



EH CERTIFICATION  
Management Systems Certification

<b>Credit Conditions and the Use of the Logo and Certification Instruction</b>	
05 WI 01 R 00	Document code

**Explanation:**  
 1. This document and related documents and its appendices are covered by the document control system of EH Certification Company (EH). Copying, reproduction, distribution and change is only allowed by the EH management representative.  
 2. The last revised paper version of this document is valid with a valid stamp on all pages and software files (CD or network or other transmission mediums) in PDF format or unchangeable on the network or at the address announced by the owner's management representative.

--	--	--	--	--	--	--	--


<b>The retention period of the obsolete version:</b> 5 years	<b>Storage place after cancellation:</b> <b>Paper file:</b> Ring binder of the management system documents in the relevant folder with a red Invalid stamp <b>Computer file:</b> In the relevant folder under the title Invalid
---	---

E:\1-EH\1- EH Management System Documents\1- EH Document- 17021

<b>Approver of documents and appendices:</b> CEO:	<b>Certifier of documents and attachments:</b> Management Representative.	<b>Producer of documents and appendices:</b> Vice President of Customers and Contracts.
Approval date of the last revision: 3/2/2024	The date of controlling the last revision :3/2/2024	The date of creating the last revision: 3/2/2024


3 / 2 / 2024	The start date of the certificate
--------------	-----------------------------------



Doc. No.:	06      WI      01   R   0	Credit Conditions and the Use of the Logo and Certification Instruction	 <small>Management Systems Certification Services</small> Management Systems Certification
Effective:	03 / 02 / 2024		

**List:**

1. Objective .....	4
2. Scope of application .....	4
3. Terms and definitions .....	4
4. References .....	4
5. Description .....	4
5-1- Certificate validity conditions .....	4
5-1-1- Certificate validity .....	4
5-1-2- Suspension of certificate validity .....	6
5-1-3- Certificate revocation .....	7
5-1-4- The general process of suspension and cancellation in conducting surveillance audits .....	7
5-2- Using the logo.....	9
5-3- Relevant decisions regarding the incorrect use of the certificate and logo .....	10
5-3-1- Certificate suspension in conditions of incorrect use of the certificate and logo.....	10
5-3-2- Cancellation of the certificate in case of improper use of the certificate and logo .....	10
5-4- Other legal measures if necessary .....	11

Doc. No.:	06	WI	01	R	0	Credit Conditions and the Use of the Logo and Certification Instruction	 Management Systems Certification Services Management Systems Certification
Effective:	03	/	02	/	2024		

## 1. Objective

The purpose of preparing and compiling this instruction is to state the conditions of certificate validity (validation, suspension and cancellation of validity) and the use of the logo by EH Certification customers

## 2. Scope of application

This instruction applies to the certificates issued by EH Certification.

## 3. Terms and definitions

3-1- Certified organization: It means an organization that has been audited by EH Certification and its management system has been approved in relation to the subject of the audit.

3-2- Logo: means the standard signs of the subject of audit that the certified organization is allowed to use after approval in the audit.

3-3- Certificate validity conditions: One of the validity modes is suspension or cancellation of certificate validity.

3-4- EH Certification: EH CERTIFICATION Company.

## 4. References

4-1- ISO / IEC 17021:2015-1 (Requirements for entities providing audit services and certification of management systems)

4-2- ISO / IEC 17030:2003 (General requirements for third-party conformity marks)

## 5. Description

Dear customer, please pay attention to the following points when using the certificate and logo during the validity period.

Please note that due to the compliance of the following requirements with the aforementioned authorities and the supervision of legal organizations such **accreditation body**, the social and legal responsibilities of possible non-compliance with the mentioned items are the responsibility of the recipient of the certificate (certified organization). And it is necessary to read and understand this instruction seriously.

EH Certification is ready to answer the doubts and questions of its customers, so please keep in touch even after receiving the certificate.

### 5-1- Certificate validity conditions

#### 5-1-1- Certificate validity

5-1-1-1- In the interval between the issuing audit and the first maintenance audit, as well as the interval between the maintenance audits, it is mandatory to keep the documents up-to-date and to complete them in the entire scope of application of the issued certificate, and it is important to mention that the choice of location / The units and sample documents in surveillance audits will be at the discretion of EH Certification.


