

## 1. Purpose

This document establishes the rules governing the use of TUV United's management system certification mark by certified clients. It ensures proper use, prevents misleading representations, and maintains compliance with ISO 17021-1 and other applicable accreditation requirements.

## 2. Scope

This document applies to all organizations certified by TUV United for management system certification.

## 3. Rules for Using the Certification Mark

### 3.1 General Usage Requirements

Certified clients may use TUV United's certification mark under the following conditions:

- The mark must be clearly traceable to TUV United.
- The mark must always be accompanied by a reference to the certified management system, e.g.,
  - "Certified to ISO 9001:2015 by TUV United."
  - "This organization operates a management system certified to ISO 14001:2015."
- The mark must not be altered, distorted, or misrepresented.
- The mark may only be used for the scope of certification granted.

The certification documents shall identify in detail the categories and subcategories in to which the FSMS applies.

### 3.2 Prohibited Uses

Certified clients shall not use the certification mark:

- On products or product packaging in a way that implies product certification.
- On test reports, laboratory reports, calibration reports, or inspection certificates.
- In any manner that misleads the public regarding the scope of certification.
- On advertisements that suggest TUV United certifies the product, rather than the management system.

### 3.3 Use of Certification Statements Without the Mark

Certified clients may reference their certification in text format, provided it meets the following:

- The text must include the certification standard and TUV United's name, e.g.,
  - "[Company Name] is certified to ISO 9001:2015 by TUV United."
- The reference must not imply product endorsement by TUV United.

### 3.4 Use of Certification Statements on Product Packaging

- TUV United not authorize the use of the FSMS certification mark on the product nor the product packaging. cover all product packaging, both primary packaging (which contains the product) and any outer or secondary packaging.
- TUV United not permit the use of any statement on product packaging that the client has a certified FSMS. This includes all product packaging, both primary packaging (which contains the product) and any outer or secondary packaging.

Certified clients may place a statement about their certified management system on product packaging or accompanying information, provided that:

- The statement does not imply product, process, or service certification.
- The statement must include:
  - The certified client’s name or brand.
  - The type of management system certified (e.g., quality, environmental) and the applicable standard.
  - The name of TUV United as the issuing certification body.
- Examples of acceptable statements:
  - “[Company Name] operates a Quality Management System certified to ISO 9001:2015 by TUV United.”
  - “The manufacturing process of this product is managed under an ISO 14001:2015 certified Environmental Management System.”

### 4. Certified Client Obligations

TUV United shall require certified clients, to:

- (a) Conform to TUV United’s rules when making reference to certification in communications such as websites, brochures, advertisements, or other media.
- (b) Avoid making any misleading statement about their certification.
- (c) Not use or permit the use of certification documents or any part thereof in a misleading manner.
- (d) Immediately cease all use of certification marks, logos, or references upon withdrawal of certification
- (e) Amend advertising materials if the scope of certification is reduced.
- (f) Ensure that certification statements do not imply that TUV United certifies products, processes, or services.
- (g) Ensure that references to certification do not apply to activities or sites outside the certified scope.

**(h)** Not use their certification in a way that could bring TUV United or the certification system into disrepute or harm public trust.

## 5. Compliance Monitoring and Enforcement

TUV United monitor compliance through:

- Review of marketing materials, websites, and product catalogues.
- Audits and surveillance assessments.
- Investigations into reports of misuse.

### 5.1 Actions for Non-Conformance

If a certified client misuses the certification mark or misrepresents certification status, TUV United may take the following actions:

1. Written warning with a request for immediate correction.
2. Corrective action request (CAR) to rectify the misuse.
3. Temporary suspension of certification if misuse is not corrected.
4. Withdrawal of certification for repeated or intentional violations.
5. Legal action if necessary.

## 6. Appearance of the Mark

- The mark must be used as provided by TUV United, without alterations.
- It must retain its original proportions, colors, and clarity.
- Ensure proper visibility and legibility in all applications, both digital and print.

## 7. Withdrawal or Suspension of Certification

In the event of certification withdrawal or suspension:

- The organization must immediately cease all use of the certification mark.
- All materials (digital and physical) bearing the mark must be updated or removed to prevent any misrepresentation.

## 8. Reporting and Contact Information

- Clients must report any uncertainty regarding the correct use of the certification mark to TUV United's certification Department through e-mail: [certification@tuvunited.com](mailto:certification@tuvunited.com)

A handwritten signature in black ink, appearing to read 'Lisan' with a stylized flourish above it.