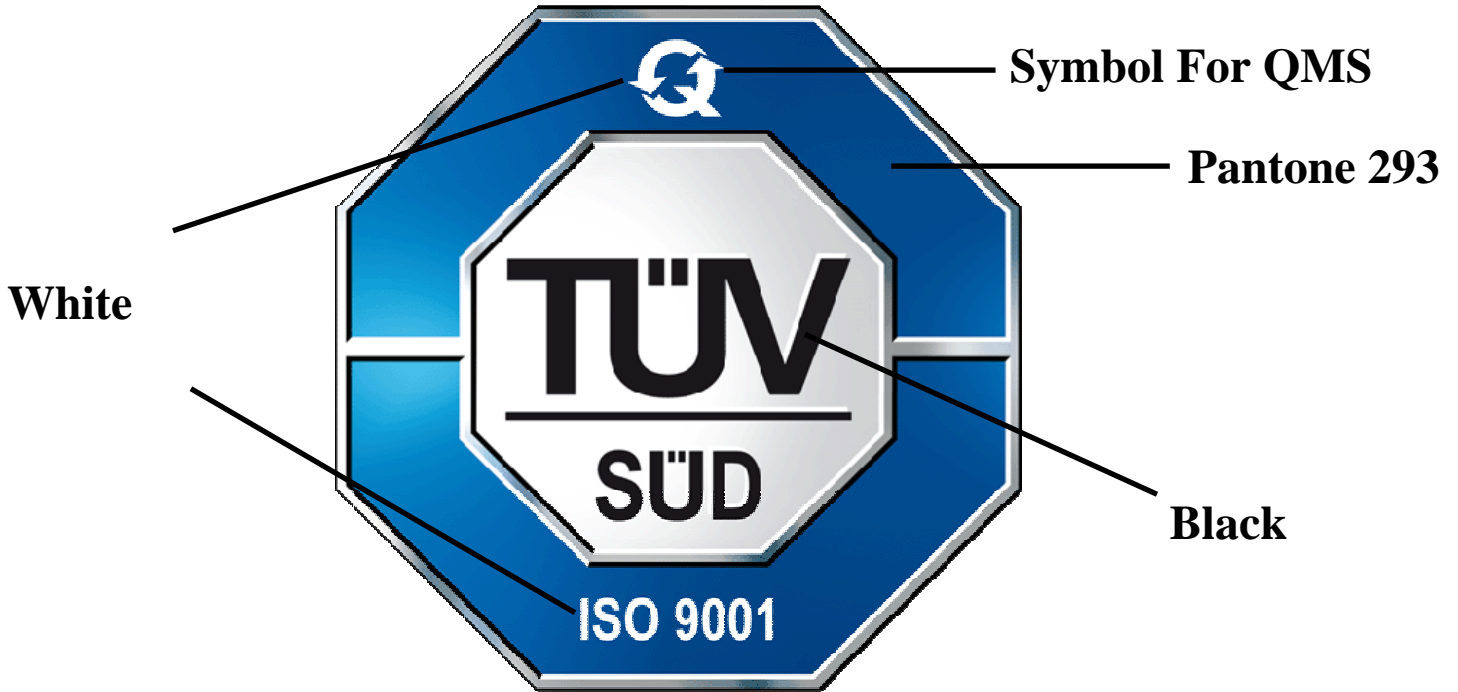
The process of suspension and withdrawal shall then be followed incase of non- compliance.

The compliance received in time shall be verified by the branch manager and shall be sent for approval to the head of certification to revoke suspension.

### 1.1.9 Layout of the TÜV Octagon mark

The Octagon Mark may only appear in the following colors:

1. Pantone 293 / white / black
2. Black / white



Any color printer can print this color combination; however a color sample should always be used when using Pantone 293, for absolute clarity of color.

You should be able to get reliable color matches for Pantone 293 using the chart below.

RGB System:	
Red	13
Green	79
Blue	194

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## **1.2 Use of Accreditation (NABCB) mark**

### **1.2.1 Design of the logo**

The design of the NABCB logo as enclosed at appendix 'A' specifies the necessary Proportions and the color combinations in which it can be reproduced. In case, TÜV SÜD South Asia is permitted by specific agreements to use other logos like the IAF MLA Mark the design of this will be asked for and used as per NABCB Guidelines.

### **1.2.2 Reproduction of logo**

The logo of the Board and any MLA mark is only used in conjunction with TÜV SÜD South Asia certification mark, as shown in the appendix 'B', on certificates, stationery, corporate presentation and literature associated with own accredited certification activities and scopes subject to the conditions specified below. **The logos are not printed on visiting cards.**

### **1.2.3 Uses by Certified Organizations**

The use of this logo by the Clients will be under the control and supervision of TÜV SÜD South Asia. TÜV SÜD South Asia will take actions (Ref: TSSA\_CCU\_43 Testing and Certification Regulations) to ensure that the use of the logo by the Client is within the conditions specified below.