5-1-1-2- It is necessary that the certified organization prepares itself for conducting audits according to the following explanations in a time frame of two

Notify EH Certification weekly, at least one month before the desired audit date (for the issue of surveillance audit, the date of surveillance audits is specified in the certificate).

- **Performing the first surveillance audit:** 9 to 11 months after the date of the 2nd stage audit, provided that no more than 11 months have passed since the last day of the 2nd stage audit.

- **Conducting the second surveillance audit:** 21 to 23 months after the date of the 2nd stage audit, provided that no more than 23 months have passed since the last day of the 2nd stage audit.

Page 4 of 11	<b>Document State:</b> Valid	www.ehcert.com homamcert.uae@gmail.com Phone: (+971) 527742289
--------------	------------------------------	--

Doc. No.:	06      WI                      01   R   0	Credit Conditions and the Use of the Logo and Certification Instruction	 <small>Management Systems Certification Services</small> Management Systems Certification
Effective:	03   /   02   /   2024		

- **Performing the second stage audit:** maximum 3 months after performing the stage 1 audit.
- **To resolve possible non-conformities of step 2:** maximum 2 months after the audit of step 1
- **To resolve the possible non-conformities of stage 1 or to announce readiness to perform stage 2 audit:** maximum 3 months after performing stage 1 audit.
- **To resolve the possible non-conformities of surveillance audit 1:** at most until the end of 12 months after the audit of stage 2.
- **To resolve possible non-conformities of surveillance audit 2:** at most until the end of 24 months after the audit of stage 2.

**Explanation 1:** The default surveillance audit time period is annual (the above time frames), unless in the 2nd step audit or the first surveillance, the state of the system is such that the auditor and the certified organization reach an understanding of less than one year.

5-1-1-3- If the scope of the certificate does not include all certified products or services or does not include all the locations and facilities of the certified organization, the product / service that is covered by the certificate should not be presented in such a way It seems that all the products, services, places and facilities of the certified organization are covered by the scope of the certificate.

5-1-1-4- The certified organization should not use any method that leads to an increase in the number of issued certificates (for example, copy, print, scan, etc.)

**Explanation 2:** Copy as additional documents can be presented to clients / employers in contract documents or resumes, as well as putting the full image of the certificate on the website or advertising without hindrance.

5-1-1-5- The electronic version of the certified organization's certificates, which are used in public advertising or other purposes, should not contain any writing.

5-1-1-6- In a situation where the coverage scope of the certificate is reduced, the certified organization cannot use the removed coverage scope.

5-1-1-7- The certified organization must observe the following in using the certificate or logo:

- Consider the requirements of this directive when referring to the status of your certificate in communication media such as the Internet, brochures or advertisements or other documents.
- Do not state or allow any misleading information about your certificate.
- Do not use or allow the use of the certificate or any part of it in a misleading manner.

- As soon as his certificate is revoked, stop using all advertising materials that include references to the certificate, as prescribed by the certifying body.


- Modify all advertising materials when the scope of the certificate is limited.

- Do not allow reference to the certification of your management system in such a way that it can be inferred that the certifying body has certified a product (including service) or process.

- Do not imply that the certificate is valid for activities and sites that are outside the scope of the certificate.

- Do not use your certificate in a way that damages the image of EH Certification and / or the certification system and the loss of people's trust.

5-1-1-8- The certificate should only be used by the certified organization, and the right to use the certificate or compliance marks cannot be delegated by the certified organization to another person, institution or organization.

Doc. No.:	06 WI 01 R 0	Credit Conditions and the Use of the Logo and Certification Instruction	 Management Systems Certification Services Management Systems Certification
Effective:	03 / 02 / 2024		

5-1-1-9- Beneficiaries of the certified organization, including customers, government institutions, etc. If there is any ambiguity regarding the use of the certificate and logo by the certified organization, they can submit their report and information, which according to the above-mentioned content, EH Certification is obliged to follow up and take action (if needed).

