

Guidelines on Certification Maintenance

And Certification Mark Control



EQA IMS Certification Pte Ltd

Congratulations on your achievement of the certification!

We are pleased to append below the guidelines on the Certification Maintenance; and guidelines and controls on the use of the Certificate and Certification Mark.

1. CERTIFICATION MAINTENANCE

- (1) Certification validity period is three (3) years, with the date of expiry stated therein in the Certificate. Certification can be maintained by recertification audit upon expiry.

- (2) Surveillance audits are to be performed on a six (6) or twelve (12) monthly basis, with the 1st Surveillance to be performed within one year after the certification decision made date. In the event that such surveillance audit is not performed, the certification will be suspended.
- (3) EQAIMS will give one (1) month advanced notification on upcoming surveillance audit. The audit date shall be fixed and notification will be sent one (1) week before the scheduled audit. Change of audit date is usually not permitted, unless there is specific reason to change, and shall be subjected to EQAIMS' schedule.
- (4) In the event that surveillance audit cannot be performed within the timeframe due to special reason, such as moving of office removal, extension on audit scope, etc., prior notice must be given to EQAIMS.

2. SUSPENSION OF CERTIFICATION

- (1) The certification shall be suspended under the occurrence of any of the following circumstances:
 - (i) Surveillance audit is not performed within one month from the established timeframe;
 - (ii) No further action **was** taken after a follow-up visit;
 - (iii) Misuse of Certificate and Logo; or
 - (iv) Non-payment of the audit fee.
- (2) In the event that the certification is suspended, EQAIMS may notify relevant bodies and organizations in this regard without discussion.
- (3) In the event that you did not implement the corrective actions that you are required to take due to the misuse of accreditation, certification mark and Logos, the accreditation board will be notified accordingly.

3. USE OF CERTIFICATE

- (1) Copy of certificate can be used and presented, when necessary.
- (2) Request for issuance of additional original certificate will be subjected to an issuance fee of SGD100-00 per certificate plus any tax applicable.
- (3) Alteration on the issued certificate is strictly prohibited and if found, EQAIMS shall treat the matter through legal means.

4. CONDITION FOR USE OF CERTIFICATION MARK

- (1) The unique EQAIMS Logo, also referred as certification mark, bears the Trade Mark No. **40201720221R**, is registered under the Singapore Trade Marks Act and can only be used under the consent of EQA IMS Certification Pte Ltd.
- (2) Where the client is certified under the SAC Scheme, the certified client may use the SAC accreditation mark with the certification mark.
- (3) When using the SAC accreditation mark + certification mark, the certified client for the

different SAC Schemes shall ensure that the standard awarded and their registration/certificate number are clearly displayed and EQA IMS' accreditation number imprinted, as follow:



- (4) The SAC accreditation mark + EQAIMS certification mark shall be used together, and boxed up as shown above. EQAIMS's certification mark must come before the SAC accreditation mark. EQAIMS's certification mark shall maintain similar proportions to the SAC accreditation mark. The difference in the height of EQAIMS's certification mark and SAC accreditation mark shall not be more than 5%.
- (5) Both marks may be uniformly enlarged or reduced, but shall not be less than 15 mm in height. The combined mark shall always be used in its original, designed proportions and not to be distorted, compressed or stretched in any way. It shall be used on a background that will not impede readability and only be used in its normal horizontal orientation and not be rotated.
- (6) When the certified company is using its own name or logo together with the combined SAC + EQAIMS mark, the display shall be such that the combined mark is no less prominent than the certified company name or logo.

5. USE OF CERTIFICATION MARK OR REFERENCE TO CERTIFICATION ON PUBLICITY AND OTHER MATERIALS

- (1) Certified company may use the SAC accreditation mark + certification mark on publicity and other stationery materials such as brochures, business card, letterhead paper, quotations, websites and vehicles. When using the combined marks in advertising and promotional publications, certified company is highly encouraged to send the sample(s) to EQAIMS for vetting before use.
- (2) The certified company shall:
 - (a) only claim that it is certified in respect to those activities which are covered under its scope of certification, clearly stipulated on the issued certificate;

- (b) only use the combined mark for premises covered by the certification;
 - (c) not make any statement regarding its certification that EQAIMS may consider misleading or unauthorized;
 - (d) not allow the fact of its certification to be used to imply that a product, process, system or person is approved by EQAIMS; and
 - (e) not use the combined mark on any test items, products or literature, certificates, or in a way that may be interpreted as denoting product conformity.
- (3) Upon suspension or withdrawal of certification by EQAIMS, the client shall immediately cease:
- (a) using the certificate or combined certification marks for potential business opportunities (e.g. participating in a tender);
 - (b) distribution of all items on which the combined certification mark or any reference to EQAIMS certification are displayed, and shall ensure discontinued use or distribution of these items; and
 - (c) using statement(s) regardless of documented or not documented to imply that they are still being certified by EQAIMS.

In the event that you need any further clarification, please do not hesitate to visit us at www.eqaims.com or contact us at 1, Yishun Industrial Street 1, #04-10, A'Posh BizHub, Singapore 768160, Tel: (65) 62828238, Fax: (65) 62828239. Alternatively, you can write to us via email to admin@eqaims.com. Thank You.