Generally, accreditation body marks are not reprinted and used by TÜV SÜD South Asia clients.

#### **1.2.3.1 Content, Size and Reproduction**

- a) The logo is reproduced in the proportions and the colors indicated in the appendix 'a'. The size of the logo is not normally reduced below the size 15x12mm. In the event of reproduction in smaller size owing to limitation of space, the logo is legible with no infilling of space and letters. The logo is reproduced only based on the master supplied by NABCB.
- b) The NABCB logo is never used In Isolation of the TÜV SÜD South Asia mark.
- c) The certification body reproduces the logo with correct reference of the standard on the logo as shown in the appendix 'B'.
- d) The logo is only printed in the color combination or in the grey-black combination as specified in the appendix.

#### **1.2.3.2 Use of logo**

The accreditation symbols are used only for the locations that are under the scope of accreditation; No statement is made regarding the accreditation, which NABCB may consider misleading or unauthorized. Specifically,

- i) The logo along with the reference to the standard is used to refer the accredited status of the TÜV SÜD South Asia and in conjunction with mark of the certification body to refer to the accredited certificates issued to the certified organization.
- ii) The accreditation body's logo shall not be used on the packaging of a product, labels, publicity material, and written announcements etc. (refer similar details in section A under 4.a) Unacceptable use of Logo).

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- iii) The logo shall not be displayed on vehicles except in publicity material like part of a large advertisement.
- iv) The logo shall not be displayed on buildings and flags
- v) TÜV SÜD South Asia does not use the accreditation logo on quotations and contracts.
- vi) TÜV SÜD South Asia shall discontinue use of all advertising matter that contains any reference to an accredited status upon suspension or withdrawal of its accreditation (however determined)
- vii) TÜV SÜD South Asia shall not allow the fact of its accreditation to be used to imply that a product, process, system or person is approved by the accreditation body.

### **1.2.3.3 Contravention of the conditions**

In case the logo is being used by a certified client contrary to the conditions specified, then TÜV SÜD South Asia shall take reasonable action and advise the concerned clients for corrective action. In situations of repeated contraventions, TÜV SÜD South Asia may withdraw the certification.

It is noted that the NABCB may withdraw the accreditation of TÜV SÜD South Asia in case of repeated contraventions if the logo has been used contrary to the conditions specified.

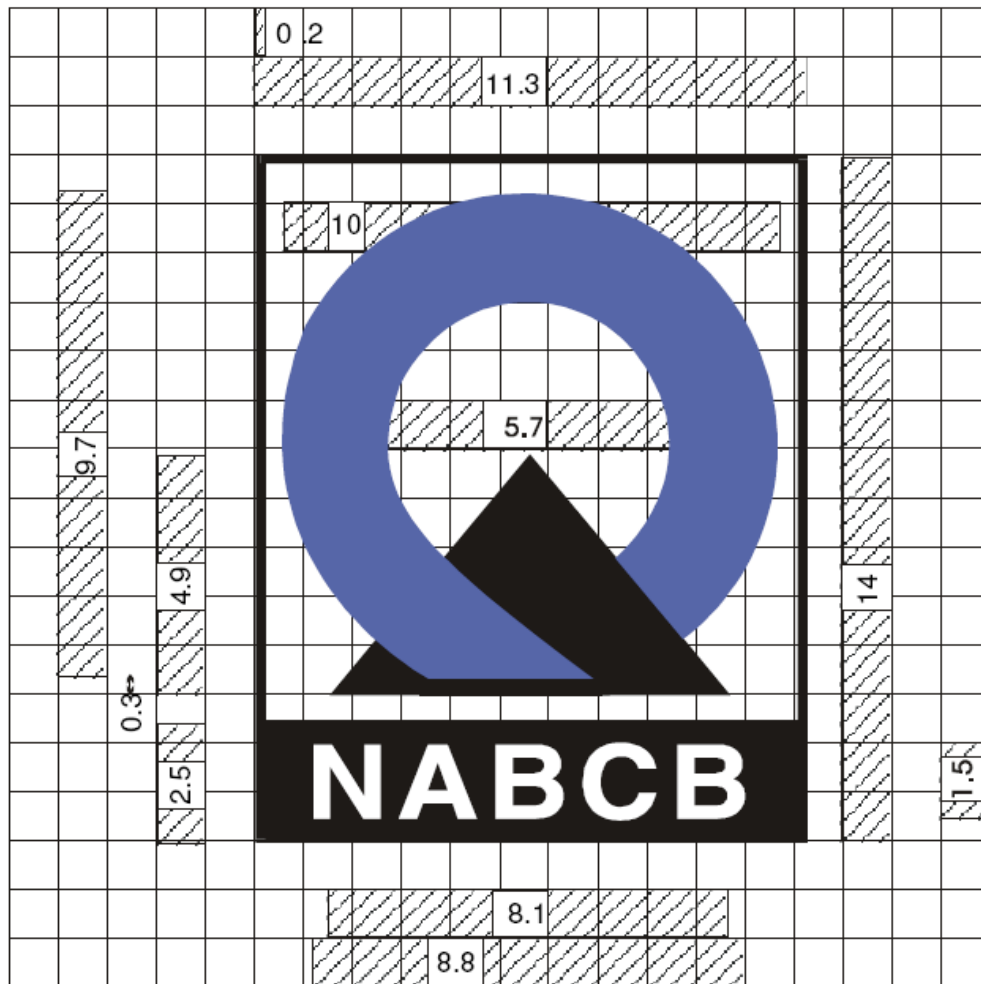
### **1.2.3.4 Action on Suspension and Termination**