5-1-1-10- If there is a change in the management representative or other officials related to the issued certificate, such as the HSE officer, as well as a change in address or a change in the scope of application, inform EH Certification before performing surveillance audits.

5-1-1-11- If a certified organization decides not to continue the registration / validity of the certificate, it must immediately all the things that show gives the certificate has not yet been revoked, removes it from access and returns the certificate.

5-1-1-12- If EH Certification does not finish the re-certification audit within the re-certification audit deadline (re-certification audit at least one month before the validity of the previous certificate expires) or is unable to confirm the implementation of corrections or corrective measures for The major non-conformities in the re-certification audit should not be before the expiration date of the previous certificate, after the expiration date of the certificate, a new certificate will not be issued, and it is necessary to perform the audit of steps 1 and 2 to issue a new certificate.

**5-1-2- Suspension of certificate validity**

5-1-2-1- If the specified conditions related to the validity of the certificate according to paragraph 5-1-1 are not met, the certificate will be suspended or revoked according to the type of unmet conditions.

5-1-2-2- If possible non-conformities are not resolved in any of the surveillance audits within the stipulated time according to paragraph 5-1-1-2, the certificate will be suspended.

**Explanation 3:** The maximum delay in the implementation of each of the surveillance audits for the first surveillance audit until the end of 12 full months from the time of the decision to certify (the interval between the second stage audit and the date of certification according to the EH documents) and for the second surveillance audit a maximum 24 months from the time of the aforementioned decision. If the resolution of possible non-conformities in any of the surveillance audits is delayed longer than the deadline set on the date of the surveillance audit, the certificate / s will be suspended for six months, after which the validity of the certificate will be revoked. In order to get out of the suspension, a stage 2 audit must be done again.

5-1-2-3- If the certificate of the certified organization is suspended or revoked by EH Certification for any reason, the certified organization must stop all its advertisements related to the suspended or revoked certificate.

5-1-2-4- The following cases also lead to the suspension of the certificate:

- The certified management system has not consistently or seriously met the certification requirements, including the requirements related to the effectiveness of the management system.
- The certified organization does not allow surveillance audits or re-certification to be carried out as often as necessary.
- The certified organization has voluntarily applied for suspension.

5-1-2-5- If the issue that caused the suspension is resolved, EH Certification will remove the suspension of the certificate. If the issue that caused the suspension is not resolved within the time set by EH Certification, the certificate will be revoked or its scope will be limited.

Reminder: In most cases, the suspension does not last more than 6 months.

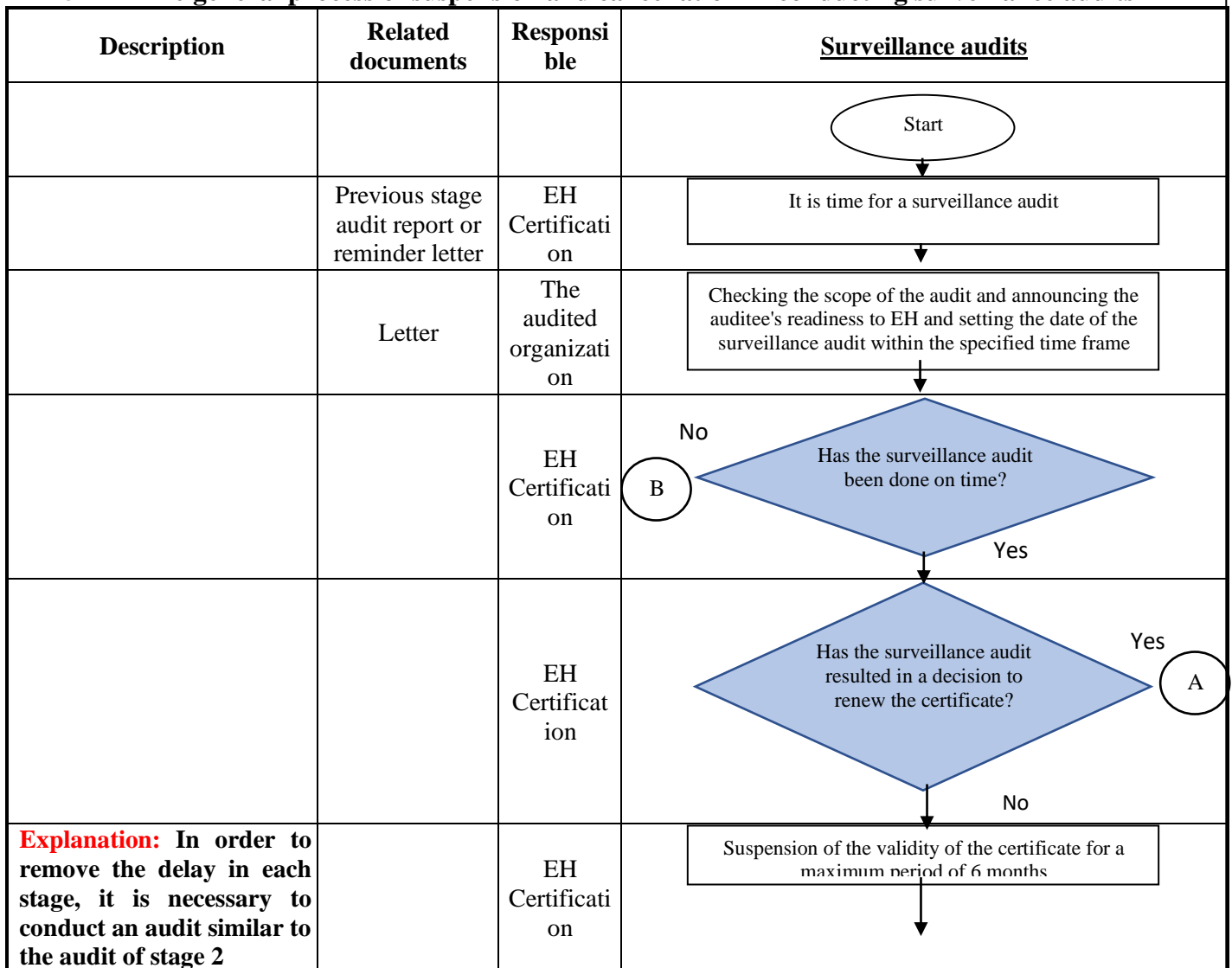
5-1-2-6- Whenever the certified organization has continuously or seriously failed to meet the certification requirements regarding parts of the scope of the certificate, EH Certification limits the scope of the certificate of the certified organization to the part Those that do not meet the requirements should be excluded from the scope of inclusion. Any limitation is in line with the standard requirements used in certification.