Upon suspension or withdrawal of the accreditation by the Board, TÜV SÜD South Asia shall immediately cease to use its stationery, certificates and other publicity material that has accreditation logo on it. The use shall be restarted only after the suspension is revoked/ the accreditation is renewed by the Board.





Appendix 'A'



Font: Arial True type (bold)  
Colour: Circle - Cyan 80% Magenta 30%  
Triangle and Outline - Black 100%.

Black & White: Circle - Black 40%  
Triangle and Outline Black 100%

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**Appendix 'B'**



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### **1.3 Use of Accreditation (SAAS) mark**

#### **1.3.1 Color Requirements of SAAS Symbol:**

- i. 'Social Accountability Accreditation Services – Light Grey -Pantone 416U
- ii. People sitting around inner circle (table) – Medium Blue -Pantone 301U
- iii. Inner circle (table) – Dark Blue -Pantone 268U
- iv. 'SA8000' inside of banner – Red -Pantone 200U
- v. Banner at bottom – Dark Blue -Pantone 268U



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### 1.3.2. Condition For Use Of Logo by TÜV SÜD South Asia (Appendix 1)

- a. **TÜV SÜD South Asia may use the SAAS Accreditation** symbol for SA8000 hereinafter referred to as accredited mark, only in conjunction with its own certification symbol on its certificates, stationery and literature associated with its accredited certification activities, subject to the conditions below.
- b. The SAAS accreditation mark for SA8000 shall be reproduced:
  - In the specific colors mentioned or in the predominant color of the letterhead or printing, per the SAAS accreditation mark color requirements.
  - On a clearly contrasting background the mark may be reversed (i.e. negative of the above example) provided the background on which it is displaying is dark enough to clearly identify and display the entire mark.
  - In a size which makes all features of the mark clearly distinguishable
- c. TÜV SÜD South Asia shall ensure that the size of the accreditation mark for SA8000 shall not differ from the size of its own mark.
- d. The SAAS accreditation mark for SA8000 shall **not** be used by TÜV SÜD South Asia on any document, website, or other such public material unless the document relates in whole or in part to certification activities of TÜV SÜD South Asia which are accredited by SAAS. This shall not prevent TÜV SÜD South Asia from including the accreditation mark on its preprinted letterhead paper.
- e. If necessary, other requirements with regard to the use of marks will be developed in consultation with individual Certification Bodies. Such requirements will be made part of the accreditation agreement and TÜV SÜD South Asia will immediately be subject to such requirements.
- f. The use of the SAAS accreditation mark for SA8000 shall be audited during each surveillance and re-accreditation audit by SAAS. Any nonconformance associated with the use of the mark requires the issuance of a Corrective Action Request (CAR), requiring remedial action to correct the use of the mark on issued documents as well as corrective action for future use.

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### 1.3.3. Uses by Certified Organizations (Appendix 1 and Appendix 2)

- a. **An SA8000 certified facility may use the SAAS accreditation mark** for SA8000 only in conjunction with TÜV SÜD South Asia certification mark on the facility's stationery, literature and website subject to the conditions below and to TÜV SÜD South Asia own conditions for the use of its certification mark.
- b. When using the SAAS accreditation mark for SA8000 by certified organizations, its size must not differ from the size of TÜV SÜD South Asia mark.
- c. Neither TÜV SÜD South Asia mark nor the SAAS accreditation mark for SA8000 shall be used on a product by a certified organization, its labeling or packaging, or in such a way as to suggest that TÜV SÜD South Asia or SAAS have certified or approved any product, process or service of a certified facility, or in any other misleading manner.
- d. TÜV SÜD South Asia shall audit the use of the mark by certified clients during every surveillance and recertification audit. Any nonconformance associated with the use of the mark requires the issuance of a CAR by the Certification Body, requiring remedial action to correct the use of the mark on issued documents as well as corrective action for future use.

#### Appendix 1



#### Appendix 2



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## 2. Related document

TSSA\_CCU\_ 127 Letters for Misuse of Logo

TSSA\_CCU\_43 Testing and Certification Regulations

BCB-202 December 2005

SAAS PROCEDURE: 201 and 426