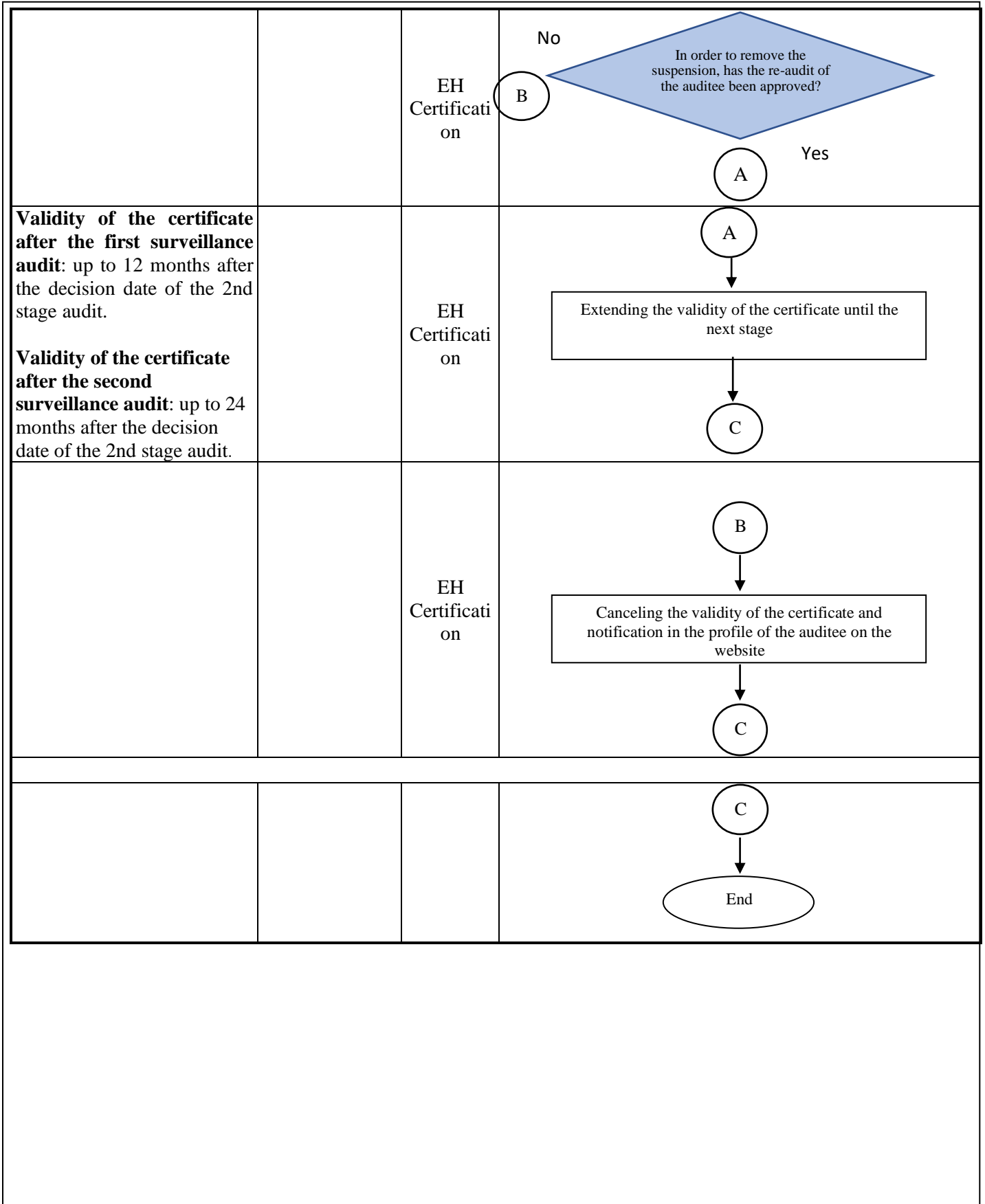
**5-1-3- Certificate revocation**


5-1-3-1- If the conditions of suspension mentioned in paragraph 5-1-2- remain after the issuance of the certificate, the certificate will be revoked no later than 6 months later.

5-1-3-2- If the auditee does not allow the audit to be conducted within the stipulated time of the surveillance audits, the certificate will be revoked.

**5-1-4- The general process of suspension and cancellation in conducting surveillance audits**





Doc. No.:	06      WI                      01   R   0	Credit Conditions and the Use of the Logo and Certification Instruction	 Management Systems Certification Services Management Systems Certification
Effective:	03 / 02 / 2024		

**5-2- Using the logo**

**5-2-1- Conditions**


After receiving the certificate, the certified organization can use the EH Certification logo in mass media or advertising brochures under the following conditions:

5-2-1- If the standard certificate issued with the accreditation Body (AB) (accredited certificate such as ISO 9001), you are only allowed to use the EH (Certification Issuer) logo without the Accreditation body (AB) logo and under it the standard subject such as ISO 9001:2015

Example: Logo related to certificates issued by EH Certification:



- 5-2-2- Use the logo exactly as it is presented and do not make any changes in it.
- 5-2-3- The certified organization must use the logo only in the cases listed in the application scope of the obtained certificate.
- 5-2-4- The period of use of the logo depends on the validity of the certificate and the use of the logo with the expiration or non-renewal of the certificate is illegal.
- 5-2-5- The certified organization that has obtained the right to use the EH Certification logo does not have the right to apply any infringements, adjustments or changes to the logo. The only change that the certified organization is allowed to make is the size of the logo.
- 5-2-6- In this connection (changing the size of the logo), it is necessary to mention the following points:
  - a) The logo must be completely transparent and legible.
  - b) The contents of the logo should be preserved in full.
- 5-2-7- The laboratories of the certified organization are not allowed to use the logo or management system certificate in the report sheet related to the laboratory test, calibration or inspection or the certificates related to the confirmation of their results.
- 5-2-8- The certified organization is not allowed to use the logo or management system certificate in the inspection report sheet in relation to confirming their results
- 5-2-9- The logo, for example, can be used in the following cases with a clear explanation of this instruction:
  - Promotional materials of the certified organization or other matters related to the certification.
  - Exhibition booths of the certified organization.
  - Internal doors and walls in the building of the certified organization.
  - Business cards of the certified organization.
- 5-2-10- The logo should not be used on the product or product packaging in any other way that may be interpreted as the concept of product compliance.
- 5-2-11- Using the logo on the product and packaging by mentioning the company / organization..... Has a management system..... is unimpeded.

Doc. No.:	06 WI 01 R 0	Credit Conditions and the Use of the Logo and Certification Instruction	 <small>Management Systems Certification Services</small> Management Systems Certification
Effective:	03 / 02 / 2024		

5-2-12- The certified organization should refrain from directly inserting the management system logo on the product or product packaging or accompanying information for the customer / employer, in other words, it can be said that the management system logo should not be used in any way. which for the customers of the certified organization, is reminiscent of the existence of product certification, certified process or service.

5-2-13- In order to comply with the principles of packaging and the use of signs, the certified organization must take into account considerations that can separate the product without disintegrating or damaging it, and the accompanying information is considered in such a way that Be accessible or easily detachable from the product.

5-2-14- The certified organization in statements or other documents should pay attention to the following points in the reference method:

- Identification (such as brand or name) of the certified organization
- Type of management system (such as quality, environmental) and related standard
- The certifying body that issued the certificate

5-2-15- Logos, signs, claims or statements should not be used in a way that implies that EH Certification or accreditation authorities are responsible for the activities carried out under the scope of the certificate.

### 5-3- Relevant decisions regarding the incorrect use of the certificate and logo

In the event that EH Certification monitors or audits the use of the logo or certificate by the certified organization, he should make sure that the certified organization has made incorrect or misleading claims about the logo or certificate, and refer the matter to the committee for decision. Decision making refers.

The decision-making committee creates and establishes a plan in relation to any misuse of the certificate or logo, depending on the issue. This plan can include the following:

#### 5-3-1- Certificate suspension in conditions of incorrect use of the certificate and logo

5-3-1-1- If the collected information indicates the certified organization's accidental or partial abuse of the certificate or logo, EH Certification can suspend the certificate until this abuse is resolved.

5-3-1-2- In this connection, the certified organization is obliged to immediately remove the suspension factor.

5-3-1-3- Ensuring the elimination of the reasons for suspension (incorrect use of certificates or compliance marks) will be achieved by conducting a follow-up audit or other methods at the decision of the decision-making committee.

Note: Repeating this abuse cannot be tolerated and will lead to the cancellation of the certificate of the certified organization.


5-3-1-4- Under the conditions of suspension, the management system certificate of the certified organization is temporarily invalidated.

#### 5-3-2- Cancellation of the certificate in case of improper use of the certificate and logo

5-3-2-1- If the information indicates intentional misuse (violation) or repeated partial misuse of the certificate and logo by the certified organization, EH Certification will take action to revoke the certificate.

5-3-2-2- If the conditions of suspension mentioned in the next paragraph persist, the certificate will be revoked no later than 6 months later.

Note: In order to inform the beneficiaries of the certified organization, EH Certification can inform the relevant governing bodies or major customers.

Doc. No.:	06	WI	01	R	0	Credit Conditions and the Use of the Logo and Certification Instruction	 Management Systems Certification Services Management Systems Certification
Effective:	03	/	02	/	2024		

#### **5-4- Other legal measures if necessary**

In case of misuse of the logo and certificate by an organization that is not a party to the contract with EH Certification, the necessary legal measures (for example, a complaint to the judicial courts) will be placed on the agenda of EH.

Note: Finally, since the situation governing each case of logo misuse is different, EH can use other plans, such as corrective action or disclosure of the violation, depending on the issue.

EH Certification – موفقیت مستمر – با آرزوی

Best wishes for continued success EH Certification